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# Leasing/Management Office

Leasing/Management Office Hours: Leasing/Management Office Address:

 Monday through Friday
 10:00 AM-6:00 PM
 851 Sanctuary Drive

 Saturday
 10:00 AM-5:00 PM
 Lake Villa, IL 60046

 Sunday
 11:00 AM-5:00 PM
 Phone: (847) 245-3300

 Fax:
 (847) 245-3301

E-Mail: PLÉASE USE RESIDENT

PORTAL

Please don't hesitate to contact our professional Leasing and Management Staff for any assistance you might need. Our office also appreciates comments and suggestions for improvement to our property or services.

# **After Hours Emergencies**

AFTER HOURS-MAINTENANCE EMERGENCIES ONLY (224) 643-4330

AFTER HOURS- LOCK OUTS (224) 643-4330

During leasing office hours, a staff member will unlock the door for a resident. A \$25 fee applies. Photo ID may be required.

AFTER OFFICE HOURS, Call center asks resident to agree to a \$150 charge on the recorded phone line. Resident will be required to give the staff member the last six digits of their social security number to receive an entry code.

Should you experience a maintenance emergency after business hours, please contact us at the emergency phone number listed above. Please leave your name, phone number where you can be reached, your building number and your unit number and the nature of the emergency. Someone will call you back to assess the problem and make necessary arrangements.

#### Service Requests

Please contact our office at (847) 245-3300 for any requests for repair in your apartment home. Service requests can be performed Monday-Friday during the hours of 8:00 AM and 3:00 PM. If you wish to make an appointment for routine service so that you can be present, please make yourself available during those hours.

Our professional maintenance staff strives to complete service requests within a 24-hour timeframe. If you have indicated you need service in your apartment home, you are granting The Sanctuary of Lake Villa staff permission to enter your apartment at any time with reasonable notice to perform your requested service. If you do not wish our staff to enter unless you are home, you must specifically advise our office of this each time that you request service.

**NOTE**: Although we do not anticipate these situations, at times emergencies can occur and in cases such as pipe breakage, fire, flood or water leaks, it may not be possible to advise you prior to entering your home. You will be notified should any emergency situations arise and if there was a need for entry into your home.

# **OTHER POLICIES**

# Occupancy Standards:

One Bedroom — Maximum of 2 people over the age of 24 months Two Bedrooms — Maximum of 5 people

#### Referrals:

If you refer anyone to The Sanctuary prior to their first visit to our property and they sign a lease you are eligible to receive a referral fee call the office for details. Please ask your referral to mention your name as the reason they are considering our community when they first contact us.

# Pet Policy:

Pets are welcome at The Sanctuary of Lake Villa. No more than two cats are permitted in any apartment home. No more than two dogs are permitted in any apartment home. Residents who have or wish to have a pet must receive management approval and sign a Pet Addendum and pay a pet fee (non-refundable) for both cats and/or dogs **PRIOR** to bringing a pet to the property. **Please note**, not all apartment homes are approved for dogs.

No visiting pets are permitted at The Sanctuary unless they are registered, and a pet fee is paid. Not all apartment homes are approved for dogs. It is important that all pet owners remember that it is the resident's responsibility to clean up after their pet immediately on the grounds at The Sanctuary of Lake Villa. Failure to do so will result in the revocation of their Pet Addendum. Please contact the Leasing Office for current information.

**Dog Breed Restrictions**: **NO** Rottweilers, Dobermans, Pit Bulls, American Staffordshire Terriers, Shepherds or puppies of these or other breeds mixed with these breeds will be allowed.

# Emotional Support Animals (ESAs), Service Animals, and Pet health status & waste cleanup:

Resident/Lessee is responsible for pick-up and clean-up of all animal waste. There will be a \$50.00 fine plus the cost of the DNA test kit(s) to any resident/lessee that does not clean up after their animal for the first offence; the fine increases by \$50 for each offence thereafter. Lessor agrees to provide special disposal bags at dog stations and to maintain dog stations and the landscaping in the designated pet areas. The Lessee must give Lessor proof of current rabies and all required vaccinations prior to occupancy. The resident/lessee must bring the animal(s) to the Leasing Office so Lessor can photograph and swab the animal(s).

# **OTHER POLICIES**

# Garages:

Private garages with remote opener are available for lease.

Garage Remote Security Deposit: Lessee has paid Lessor a deposit of \$50.00 per remote, in addition to any Security Deposit outlined in the Lease Agreement. Upon move-out, the Security Deposit will be returned to Lessee, less any damages to the garage or the apartment and less any rental amounts or fees remaining outstanding or otherwise due under the Lease Agreement.

Garage doors must be closed anytime the garage is not in use. During periods of cold weather, the doors must remain closed when not entering or exiting. All garages are equipped with a fire sprinkler. The fire sprinkler is susceptible to freeze up that will cause water damage if allowed to freeze. Lessee will be responsible for any damage caused by his/her improper use of the garage.

Garages are **not** to be used solely for the purpose of storage. **Appliances and EVs are allowed in the Garage by permit and fee only.** Management reserves the right to refuse any appliance or Electric Vehicle if electric power is being used. We require one registered vehicle in each garage if you have two or three vehicles and if there is a second or third vehicle one must be parked directly behind the garage in the reserved driveway. If you have three vehicles only one may be parked in

an unassigned parking space. No more than three vehicles are allowed. Those who are found misusing the garage will be subject to the lease violation terms.

# Additional Storage:

When available, storage closets can be leased and run concurrent with your Apartment Lease Agreement. All bikes must be stored in a storage unit or garage. Items including bikes can **not** be stored on balconies or patios.

# Laundry Equipment:

Laundry equipment is available for lease. The Sanctuary prohibits any other laundry appliance use in the apartment home or garage. Unauthorized use of laundry equipment will be considered a violation of the lease

#### High Speed Internet:

AT&T offers the Sanctuary residents high speed Internet services. Call the office for assistance if you should have trouble or refer to "Important Phone Numbers" for contact information.

# Early Lease Termination:

The Sanctuary of Lake Villa will honor a military resident's need to terminate a lease agreement with a copy of the military orders in accordance with the Servicemembers Civil Relief Act.

#### Addendums:

Addendums that may be added to your lease agreement include, but are not limited to, Garage, Pet, Storage, Laundry, and Utilities, run concurrent with the lease and **cannot** be cancelled prior to lease expiration.

#### **OTHER POLICIES**

# Payments:

As stated in your Lease Agreement, all rent payments are due on or before the **first** day of every month. For those who have trouble making it in during our business hours, a rent drop slot is located in the foyer of the Clubhouse by the door to the first office (Leasing). Your rent may be paid with personal check, money order or cashier's check. **No CASH** is accepted in our office.

#### Automatic Debit for Electric Funds Transfer or Credit Card Payment:

As a convenience to our residents, you are able to make arrangements through the Resident Portal to have your monthly charges deducted from your bank account or charged to your Visa or MasterCard credit card. For further information on how to access the Resident Portal, please see one of our staff members.

# **Dishonored Personal Checks:** (Example-NSF Checks)

Dishonored checks are payments that were never made. Should your personal check or card payment be returned to us unpaid for any reason, you will immediately receive a Lease Termination Notice demanding the payment of your rent, including additional rent charges. Dishonored checks or card payments must be repaid with a money order or cashier's check. After our office receives two returned checks or a single returned card payment all future payments for the duration of your lease must be made in the form of either a money order or cashier's check, you will no longer be able to pay your rent with a personal check. A fee will be charged for each dishonored personal check or returned card payment in addition to any additional rent charges that may be due in accordance with the lease if payment is made after the 5<sup>th</sup> of the month.

# **PARKING**

The parking areas on the property are for current residents and their guests only with the appropriate vehicle identification sticker. One Sanctuary Parking Permit sticker per vehicle will be issued at move-in. A guest staying for more than two consecutive nights may require a different parking tag. Please come to the office for the extended stay parking tag. Please be sure that any vehicles parked in the parking lots have current registration as well as the Sanctuary Parking Permit sticker and are properly parked. A Village of Lake Villa vehicle sticker can be obtained by showing your current vehicle registration at village hall, 65 Cedar Ave., Lake Villa. Only automobiles and small passenger trucks are permitted to park in the lots. Large cargo trucks, trailers, campers, motor homes, boats and other recreational vehicles may **NOT** be parked and stored in the parking lot. **Vehicle repair or washing** is not permitted at any time on the property. The following will be towed immediately from the property, at the owner's expense, if found:

- Vehicles not assigned and properly displaying a parking permit issued by The Sanctuary
- Unauthorized vehicles parked in front of a garage or in the parking lot
- Vehicles not properly registered
- Inoperable/stored vehicles
- · Improperly parked vehicles
- Boats or Recreational vehicles

Vehicles with broken windows, major damage, flat tires that have not moved within 24 hours will be deemed inoperable and will be towed. Also subject to tow will be any vehicle that has been ticketed by the Lake Villa Police Department or any vehicle that is parked in a fire lane or in front of dumpster enclosures. Please do NOT park in front of a garage door unless you rent the garage in front of the space. Parking in front of any garage door is reserved for the resident that leased the garage and violators of this policy are subject to immediate tow. Please feel free to contact our office should you have any questions regarding this policy. Special Note: Only two (2) vehicles per household are permitted unless you rent a garage (excluding quests).

# **GENERAL UNIT INFORMATION**

# Fireplace:

The fireplaces at The Sanctuary of Lake Villa are GAS BURNING fireplaces. Please read the operating instructions attached.

Although your gas logs are very realistic in appearance, it is not a real wood-burning fireplace and must not be used for burning rejected material. To avoid irreparable damage to the fireplace or personal injury; matches, paper, garbage, or any other material must not be placed or thrown on top of the logs or into the flames. The fireplace screen must be in place when the fireplace is operating. Touch only the piezo button and control knob. Avoid contact with the front screen, canopy or any other part which will be very hot. Close supervision is necessary when the fireplace is being operated while children are present. Do not use to cook food.

# Fire Sprinkler Systems:

Sprinkler systems have been installed for the safety of all Residents in all apartments and common areas of the building, including the balconies and patios. It is important that the sprinklers are not tampered with in any way. In addition, grilling on your patio or balcony on hot days (80 + degrees) could result in the sprinkler on your patio or balcony being set off. If a fire sprinkler is set off, the fire alarms will sound, and the fire department will respond. For safety reasons, ONLY the fire department can turn the water off. The resident(s) will be held responsible for <u>any</u> fine issued by the Fire Department and/or for damage caused by or to the sprinkler system for any reason. Only gas or electric barbeque grills are permitted and may not exceed 30,000 BTU's.

# Plumbing:

Under no circumstances should products (including hazardous materials) be disposed of in the drains or flushed down the toilet(s) in the apartment home. Items that may cause a malfunction to the plumbing are also prohibited: including but not limited to, feminine hygiene products, personal wipes, toys, excess amounts of toilet paper, paper towels, floss, latex products, bandages, and any type of cloth materials. If a malfunction should occur and service is required and the resident(s) or the residents' guests have disposed of any item that is determined in the sole discretion of Lessor to have caused the malfunction, the resident(s) will be held responsible for all costs and charges incurred as well as any other resulting damage due to sewer overflow.

#### Disposals:

Improper use of the garbage disposal will cause the disposal to stop working and possibly break. Always run the cold water at full pressure while the disposal is on. Let the water and disposal run at least 1 minute after all material is dispelled. To "freshen up" your disposal run some citrus thru it. Do **NOT** put anything you would not eat down the disposal. The following items should **NOT** be put in the garbage disposal; coffee grounds, corn silks/husks or other stringy vegetables, bones, eggshells, grease, metal like objects such as silverware, cat or dog food, small stones and paper or cloth products. Do **NOT** pack in large quantities of food at one time. If you are uncertain about what can be put in the garbage disposal contact the office or refer to the disposals operating manual. If damages are found as result of misuse by the resident(s) or their guest(s) resident(s) (in the sole discretion of Lessor) will be held responsible for the cost of repair or replacement of the disposal and all other costs of plumbing repair including but not limited to drain repair, replacement or rodding.

# Exercise Equipment:

Treadmill, stationary bikes and universal circuit equipment, including free weights, are only permitted in ground floor apartment homes. However, if complaints are received from neighboring apartment homes, the Sanctuary reserves the right to apply restrictions to the types of equipment that are acceptable and the times they may be used.

# **LOCKS**

Your apartment home is equipped with a LATCH lock. The lease agreement is very specific regarding changing or adding locks on your apartment doors. Changing or adding locking devices is strictly prohibited at The Sanctuary of Lake Villa. Your locks are operated through an app on your cell phone. You will receive a LATCH invitation prior to your move-in. You will download the app, set-up your account and use your phone to unlock your apartment, garage and storage unit doors. You can share your LATCH access to anyone you would like to through the LATCH app on your phone. If you would like, you can purchase a keycard for \$100 that can be used to open your locks.

#### LOCK-OUTS

If you are locked out of your apartment and it is after office hours, please call the Call Center at 224-643-4330 and someone will be dispatched to let you in. After hours lockouts are \$150 and must be paid immediately. Lockouts that occur during office hours are \$25.

You will be able to generate a personal code to use to open the doors to your building. To do this, go to your LATCH app. Click on the three stripes on the top left. Then Click My Doorcodes. Click Communal Doors. A 7-digit code will appear. This is YOUR PERSONAL CODE to use to get into your building. It is unique to you and will not change.

#### Guests:

Your guests will use the camera on their phone to scan the QR code on your building door. A unit directory will appear. They will then select your apartment number from the list. Your name will appear. They will choose your name and dial your phone. The caller will show up on your phone as "Front Door." When you answer your phone, you will have the opportunity to send a code to the person at the door to let them in, or you may go down and open the door for them.

Delivery People: You will need to sign-up for FedEx Delivery Manager and UPS My Choice.

FedEx: You will need to go to FedEx Delivery Manager. Do this by typing FedEx Delivery Manager into Google Search. Complete the required form with your information. Give them your 7-digit code to get into the building and leave your package. You can also leave instructions on where you would like them to leave your package. You may also put this code in the delivery instructions when you place an order.

UPS: Go to UPS My Choice and fill out the required form with your information and personal building code. Again, you may also add your code to any delivery instructions when you order a package.

Amazon: When you are in your Amazon Account, go to Your Addresses, Edit Delivery Preferences and put your personal code in the instructions. The delivery person will use this code to enter your building and deliver your packages.

# **SERVICES AND AMENITIES**

# Packages:

Please refer to the package addendum that is part of your lease.

#### Mailboxes:

Mailboxes are located on the ground floor and correspond with the number of your apartment home. An outgoing mail slot is located along side of the boxes. If you will be on vacation or out of town, please be sure to request a mail hold through your local post office. See "Important Phone Numbers" for local post office contact information. Post Office services including hold mail are available at <a href="https://www.usps.gov">www.usps.gov</a>.

#### Newspapers:

For those of you who still receive physical newspapers The Sanctuary requires newspaper carriers to enter each building and deliver your newspaper to your apartment home. Paper carriers are required to deliver to your door. If your paper is not picked up within one day, it will be disposed of. If you will be out of town, please contact your newspaper to put your paper on a vacation hold.

#### The Clubhouse:

The Sanctuary of Lake Villa's Clubhouse is a wonderful amenity! The main level includes a business center and meeting room. No one under the age of 18 is permitted in the Clubhouse without adult supervision. If you want to take advantage of these amenities after business hours, simply use your LATCH access to get into the Clubhouse building.

The Business Center and Conference Room area are in the clubhouse. If you would like to reserve the conference room for a private meeting, please arrange with the staff 24 hours in advance. If you are receiving a fax, be sure to give the sender the following number to assure delivery (847) 245-3301. Faxes can be picked up during business hours.

The lower level includes a state-of-the-art fitness center and access to the outdoor pool! Please note the lower-level entrance/exit will be locked and an alarm activated after the pool is closed in the evening until it reopens in the morning. In the event this door is opened while set in alarm mode there will be a penalty fee charged in the amount of \$500.00. Please refer to the Swimming Pool & Pool Area Rules given to you with your lease.

The lounge area is equipped with a large screen TV/DVD, surrounded in the comfort you would expect at home. Residents are welcome to relax and read or invite their expected guests to meet them there. Please call the office prior to coming to the Clubhouse to watch TV or a DVD to check availability. Unless you have reserved the Clubhouse ahead of time, signed the Clubhouse Rental Agreement, and paid the appropriate fee as listed in the Clubhouse Rental Agreement (ask a member of management for details or to get an agreement), we ask that you only bring a few guests with you. The reservation does not include use of the other clubhouse amenities.

The Clubhouse amenities, including but not limited to the lounge area, Business Center, Fitness Center and Pool, are restricted to the Sanctuary of Lake Villa Residents and their immediate families, their occupants under written lease and occasional guests. **Residents must be present and always accompany guests.** Residents are responsible for his/herself, family, and their guests for understanding all policies and procedures of all Clubhouse amenities. **The resident is also responsible for any damage caused by themselves, family, or guests.** 

# **KEEPING OUR COMMUNITY BEAUTIFUL**

We are sure that one of the reasons you chose The Sanctuary of Lake Villa as your home is due to the look and feel of the community. We request your assistance in always keeping our community in top condition.

#### Ponds:

Ice skating, fishing, boating, snorkeling, or swimming are not allowed in or around our property ponds. Please be respectful of the wildlife and leave it in its natural habitat.

#### Patios and Balconies:

Tasteful plants, flowers, or outdoor patio furniture are permitted. *Gas and electric grills, not larger than* 30,000 BTUs are permitted. Charcoal Grills, Deep fryers or Turkey fryers/grills are prohibited. Please do not hang clothes or towels over balcony railings or use patios or balconies for storage of bicycles, rubbish or any other items. No more than seven (7) people are permitted on a balcony.

# **Dumpsters:**

All trash must be securely bagged prior to disposal and boxes broken down. Do not leave trash outside unit door at any time. No toxic or flammable materials, auto batteries, oils, or petroleum products, mattresses, furniture or large appliances are to be disposed of in the dumpster areas. Place all trash **inside** dumpsters and be sure to close dumpster lids. Do not place trash on the ground inside the dumpster areas. Placing trash on the ground will attract unwanted animals. If you have large items to dispose of, see the property manager **PRIOR** to placing the item in the dumpster or the dumpster area.

#### Fireworks:

Legal or illegal fireworks are always prohibited on the property.

#### Entryways:

All entryways to your apartment must be kept clear of boxes, shoes, trash, bicycles, brooms, and the like. Entryway doors should always remain closed. An exception is made during your move-in. Please see the office or property staff during periods of freezing temperatures. Entry doors should be open for as short a period as possible during this time to prevent freeze up of the Fire Sprinkler System located at each doorway.

# **Christmas Trees:**

Only artificial Christmas Trees are permitted. No live Christmas trees are permitted.

#### **Smoking Policy:**

Smoking is prohibited in The Clubhouse, pool area all interior common areas of all building such as entryways, hallways, and corridors. Smoking is prohibited within 25 feet of all building entrances of Non-Smoking buildings this includes your balcony or patio. Your cooperation is greatly appreciated.

**Non-Smoking Units:** The Sanctuary is pleased to offer non-smoking apartment homes in select buildings. Non-Smoking units are appropriately labeled. Smoking on the exterior patio or balcony of non-smoking units is prohibited. A violation fee of \$700 will be issued to those who smoke in non-smoking units. In addition to the violation fee, the violator will be charged with the cost of painting, cleaning the carpets, cleaning the air ducts of the entire unit, and any other costs associated with cleaning the apartment.

**Smoking Units:** Lessee will be charged with the cost of painting, cleaning the carpets, cleaning the air ducts of the entire unit, and any other costs associated with cleaning the apartment. Cigars and Illegal drugs are not to be smoked anywhere on the property including individual apartments.

#### Non-licensed Motor Vehicles:

The use of non-licensed motor vehicles on The Sanctuary's property is prohibited. Such vehicles include but are not limited to motorized scooters or cycles, all-terrain vehicles, trucks and motorized minibikes.

# Skateboards:

The use of skateboards on The Sanctuary's property is prohibited.

# **IMPORTANT PHONE NUMBERS**

•	The Sanctuary of Lake Villa Fax Machine in managers office Maintenance Emergencies Only	(847) 245-3300 (847) 245-3301 (847) 245-3300 Then choose last option
•	AT&T high speed Internet Service	(800)723-9592
•	ComEd (electric service)	(800) 334-7661
•	Nicor (natural gas service)	(888) 642-6748
•	Lake Villa Police Department (emergency) Non-Emergency	911 (847) 356-6106
•	Lake Villa Fire Department (emergency) Non-Emergency	911 (847) 356-2525
•	Lake Villa Post Office	(847) 356-5254
•	Lake Villa Public Library	(847) 956-7711
•	The Village of Lake Villa	(847) 356-6100
•	Poison Control	(800) 222-1222
•	Lake Villa Public Schools Grade School- Thompson Junior High School- Peter J. Palombi High School- Lakes Community High School	(847) 356-2385 (847) 356-2381 (847) 356-2118 (847) 838-7100
•	The College of Lake County	(847) 223-6601
•	Lindenhurst-Lake Villa Chamber of Commerce www.llvchamber.com	(847)356-8446
•	Newspapers Financial Times Newspaper Wall Street Journal Daily Herald Newspaper The News Sun Chicago Tribune	(800) 628-8088 (800) 369-2834 (847) 566-0781 (847) 336-7220 (800) 874-2863



I have been made aware that a copy of The Sanctuary of Lake Villa's Resident Handbook, which outlines the policies and procedures of The Sanctuary of Lake Villa, is posted on The Sanctuary's Resident Portal. I understand that I am expected to read the information contained herein.

I understand that The Sanctuary reserves the right to modify or delete any of the policies and procedures in the Resident Handbook at any time without notice to me. I accept responsibility for keeping myself informed of these changes through the Sanctuary Resident Portal. If I need a printed copy of the Resident Handbook, I will make a **WRITTEN** request to the leasing/management office addressed to the property manager.

Resident Signature	Date	
Address and Apartment Number		



# Package Policy

<i>I</i> ,			and(s) that the Sanctuary of Lake Villa does not
permi packa	ission to accept the ages to my (our) apo	package(s) on my (our) beha artment. I (we) understand th	ndon on the property I (we) give The Sanctuary lf. I (we) will require that currier drivers deliver hat any packages left or abandon by currier
		e Sanctuary, can be picked u gree days, the package (s) wil	p during business hours. If my (our) package(s, l be returned to sender.
medic packa	cation or alcohol. T	The Sanctuary takes NO respo lication or alcohol. The Sand	return abandon packages containing onsibility, of any nature, with regard to ctuary reserves the right to return any
they a be rel allow	are abandon on the leased unless my (or ed to pick up the pa	property and they are in the X ur) signature(s) is on file.     Th	sign for all packages sent to me (us) in the event Sanctuary's possession. The packages will not ne signature(s) below will be the only person(s) package for a person not listed as a leaseholder will be returned.
prope call e	erty by mistake and	not delivered directly to you,	very if you think a package has been left on the unfortunately we do not have the manpower to bandon on the property by delivery services or
The S	Sanctuary will not a		y damages to the parcel packaging or contents. carrier's failure to deliver a package to you or
Lesse	e Signature		Date
Lesse	e Signature		Date
The S	Sanctuary of Lake V	 illa	Date



The cost of labor and materials for cleaning, decorating, maintenance, repair, removals and replacements, where applicable or rent loss due to necessary repair time will be deducted from your security deposit based upon actual damages. Where work is contracted, Lessee will be billed for the amount The Sanctuary of Lake Villa is billed. Any items that are completed in-house will be billed based upon time and material. In most cases a price range is indicated to compensate for the individual apartment and the extent of cleaning or repair needed. The cleaning and damage fees shown below are not all inclusive, rather a general list of items found in the past and approximate minimum prices for repair or replacement.

# Schedule of **Estimated** Minimum Charges

<u>KITCHEN</u>	Cleaning Fees	<u>KITCHEN</u>	<u>Damage Fees</u>
Range	\$5-30	Range replacement	\$440.00
Refrigerator	\$10-35	Burners/knobs	\$85.00 (full set)
Dishwasher	\$5-15	Damaged handles	\$45.00 each
Microwave	\$5-20	Broiler pan/racks	\$30.00 each
Cabinetry	\$10-55	Replace refrigerator	\$580.00
Counter tops	\$5-35	Shelves/racks/handles	\$30.00 each
Flooring	\$10-30	Flooring damage	\$50.00 per hour
Sink	\$5-15	Replace microwave	\$385.00
		Countertop damage	\$330-715.00
		Cabinetry damage	\$55-825.00
GENERAL APT.	Cleaning Fees	GENERAL APT.	<u>Damage Fees</u>
Carpet	\$95-105	Carpet repair	\$10-110.00 each
Windows	\$5-20 each	Seal floor due to odor	\$140.00
Blinds	\$10-65	Extra deodorizing	\$55.00
Ceiling Fan	\$5-30	Excessive carpet clean	\$30.00
Light fixtures	\$5-30 each	Replace carpet-1 bedroom	\$1,205.00
Closets/ closet doors	\$5-35 each	Replace carpet-2 bedroom	\$1,405.00
		Replace broken window	\$140.00 each
BATHROOM(S)	Cleaning Fees	Replace patio glass	\$275.00
Sink/Counter top	\$5-30	Screen replacement	\$55-85.00 each
Bathtub	\$10-45	Interior door	\$85-155.00 each
Ceramic tile wall	\$10-45	Apt entry door	\$110-195.00
Cabinetry	\$5-30	Damaged blind slats	\$5.00 each
Linen closet	\$5-30	Complete set blinds	\$20-85.00 each
Toilet	\$5-30	Replace light fixture	\$45-110.00 each
Flooring	\$5-30	Replace Central Air	up to \$1,320.00
BATHROOM(S)	Damage fees	PAINT/WALL DAMG.	Damage Fees
Countertop damage	\$165-550.00	Paint 1 br apt-2nd coat	\$205.00
Replace sink/vanity	\$330.00	Paint 2 br apt-2nd coat	\$435.00
Repair sink/vanity	\$40-220.00	Holes/Drywall repair	\$55.00 per hour
Bathtub resurface	\$305.00	Paint building entries or	444444 F 44444
Ceramic wall damage	\$55.00 per hour	Corridors	\$55.00 per hour
Toilet replacement	\$165.00		<b>F</b>
Cabinetry damage	\$55-275.00	<u>GARAGE</u>	
Flooring repair/replace	\$50.00 per hour	Power Wash	\$50-80
·	*		

# Move-In/Out Procedures

#### **Move-In Procedures**

- An appointment must be made with our office for your move-in date. At this appointment all Leaseholders must be present to sign the Lease, pay any move-in costs and collect LATCH key cards (if any were issued) for the apartment. All move-in payments must be made with a cashier's check or money order.
- 2. Lessor and Lessee will complete an inspection form for the apartment at move-in/out.
- 3. An inspection of the entry and corridors will be completed noting the condition of these areas prior to your move-in/out. Once your move is complete, the entry and corridors will be inspected again. Damages to the walls, flooring, doors or landscaping will be noted and charged to the Lessee's account. If you have scheduled professional movers a certificate of insurance must be provided prior to your move naming The Sanctuary of Lake Villa as additional insured. You will be held responsible for all damages incurred during your move-in or out of your apartment home. In the event something is damaged, please notify the management office immediately.
- 4. Lessee will be given door stops to prop open entry and corridor doors that must be returned to the Leasing Office within 24 (twenty-four) hours. Main entry doors should not be left open and unattended due to the controlled access system.

# **Move-Out Procedures**

We hope that you have enjoyed your stay at The Sanctuary of Lake Villa, and we regret that you are leaving. We intend to release your security deposit promptly; however, following the guidelines on this and the following pages will assist us in our efforts. Release of your security deposit is subject to the satisfaction of the following conditions:

- 1. The full term of your lease has expired, and all provisions therein are complied with, and a written sixty (60) day notice has been received by our management office.
- 2. The entire apartment must be cleaned to the original condition of the apartment upon your occupancy.
- 3. No damage to the apartment beyond normal wear and tear.
- 4. Your forwarding address must be left with the management office and all LATCH key cards (if any were issued) and garage door openers returned on or before the last day of your lease agreement.
- 5. No unpaid rent, late or damage charges are on your account.
- 6. No indentations or scratches on wood surfaces. No wall coverings, stickers, scratches or holes in walls or doors. Wall surfaces that have been painted by you, or damaged, may require repair or additional painting above normal wear and tear and will be charged accordingly.
- 7. Leave all appliances plugged in. The refrigerator may be set on 1 (one) or low.
- 8. All debris, rubbish and discards must be removed from the apartment and placed in proper rubbish containers located on the property.
- 9. Your storage closet and garage (if applicable) must be emptied, swept and free from damages.
- 10. All carpet must be professionally cleaned. (See next page for details)
- 11. Schedule a move-out inspection with our management office. You should contact our office two weeks prior to your scheduled move-out date. Appointments can be made for Monday thru Friday between the hours of 10 a.m. and 4 p.m., subject to availability.
- 12. An inspection of the entry and corridors will be completed noting the condition of these areas prior to your move-out. Once your move is complete, the entry and corridors will be inspected again. Damages to the walls, flooring or doors will be noted and charged to the Lessee's account.

Should circumstances not allow you to be present for your move-out inspection, please complete the attached *Waiver of Appearance* and return it to our office as soon as possible.

# **Move-out Procedures Waiver of Appearance**

I am unable to be present at my move-out inspection. I waive my right to be present for the move-out inspection and request management to complete the inspection and forward the results and security deposit disposition to my forwarding address listed below:

	<del></del>
Resident Signature	Date
Resident Signature	 Date
My forwarding address is:	Phone:
Carpet Clean	ing Agreement
All apartment carpet was professionally cleaned or brand Villa will make arrangements to have this completed for vacating. Please acknowledge this service by signing bel monthly statement for the last month of your lease term. I acknowledge management we security deposit, at the following price:  One Bedroot Two Bedroot *All carpet will be blacklighted for pet and other unsets tains appear that in management sole discretion can't carpet will be replaced (Not Cleaned) at Lessee's expendepreciation.	you at the costs indicated below upon your ow. The amount below will be charged on the will have my carpet cleaned & deducted from my om \$85.00 om \$95.00 en stains. If the cleaned, the
Lessee Signature Da	ute

# FIREPLACE OPERATING INSTRUCTIONS



F.O. BOX 1349 MANCHESTER, TN 37349

MODEL: AD29NB / 202 SERIAL NO: 032466	//0/			
GAS: NATURAL			150 29	
INPUT RATING	MIN.	8,500 BTU/HR	792 1	
- 4	MAX.	29,000 BTU/HR		
MANIFOLD PRESSURE:	3.5	IN.W.C.		
FOR INPUT ADJUSTMENT	Γ:			

MIN. SUPPLY PRESSURE: MAX. SUPPLY PRESSURE: CONTROL: TYPE 1

NSI Z21 11.2b-1998

ANSI Z21.60a-2000 \* CGA 2.26-2000

DECORATIVE APPLIANCE FOR INSTALLATION IN SOLID FUEL BURNING FIREPLACES MAY BE INSTALLED IN AN AFTERMARKET MANUFACTURED "MOBILE" HOME. SEE INSTALLATION MANUAL FOR DETAILS:

MINIMUM FIREPLACE OPENING HEIGHT: 17"

MINIMUM HEARTH SIZE- WIDTH: 23" FRONT 16" REAR L'EPTH: 14.5"

5.5 IN.W.C.

10.5 IN.W.C

#### WARNING

FOR INSTALLATION ONLY IN A SOLID FUEL BEGINNING FIREFLACE OR APPROVED TEMCO VENTLESS FIREBOX ENCLOSURE. THIS APPLIANCE MAY NOT BE INSTALLED IN A BEDROOM OR BATHROOM. READ ALL PLATES BEFORE INSTALLATION AND OPERATION OF UNIT. FOR OTHER INSTALLATION OPTIONS AND CLEARANCES CHECK INSTALLATION MANUAL.

STATE OR LOCAL CODES MAY ONLY ALLOW OPERATION OF THIS APPLIANCE IN A VENTED.

CONFIGURATION, CHECK STATE OR LOCAL CODES

REMOVAL OF THIS MARKE G WILL VOID THE COMPLIANCE OF THIS HEATER WITH ANSI Z21.11.2.

THIS APPLIANCE IS ON A FOR USE WITH THE TYPE OF GAS INDICATED ON THIS RATING PLATE. THIS APPLIANCE IS NOT CONVERTIBLE FOR USE WITH OTHER GASES.

MINIMUM FIREPLACE-CLE, KANCE FROM FIREPLACE

OPENING TO COMBUSTIBLES FOR EXISTING FIREPLACES.

C'EILING: 42"
MANTLE LEG (7" MAX. PROJECTION): 2"

SIDEWALL(S): MANTLE (1" PRO-ECTION: 16"

MANTLE (10" PROJECTION):

2" MANTLE (1" PRO 12

MINIMUM FIREPLACE CLEARANCES MAY VARY FOR EACH TEMCO MODEL, CHECK THE INSTALLATION AND OPERATION INSTRUCTION ACCOMPANYING EACH FIREPLAGE

IMPORTANT: WHEN INSTALLING IN A WORKING SOLID FUEL BURNING FIREPLATE IN LOCATIONS THAT DO NOT ALLOW UNVENTED HEATERS, THE CHIMNEY MUST HAVE A PERMANENT CHIMNEY OPENING TO THE ATMOSPHERE OF NOT LESS THAN 34 SQUAKA INCHES.

BEFORE INSTALLING THIS FIREPLACE, REFER TO NATIONAL FUEL GAS COLD LATEST EDITION FOR PROPER PIPING TECHNIQUES

# WARNING

When used without adequate combustion and ventilation air, heater may give off CARBON MONOXIDE, an odoriess, poisonous gas.

If heater keeps shutting off, have it serviced. Keep burner and control compartment clean.

DO NOT INSTALL HEATER UNTIL ALL NECESSARY PROVISIONS ARE MADE FOR COMBUSTION AND VENTILATION AIR. CONSULT THE WRITTEN INSTRUCTIONS PROVIDED WITH THE HEATER FOR INFORMATION CONCERNING COMBUSTION AND VENTILATION AIR. IN THE ABSENCE OF INSTRUCTIONS, REFER TO THE NATIONAL FUEL GAS CODE, ANSI 2223.1 SEC 5.3 OR LOCAL CODES.

This heater is equipped with a PILOT LIGHT SAFETY SYSTEM designed to turn off the heater if not enough fresh air, is available.

DO NOT TAMPER WITH PILOT LIGHT SAFETY SYSTEM!

If heater shuts off, do not relight until you provide fresh air. CARBON MONOXIDE POISONING MAY LEAD TO DEATH.

Early signs of carbon monoxide poisoning resemble the flu, with headache, dizziness, and/or nausea. If you have these signs, heater may not be working properly. GET FRESH AIR AT ONCE! Have heater serviced.

Some people - pregnant women, persons with heart or lung disease, anemia, those under the influence are more affected by carbon monoxide than others.

Keep burner and control compartment clean, see installation and operating instructions accompanying heater.

Removal of this marking will void the compliance of this heater with ANSI 221.11.2

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# FOR YOUR SAFETY READ BEFORE LIGHTING

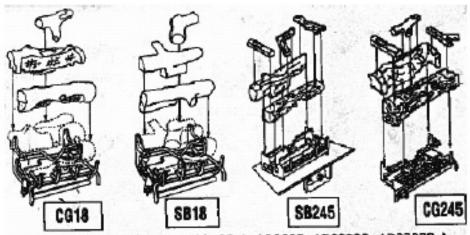
WARNING: Improper installation, adjustment, alteration, service or maintenance can cause property damage, personal injury or loss of life. Refer to the owner's information manual provided with this appliance. Installation and service must be performed by a qualified installer, service agency or the gas supplier.

"FOR YOUR SAFETY"
DO NOT STORE OR USE GASOLINE OR OTHER FLAMMABLE VAPORS AND LIQUIDS IN THE VICINITY OF THIS OR ANY OTHER APPLIANCE.

ALL GLASS DOORS MUST BE COMPLETELY OPENED WHEN THE APPLIANCE IS IN OPERATION.

DO NOT USE A BLOWER INSERT, HEAT EXCHANGER INSERT OR OTHER ACCESSORY NOT APPROVED FOR USE WITH THIS HEATER.

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AD29NB, AD29NBR, AD29NBR A, AD23PB, AD23PBR, AD23PBR A, 2020N, 2020NR, 2020NR A, 2020P, 2020PR, 2020PR A, EZF18N, EZF18N A, EZF18P, EZF18P A, LF18N, LF18P

WARNING

FAILURE TO POSITION THE PARTS IN ACCORDANCE WITH THIS DIAGRAM OR FAILURE TO USE ONLY PARTS SPECIFICALLY APPROVED WITH THIS HEATER MAY RESULT IN PROPERTY DAMAGE OR PERSONAL INJURY.

SEE INSTRUCTION MANUAL FOR FURTHER INFORMATION.

REMOVAL OF THESE MARKINGS WILL VOID THE COMPLIANCE OF THIS HEATER WITH ANZI Z21.11.2

# FOR YOUR SAFETY READ BEFORE LIGHTING

WARNING: If you do not follow these instructions exactly, a fire or explosion may result causing property damage, personal injury or loss of life.



- This appliance has a pilot which must be lighted by hand.
   When lighting the pilot, follow these instructions exactly.
- B. BEFORE OPERATION smell ail around the appliance area for gas. Be sure to smell next to the floor because some gas is heavier than air and will settle on the floor WHAT TO DO IF YOU SMELL GAS:
  Do not try to light any appliance
  Do not touch any electrical switch; do not use any phone in your building.
  Immediately call your gas supplier from a neighbor's phone.
  Follow the gas supplier's instructions
  If you cannot reach your gas supplier, call the fire department.
- C. Use only your hand to push in or turn the gas control knob. Never use tools. If the knob will not push in or turn by hand, don't try to repair it. Call a qualified service technician. Force or attempted repair may result in a fire or explosion.
- D. Do not use this appliance if any part has been under water. Immediately call a qualified service technician to inspect the appliance and to replace any part of the control system and any gas control which has been under water.
- E. Removal of this marking will void the compliance of this heater with ANSI Z21.11.2.

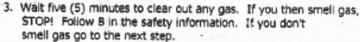
#### TO TURN OFF GAS TO THE APPLIANCE

Turn gas control knob clockwise to "OFF". (See Figure A).



# LIGHTING INSTRUCTIONS

- STOP! Read the safety information on back before proceeding.
- REFER TO FIGURE A. To turn off the gas supply depress the control knob slightly and turn clockwise to the "OFF" position.



- REFER TO FIGURE B. Locate the pilot. It is at the right of the front main burner.
- REFER TO FIGURE A. Push in the control knob and turn counterclockwise to the 1/IGN position. Hold the control knob in for a few seconds.
- While still holding in the control knob, press the Piezo button several times (See Fig. C). This will cause a spark which will light the pilot gas.
- REFER TO FIGURE A. Hold the control knob for 10 seconds to keep the flame failure detector from shutting off the gas while its probe is warming up.
- Release the control knob.
- If the knob does not pop out when released, stop and immediately call your service technician.
- If the pilot will not light after several tries, turn the gas control knob to "OFF" and call your service technician or gas supplier.
- To turn the gas supply on, depress the knob slightly and turn counterclockwise to the setting you prefer.
- See-Thru and Peninsula models ONLY. Make sure that the middle burner is lit before turning control knob to position four (4)
- The control knob should not be left in the ignition setting after the pilot has been ignited.







Figure 8



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