

~~~~~  
**HAYES APARTMENTS  
RESIDENT HANDBOOK &  
HOUSE RULES**  
~~~~~

MANAGEMENT COMPANY

O'BRIEN BROTHERS
1855 WILLISTON ROAD
SOUTH BURLINGTON, VERMONT 05403
[802] 658-5000

www.obrienbrothersvt.com

INDEX

Letter to Resident	3
Air Conditioning and Heat	4
Automobiles, Motorcycles and Parking	4
Cleaning	5
Emergencies	7
Exterior Apartment Building Doors	7
Inspections	7
Keys, Locks and Lock-Out Policy	8
Lights	8
Mail	8
Maintenance	9
Miscellaneous	9
Neighbors	10
Pets	10
Recycling & Composting	10
Renter's Insurance	11
Rents	11
Restrictions	12
Security Deposits	12
Smoke Detectors	12
Smoking	12
Snow Removal	12
Storage	13
Telephone and Television Cable	13
Trash Removal	13
Utilities and Services	13
Vacating Your Apartment	13

O'Brien Brothers
1855 Williston Road
South Burlington, VT 05403
[802] 658-5000

Dear Resident,

O'Brien Brothers is the Management Company for the Hayes Apartments. We are pleased to welcome you. We look forward to working with you in making our complex a pleasant place to live.

There are various rules and regulations that are necessary for the efficient operation of the apartments. This handbook and your lease provide detailed information that you will find helpful while you live here. Please note that violations of any provision of this handbook is a violation of your lease agreement.

This current handbook supersedes and replaces any previous publications, which you may have received with respect to the rules and regulations relating to your occupancy.

We recommend that all residents read this handbook carefully. If you have any questions regarding either your lease or the provisions of this handbook, please contact our business office, at (802) 658-5000. Should you have any suggestions as to how we may be of further service to you, please bring them to our attention.

Sincerely,

Rebecca Hotaling
Property Manager

HAYES APARTMENTS RULES AND REGULATIONS

O'Brien Brothers does not discriminate and does business in accordance with the Federal Fair Housing Law, Equal Housing Opportunity. The following rules and regulations are hereby incorporated into the Lease Agreement by reference.

AIR CONDITIONING AND HEATING

Each apartment comes with high efficiency baseboard heat and thermostat. In addition, the living room has a modern split unit for cooling and as needed, additional heat.

- Please be sure that all windows are closed for efficiency when using utilities to heat or cool apartment.
- If you have a problem with these units, please contact our business office. DO NOT contact any heating and ventilating company.

AUTOMOBILES, MOTORCYCLES AND PARKING

All vehicles must be registered with the Management Office. A maximum of two parking spaces are available for each apartment. Parking spaces are unassigned. Motorcycle owners should put a block of wood under the kickstand to avoid putting holes in the pavement.

Washing, repairing, or lubricating vehicles is NOT permitted on site. Vehicles with loud mufflers and other objectionable vehicles shall NOT be driven nor parked in the parking area. Unregistered, in-operable, or non-inspected vehicles are not permitted to remain in the parking area for over 48 hours. Vehicles that are leaking oil, gas or any other fluids on pavement must be repaired or removed within 48 hours. We reserve the right to tow cars without notification for the above violations.

Vehicles are NOT permitted on the WALKWAYS or ENTRANCES FOR ANY PURPOSE.

CLEANING

You are responsible for the cleaning of your apartment. All appliances, fixtures, flooring, and painted surfaces are of good quality and require attention to keep them that way. Some helpful suggestions:

- The carpets can be kept clean by vacuuming regularly and shampooing periodically. Spills should be wiped up immediately, so stains won't form.
- The lower windows tilt out for easier cleaning

WOOD PLANK VINYL FLOORS - The first step is to try minimizing dirt, stains, and abrasions *before* they occur. Over time, dirt and dust can wear down and degrade the finish on any type of flooring, including vinyl.

- You also may want to use vinyl coasters under the feet and legs of your furniture to safeguard against permanent indentations.
- When it comes to cleaning vinyl flooring, you can't go wrong with plain water and a sponge mop. Always wipe up spills as soon as possible, and mop frequently with plain water. For more intensive cleaning, here are a few tips and techniques:
 - Always vacuum or dry mop the floor to remove surface dirt, dust, and hair before moving on to wet cleaning; make sure you get under furniture, in corners, and along baseboards.
 - One of the best cleansers for vinyl flooring is apple cider vinegar. The acidity in the vinegar helps remove dirt and grime without leaving a buildup of soap. Simply mix one cup of cider vinegar with a gallon of hot water and use a damp mop to clean, rinsing the mop frequently with hot water. Substitute white vinegar for cider vinegar if you want to disinfect as you clean. If your floor is especially dirty, try adding a few drops of liquid dishwashing soap to the mixture, then mop a second time with only vinegar and water. To add shine to your vinyl floor, add a few drops of baby oil to the vinegar and water solution.

- For stubborn scuffs, try putting some jojoba oil on a towel and rub the area until the scuffs disappear. Clean thoroughly with the vinegar and water solution to remove any traces of lubrication.

- For food stains from grape juice, mustard, ketchup, tomato sauce and the like, make a paste of baking soda and water and gently rub the stain until it disappears. Clean thoroughly to remove any traces of baking soda.

- Some commercial cleaners are specially designed for vinyl floors. These may include Pine-Sol Multi-Surface Cleaner; Pledge Tile & Vinyl Floor Cleaner and Pledge Tile & Vinyl Floor Finish with Future Shine; and Armstrong's Once 'n Done Resilient.

- There are a few areas of caution and products to avoid when it comes to cleaning vinyl flooring:
 - * When vacuuming vinyl, do not use a "beater bar" attachment; this can damage the flooring surface.
 - * Never use highly abrasive scrubbers or steel wool.
 - * Do not use detergents, abrasive cleaners, or "mop and shine" products, because these can leave a dull film on the floor.
 - * Do not use paste wax or solvent-based polishes.
 - * Do not use ammonia or ammonia-based cleaning solutions on vinyl flooring; these can break down the material and cause cracks in the flooring.

KITCHENS - The stove and refrigerator come with booklets explaining how to best take care of them. Your refrigerators are self-defrosting; it is not necessary to defrost them. The ovens are self-cleaning. Please use the booklet for instructions on cleaning your oven.

➤ The counter tops are Formica. **PLEASE DO NOT PUT HOT POTS ON THEM OR CUT DIRECTLY ON THEM.** Please use a cutting board or mats to protect them. Damage caused by improper use is chargeable to the Tenant.

BATHROOM - The tub units are fiberglass and scratch easily, please DO NOT use abrasive cleansers such as "Comet" or "Ajax" on them. Failure to use appropriate cleaner resulting in damage is chargeable to the Tenant. Please use one of the **NON-abrasive** cleansers such as the spray-on liquid cleaners.

- Please do not use colored drop-in toilet cleaners that go in the tank. The blue coloring causes algae growth when the toilet is not used regularly. This causes problems when the apartment is vacant. If you really want to use a cleaner in your tank, you can use a chlorine tablet available at any hot tub or pool supply store.

WASHERS AND DRYERS – Clean the lint filters each time to avoid the vents from becoming clogged. Please shut the water off to the washers when they are not in use.

EMERGENCIES

FIRE EVACUATION

In the event of a fire emergency, dial 911. Evacuate the building by the two main doors to the building.

MEDICAL EMERGENCIES

If you or someone else is having a medical emergency, dial 911. The South Burlington Fire Department will respond with an ambulance. The dispatcher will ask your location, state building number and apartment number.

EXTERIOR APARTMENT BUILDING DOORS

ALL OUTSIDE DOORS FOR EACH BUILDING MUST BE KEPT CLOSED AT ALL TIMES. THIS WILL HELP TO KEEP OUT VERMIN, UNWANTED VISITORS AND ALSO THE COLD AND HEAT IN THE DIFFERENT SEASONS.

INSPECTIONS

O'Brien Brothers will conduct move-in and move-out inspections. This is to make note of any damage and repairs that are necessary. Any damage that is noted on the move-in inspection will not be the responsibility of the new resident. A move-out inspection will take place once the apartment has been cleaned, emptied, and the keys have been turned in. We may also conduct periodic inspections as deemed necessary by

Management. You will be notified at least 48 (forty-eight) hours in advance of an inspection.

KEYS, LOCKS AND LOCK OUT POLICY

Two front door keys, two apartment keys and two mailbox keys will be issued to you at the time of occupancy.

Residents are charged \$5 per key for any lost keys or keys not returned when the apartment is vacated. If you want a lock replaced due to a lost or stolen set of keys, please contact O'Brien Brothers. You will be charged for the lock replacement. Building entry, apartment, and mailbox keys should not be duplicated.

Any additional locking devices or changing of locks is NOT permitted.

LOCK OUT POLICY – If you are locked out of your apartment or the building at any time, there is a fee schedule for management to let you in. To avoid a lockout fee, it is recommended you have a plan for keeping a spare key to avoid this problem. A copy of the fee schedule is attached.

LIGHTS

The owner furnishes a bulb in each socket when you move in. It is the responsibility of the resident to replace all bulbs with the proper size as needed and to leave one in each socket when vacating.

MAIL

Mail is delivered to your mailbox outside the front entry to your building. Please use the address listed below:

Your Name
_____ Hinesburg Rd., Apt. ____
South Burlington, VT 05403

MAINTENANCE

It is our intention that this complex be neat and well maintained. To do this we need your cooperation.

- All maintenance requests and needs must be made through our business office. If you have a maintenance request, please call the business office at 658-5000 OR you may submit your request through your resident portal. In most cases we will be able to take care of your request within a reasonable amount of time. Do not contract repairs for any appliance, etc. in your apartment and then bill to O'Brien Brothers.
- When making a request, please include your name, building & apartment number, phone number and whether staff has permission to enter the unit in your absence. This will speed up the process.
- You may make your request on-line at www.obrienbrothersvt.com. Please click on the "Resident Portal" tab and login to your resident account.

Residents shall be held liable for any damage to buildings, grounds, or furnishings, including damages to apartments due to overflow from sinks or clogged drains that are caused by negligence of the resident or their guests.

You are allowed a reasonable number of approved picture hooks. Small Brad-type nails are recommended for use for wall hangings. DO NOT USE STICK-ON WALL HANGERS.

Painting or wallpapering apartment is NOT permitted without prior written approval of the Owner/Manager. WALLPAPER AND CONTACT PAPER ARE NOT ALLOWED. DO NOT put contact paper in kitchen cabinets; doing this will delaminate the finish on the shelves.

Altering of electrical fixtures and outlets or repairing of appliances by resident(s) is NOT permitted. Management office should be alerted of faulty fixtures or appliances.

MISCELLANEOUS

Outside advertising, posters, business cards are not allowed.

Outside soliciting is NOT permitted in the building. Questions regarding this may be addressed to the Management Office.

Moving of furniture and belongings into and from the apartments is restricted to the hours between 8:00a.m. and 8:00p.m.

NEIGHBORS

When people live in a multi-unit building, such as Hayes Apartments, they must take into consideration the rights of others. Loud radios, televisions, or record players can be very annoying to your neighbors. If something your neighbor does bothers you, we encourage you to politely let them know. They may not have realized the noise has carried into your apartment. If you have a complaint about your neighbor that you have been unable to work out by talking, contact the Management Office. Pounding on the walls, ceilings, or floors is not acceptable behavior and does not remedy the problem.

PETS

One indoor cat OR one dog is permitted at Hayes Apartments with written Management approval. A monthly pet rent of \$25.00 will be charged in addition to rent. See Pet Policy for specific provisions. Visiting pets are prohibited without prior permission from Management.

RECYCLING & COMPOSTING

ALL residents must recycle and compost. Residents are responsible for sorting, separating, and recycling waste into whatever categories the law requires. The resident may be subject to pay any fines or penalties levied by the city because they have failed to sort the trash properly.

Recycling and compost bins are available in the fenced in enclosure. Please do not place plastic bags in the recycling bins. All boxes should be flattened and placed behind or between the totes provided.

RENTER'S INSURANCE

The Owner strongly recommends residents obtain renters insurance from an insurance company of your choice.

Renters Insurance protects you and your possessions and will provide you with essential coverage against several unforeseen and unplanned events such as a fire or a robbery. A renter's insurance policy covers theft or damage to your personal possessions and shields you from liability if your actions damage another person's property. Your landlord's insurance will not protect you from being liable for damage you might inadvertently cause to the building. You would likely be required to cover the deductible. In addition, you are liable if you cause damage to a neighbor's belongings. For example, if your bathtub overflows and water seeps into the apartment below and damages your neighbor's furniture or possessions, you are liable. Renter's insurance will cover the damage up to your liability limits. Without renter's insurance, you will have to pay the damages out of pocket.

RENTS

Rents are due and payable on the first of every month. Checks should be made payable to: **"CPA Partnership"** They may be delivered to or mailed to the Management Office: O'Brien Brothers, 1855 Williston Rd, South Burlington, VT 05403. A \$25.00 fee is charged for returned checks.

Rent payments can also be made online via your resident portal account. Please contact the Management Office for sign up details.

ADMINISTRATIVE FEE FOR LATE PAYMENT OF RENT

An administrative fee is charged for late rent payments. This fee is equal to any expenses incurred as a result of late rent; a \$25.00 fee is typical. There is a \$25.00 fee for returned checks.

RESTRICTIONS

Personal belongings, such as furniture, toys, shoes, boots, etc. are NOT permitted to stay in the common areas or grounds. These items must be kept in your apartment. Bikes may be kept in your storage room or secured to a bike rack. Outdoor grills are not permitted.

SECURITY DEPOSITS

Your security deposit is kept in an interest-bearing account. Please see lease for security deposit requirements.

SMOKE DETECTORS

Smoke detectors are provided in each bedroom, living room and hallway of your apartments. If they go off for no reason and make a continuous beeping noise, it usually means you need a new battery. **PLEASE DO NOT REMOVE THE BATTERIES FOR ANY REASON OTHER THAN REPLACEMENT. THE SMOKE DETECTORS ARE INSTALLED FOR YOUR SAFETY.** If you have a problem replacing the batteries, please contact our office.

SMOKING

Hayes Apartments is a non-smoking facility therefore, smoking of any kind (including vaping) is **NOT PERMITTED** anywhere inside the building, including the apartments. Residents who smoke must do so outdoors at least 25 feet from any building. Cigarette butts must be disposed of in an appropriate manner.

SNOW REMOVAL

Residents are responsible for moving their vehicles for snow removal. This will aid in making snow removal more efficient.

STORAGE

Storage is only available in your individual apartment. Your personal items, i.e., lawn furniture, toys, bicycles, etc. may NOT be stored in any of the common areas or outside the building.

TELEPHONES AND TELEVISION CABLE

Your apartment is wired for television cable and telephone. The television cable provider for this building is COMCAST Cable Company at 800-COMCAST. The telephone provider is Consolidated Communications at (866) 984-2001. It is your responsibility to have these utilities connected. Outside antennas or satellite dishes are NOT permitted.

TRASH REMOVAL

All regular household trash must be put in bags, tied, and placed in the trash receptacle. DO NOT PUT RECYCLING MATERIALS IN THE TRASH RECEPTACLE. Please be sure to keep the trash enclosure door closed. Should you have unwanted furniture or other large items (such as mattresses/box springs, tires etc.) you will need to dispose of them on your own. Do not put these items in or by the dumpster.

UTILITIES AND SERVICES

The rent of your apartment includes heat, hot water, water & sewer, rubbish removal, compost removal, recycling, snow removal, and lawn care maintenance. Electricity powers the air conditioning, appliances, and general use in apartment. Gas powers the heat & hot water. Resident(s) are responsible to pay for the electricity. The electric company is Green Mountain Power at 888-835-4672.

VACATING YOUR APARTMENT

When you move, your apartment should be cleaned, so that it is in the same condition as when you moved in, with the exception of normal wear and tear. It is particularly important that you clean your appliances. You will be charged for cleaning costs if you do not clean your apartment or appliances. The hourly cleaning fee is \$75.00.

Any damage that is incurred during your residency will be deducted from the security deposit.

Any personal property left in the unit after your last day of occupancy will be considered abandoned personal property and will be discarded for a fee and deducted from the security deposit.