



# CENTERPOINTE APARTMENTS

## RESIDENT RULES AND REGULATIONS

Property Management, Inc. welcomes you to your new home at CenterPointe Apartments. To help with a successful residency, please become familiar with the following rules and regulations. Please keep this in a convenient place so you can refer to them when needed. These rules and regulations are an addendum to your rental agreement. Residents agree to comply with this addendum as an extension of their rental agreement.

**Office address:**

Property Management Inc - [www.rentpmi.com](http://www.rentpmi.com)  
1300 Market Street Suite 201 • P.O. Box 622  
Lemoyne, PA 17043  
717-730-4141  
717-730-4140 FAX

**Property Manager:**

Traci Bitting, ARM®  
717-635-2443

[tbitting@rentpmi.com](mailto:tbitting@rentpmi.com)

Call Traci if you have a concern or if you have any other management matters to resolve, this includes Snow Removal and Lawn Care.

**TO REQUEST MAINTENANCE (Non-Emergency and Emergency): 717-635-2424**

**Administration:**

If you have a question about the status of your rent payments or billing inquiries/account status:

Betsy Evans  
717-730-4141 ext. 121  
[bevans@rentpmi.com](mailto:bevans@rentpmi.com)

If you would like to renew your lease or have questions about your lease:

Stacey Campbell  
717-730-4141 ext. 161  
[scampbell@rentpmi.com](mailto:scampbell@rentpmi.com)

Maintenance Concerns during normal, weekday hours Monday-Friday, 8:00 am to 4:30 pm

Sue Wolf  
717-635-2424  
[swolf@rentpmi.com](mailto:swolf@rentpmi.com)

**All community Rules and Regulations are subject to change at the Landlord/Owner's discretion.**

1. Rent payments are due on the 1<sup>st</sup> day of each month; All payments received after the 5<sup>th</sup> of the month are subject to a 10% late charge. Please make your check or money orders payable to:

**CenterPointe Apartments**

And can be mailed or dropped off at: CenterPointe Apartments % PMI  
1300 Market Street; Suite 201  
P.O Box 622  
Lemoyne PA 17043

Please be aware that we only accept rent payments during our regular business hours. Our office is closed on weekends and holidays, and we do not have a mail slot. We do not accept cash. We also have online payment options. Please contact a member of our team for additional information.

2. **LOCK OUTS:** Residents will be given two unit keys and two key fobs for entrance to the building at move in. You will also be invited to August Homes where you can open your unit with your phone. Residents will be charged **\$25/per fob** if they are not returned at move out. Residents will also be charged \$5/per key for each unit key not returned. Please give a spare key to a friend or family member as our after hours maintenance does not respond to lock outs.
3. **PATIOS/BALCONIES:** Please do not use patios or balconies for storage. Only patio furniture and plants are permitted to be kept on patios/balconies. No laundry is to be displayed or hung on the patio or balconies at any time. NO clotheslines or drying racks are permitted. Do not have items over the railings. Please try to avoid sweeping or cleaning that would hinder or fall onto the patio/balcony below.
4. **PETS:** Please inquire about having your pet pre-approved before you bring him or her home. Only certain pets are acceptable and a special pet addendum to the lease must be signed by you and the manager. If the pet is not pre-approved you may not be permitted to keep him/her.
5. **SATELLITE DISHES:** Satellite dishes are not permitted without a signed satellite dish addendum.
6. **CONTACT INFORMATION:** Please notify the corporate office of any phone, email or vehicle changes.
7. **FITNESS ROOM:** Guests are not permitted in the Fitness Center. No glass containers. Please wipe down all equipment after use. Bathroom is to be used only while fitness center is in use.
8. **UTILITIES:** It is your responsibility to have the utilities put into your name. You are responsible for payment of the utilities beginning on the day you move-in. You will receive a bill from the 3<sup>rd</sup> party billing company for the water, sewer and storm water fees.
9. **CABLE:** Each home is supplied with cable outlets in the living room and bedrooms. Under no circumstances should an outlet be removed from the wall. No additional outlet may be installed anywhere without the permission of management.

10. **Trash:** Trash is included in your rent. Residents are to use the designated dumpster(s) located on the property. Do not overload the dumpsters. Use of the dumpsters is for resident's use only. Make sure all boxes are broken down prior to placing them in the dumpster. If you have an item that cannot be placed in the dumpster you must notify the office to have special arrangements made for pick up. Extra fees will be charged back to the resident for removal. While taking trash to the dedicated dumpster(s) location residents must make sure their trash is not leaking in the common hallways or stairways. If there is a leak or spill residents are to clean up after themselves immediately. A recycling flyer is included with this handbook.

11. **ELECTRONIC RECYCLING:** Please be aware that consumers have the responsibility to comply with the proper disposal of electronics in Pennsylvania by a law established on January 24, 2013 called the "Covered Device Recycling Act", Act 180-2010.

**If you are disposing of any of the following electronic equipment items:**

- **Laptop Computer**
- **Computer Tower (CPU)**
- **Computer Monitor (screen)**
- **Computer Keyboard**
- **Computer Printer**
- **Television (TV) Device (flat-screens, conventional tube-TV's, portable-TV's, etc.)**

then you, the Resident, must do so privately by taking these devices to a State DEP-approved electronic recycling center. You may visit the website: [www.depweb.state.pa.us](http://www.depweb.state.pa.us) or call 1-800-346-4242 for more information. Some "Best Buy" stores & some "Staples" stores may recycle some of these "Covered Device" electronics for free. Failure to comply can lead to charges.

12. **DECORATING:** You may decorate your apartment as you wish. If you paint your walls a different color they must be returned to original color upon move out. Feel free to hang pictures, mirrors, etc., with standard hangers. Do not use any adhesive tape or adhesive hangers on any surface. Holiday decorations should be removed in a timely manner after the holiday has passed.

13. **MAILBOX KEYS:** If you are in need of new mailbox keys, please contact the corporate office and submit a maintenance request. You will be charged \$5/key for mailbox keys that need to be replaced or are not returned at move out.

14. **SNOW REMOVAL:** After three (3) inches of snowfall, a contractor will plow the parking lots and shovel the walkways. You must move vehicle for the plow; we will not shovel around your car.

15. **FLAG/SIGN GUIDELINES:** Only the current American Flag or current military branch flag (Army, Navy, Marines, Air Force and Coast Guard) are to be displayed on a year round basis. Flags and signs with sports teams, advertisement and/or campaign information may NOT be displayed.

16. **GRILLS:** Grills are not permitted on patios and/or balconies. Residents are permitted to use the gas grill located in the Gazebo area on the property. Residents must clean up after each use and can not leave trash and debris behind. Residents are to be respectful to other residents that wish to use the area.

17. **PARKING:** All residents shall observe and abide by all parking and traffic regulations as posted by the property or by municipal authorities. Vehicles parked in violation of any such regulations may be towed away at the owner's expense. Parking is on a first come first serve basis. Vehicles are not

to be parked on the grass at any time, including moving in or moving out. Commercial vehicles, tractors, trailers, RVs and boats are not allowed to park in within the resident parking. Cars that are inoperable, not currently registered, or not currently inspected may not be parked in our community. Residents and/or guests are not permitted to make repairs on any vehicle(s) within the community. Anyone not following these guidelines is subject to a lease violation as well as the possibility of having their vehicle towed.

18. **RENTER'S INSURANCE:** CenterPointe Apartments does not and cannot insure any of your personal items. **Residents must obtain Renter's Insurance and insure Resident's own furnishings and family.** Residents Renter's Insurance policy must name CenterPointe Apartments as an additional insured.
19. **MOVING OUT:** You must give management written notice of your intent to vacate the apartment 60 days in advance. Upon receiving your notice, we will send you a list of instructions regarding your move out. You must notify the utility companies of your departure date. Utilities may not be put into Landlord's name until we receive your keys. You must supply management with a forwarding address. All carpets must be professionally cleaned and a receipt provided.
20. **FLOORING:** Dry mopping is recommended to clean the plank flooring on the first floor. One example of what you could use would be the Swiffer Dry Sweeper. If you need to spot treat areas, you may use water, water with light vinegar or a Swiffer wet jet. Please do not saturate the flooring with excessive water or cleaners as this may cause damage. Please also do not use any liquids that may result in a slippery surface, such as oil. Residents will be charged for any scratches, grooves or marks on the plank flooring. We recommend purchasing furniture sliders to prevent any damage.
21. **NOISE & NEIGHBOR ISSUES:** Tenants shall not make or permit any noise in the apartment that can be heard outside of their own apartment. Residents are responsible for all of their guests behaviors and/or actions. Community living can be difficult at times and can sometimes result in issues or complaints. Please submit all complaints and/or issues to the management office in writing.
22. **FILTERS & LIGHT BULBS:** Maintenance will replace the HVAC filters twice a year. You will be notified when they are scheduled to be replaced. Landlord will furnish a water filter in the fridge prior to your move in and light bulbs for all fixtures and appliances. After resident(s) take(s) possession of the unit, residents will be responsible for all replacement costs of the bulbs and water filters. Bulbs and filters should be identical to what is being replaced. Upon move out residents will be charged for any bulbs or filters that need to be replaced. Once the items are purchased please notify maintenance to schedule a time to have them replaced.
23. **SMOKING:** CenterPointe Apartments is a smoke free community. Smoking is prohibited inside the building at all times. Do not smoke near any common area entrances and be respectful of neighbors when using the Gazebo area.
24. **Appliances:** Please make sure to read any manuals that have been provided for proper use of the appliances in your apartment. If you do not have a manual or can not find one online please reach out to our office. The cleaning and care of the appliances is extremely important. If they are not cleaned and cared for properly you will be billed for replacement costs.

## MAINTENANCE

In order to better serve your maintenance needs Property Management Inc. and CenterPointe Apartments has a Maintenance Request phone line. All maintenance concerns should be reported to the management office as soon as possible. Letting problems go may result in more damage or a larger problem. Please understand that *not all* maintenance concerns are considered EMERGENCY repairs. "NON-Emergency" maintenance concerns are those routine repairs that are not threatening health, safety, or property damage and can wait until the following business day. All non-emergency maintenance should be called in only during regular office hours. You can also log-in to our resident portal to report a non-emergency maintenance request.

**MAINTENANCE HOURS: Monday – Friday, 8:00 am to 4:30 pm**

**PHONE: (717) 635-2424**

The following situations constitute an emergency and are legitimate cause for call for weekend, holiday or after hour service:

- Any building or maintenance-related condition threatening life or causing property damage.
- No Water or Hot Water
- No Heat (when the outside temperature is below 55 degrees)
- Sewer Backup
- Smoke Smell/Fumes
- No Electricity (call provider first to check for outages in the area)
- Electrical Hazard
- Broken Entrance Lock
- Elevator Failure
- Toilet clogged or not working (if you only have one toilet)
- Major Water Leaks such as:
  - Overflowing water from pipes, drains, sinks, or toilets (not clogged or slow draining)
  - Sink leak that cannot be contained by a bucket.
  - Water leaking from the apartment above (or any other significant water flow in other areas)

To receive emergency maintenance after hours (after 5pm or on a weekend or Holiday), you must take the following steps:

1. Call 717-635-2424. Follow the prompts to leave a recorded message. Leave your name, address, the nature of the problem, and a phone number where you can be reached.
2. A PMI maintenance person will call you back. ***IMPORTANT: If they cannot reach you, they will not respond. You must be home for them to respond to the call.***
3. **If a contractor is called out after hours, there must be someone at the home that is over the age of 18 to meet them.**

Please keep in mind that if a contractor is called out for a non-emergency item after hours, you may be billed for his time and repairs.

**Some additional maintenance tips and guidelines:**

1. In case of fire, smell of smoke or other life threatening situation, **call 911 FIRST**, then PMI.
2. If you have a clogged toilet, try a plunger first. Please do not flush trash, paper towels, cigarettes, sanitary products, diapers, wipes, or other items down the toilet. These items will cause blockage and management will pass on the charges to the resident if this is the cause of the problem. Do not use any bluing agent or cleaner in the toilet tank.
3. If you have a slow draining sink/tub, try to unclog it with a drain cleaner first. This is not considered a legitimate "after hours" emergency.
4. **Water Leaks/Sewer Back-up:** If the situation is to the point of damaging the unit or personal property, it is a legitimate emergency. If the leak is a minor drip and is not getting worse and can be contained with a bucket, then it is not an emergency. If pipes are leaking, try to locate the shut-off valve, and turn it off. Call PMI in the morning.
5. If you have no electricity at all, check your neighbors' status first, then check your circuit breakers/fuses. Try to contact PP&L to see if they are having a problem in the area.
6. If an outlet is not working, look for a "RESET" button on one of the outlets and/or on a circuit breaker. Press this button and try the outlet again. Do this a couple times. If it still does not work, contact PMI.
7. **Garbage disposals:** Always allow a generous stream of cold water to run throughout disposal operation and for 30 seconds afterwards. This will flush drain pipes completely, eliminate blockage and keep the motor cool. Keep in mind that garbage disposals are designed for the disposal of soft foods. If fruit and vegetables are placed in the disposal, be sure that they are cut into small pieces. To keep the blades sharp place ice cubes into the disposal and let it run. The ice acts like a sharpener as the blades grind against its frozen surface. To deodorize your disposal grind up orange or lemon peels, pour vinegar, lemon juice or baking soda directly into the disposal between uses. Grease/fat from meats, bones, seeds, popcorn kernels, paper, cigarette butts and other such items **will not** go through the disposal. **A maintenance charge will be billed to you for the removal of foreign items in your disposal.** It is also a good idea to run the garbage disposal before running the dishwasher. The sink and dishwasher drain into the same pipe and this will ensure that the drain is clear.
8. **PREVENTING FROZEN PIPES:**
  - Please set your thermostat to at least 55 degrees during the colder months to prevent any pipes from freezing. You can control your heating and cooling by using the NEST thermostat in your apartment. Additional information on how to use the NEST can be found online.

**Under no circumstances should the thermostat be turned off and then immediately turned on again. This quick cycling can and will burn out the controls in starting circuits and also in the compressor. If the thermostat is turned off, do not turn it back on for at least three (3) minutes. The main power to the system must be kept "ON" at all times to prevent damage to the outdoor unit compressor. If necessary, the thermostat control switch should be used to turn the system "OFF".**

