

# RESIDENT HANDBOOK

North Dakota, Minnesota, South Dakota, Wisconsin



CAMPBELL  
— PROPERTIES —

Revised 8.26.2026

## **Table of Contents**

### **Chapter 1**

#### **Introduction**

- 1:1 Welcome
- 1:2 Management Structure
- 1:3 Corporate Office
- 1:4 Website

### **Chapter 2**

#### **Lease and Rent Information**

- 2:1 Rent Payments
- 2:2 Payment Return Fees
- 2:3 Lease
- 2:4 Information Changes
- 2:5 Guests
- 2:6 Subletting
- 2:7 Roommate Changes
- 2:8 Quiet Hours
- 2:9 Notice to Vacate
- 2:10 Notice Period: What to Expect
- 2:11 Vacating the Apartment
- 2:12 Improper Notice
- 2:13 Transferring
- 2:14 Lease Terminations
- 2:15 Evictions
- 2:16 Pet Policy
- 2:17 Noise Disturbances

### **Chapter 3**

#### **Apartment Care**

- 3:1 Garbage Disposal
- 3:2 Dishwasher
- 3:3 Washer and Dryer
- 3:4 Smoke Detectors/Alarm System
- 3:5 Sinks/Toilets/Tubs
- 3:6 Light Bulbs
- 3:7 Floors and Carpeting
- 3:8 Air Conditioners
- 3:9 Painting and Wall Coverings
- 3:10 Wall-Mounted TV Bracket

### **Chapter 4**

#### **Parking, Garages, and Common Areas**

- 4:1 Garages
- 4:2 Parking Garage
- 4:3 Parking and Vehicles
- 4:4 Toys and Miscellaneous Items
- 4:5 Solicitation and Exterior Postings
- 4:6 Grills

### **Chapter 5**

#### **Apartment Amenities**

- 5:1 Elevator
- 5:2 Fitness Center
- 5:3 Pool & Spa
- 5:4 Laundry Rooms
- 5:5 Dog Park

### **Chapter 6**

#### **General Information**

- 6:1 Mail and Package Delivery
- 6:2 Controlled Access
- 6:3 Move-In Inspection Form
- 6:4 Service Requests
- 6:5 Snow Removal Policy
- 6:6 Emergency Procedures – Tornado
- 6:7 Utilities
- 6:8 Use of Residence
- 6:9 Non-Smoking Building
- 6:10 Keys & Locks
- 6:11 Lock Outs
- 6:12 Insurance Requirements
- 6:13 Property Appearance
- 6:14 Common Areas and Hallways
- 6:15 Pests and Rodents
- 6:16 Holidays
- 6:17 Trash Removal
- 6:18 Normal Wear and Tear
- 6:19 Mold and Condensation
- 6:20 Respectful Manner
- 6:21 Fair Housing Policy
- 6:22 Summary

# Chapter 1

## INTRODUCTION

## **1:1 WELCOME HOME**

We would like to take a moment to thank you for making your home with us. We strive to meet the needs of all residents and to be able to provide a welcoming community for residents to call home, and we look forward to having you with us!

This handbook will help familiarize you with your new home and help you understand your responsibilities as a resident and what you can expect from management.

This handbook, including all rules, regulations, and policies, is an extension of your lease agreement. Please read through it carefully and keep it available for easy reference.

Because this handbook is meant to cover the policies and amenities found at all our properties, you may come across some sections of the handbook that may not pertain to you or your community. If you have further questions, please contact Management.

## **1:2 MANAGEMENT STRUCTURE**

Each of our communities operates under one of two structures. Throughout this handbook, we refer to both structures simply as “Management.”

### **Community Office**

Our Community Offices are designed to manage multiple apartments and townhome communities with a team of highly trained staff members. Our teams include Area Managers, Leasing Agents, Maintenance Technicians, and Caretakers.

### **Property Manager**

Our Property Managers typically manage between one and two communities. Resident Managers are on call 24/7 and are responsible for handling all daily operations of the communities, and a Maintenance Technician to help with maintenance.

\*No firearms, tasers, or weapons of any kind shall be allowed in any offices, even if the resident has a concealed-to-carry permit, or another license to carry.

## **1:3 CORPORATE OFFICE**

Our Corporate Office and Accounting Department are here to help you if you need something resolved that is not being resolved by Management. We are open from 8 am to 5 pm, Monday through Friday. Our summer hours are 8 am to 5 pm, Monday through Thursday, and 8 am to 12 pm, Fridays.

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## **1:4 WEBSITE**

Our website offers many convenient features including online service requests, rent payments, contact forms, and property information. We ask that you use our website as often as possible for your needs. [www.campbellprop.com](http://www.campbellprop.com)

### **Resident Portal**

Throughout this handbook, you will often find us referring to the Resident Portal. All residents are required to set up a Resident Portal. All property announcements and notices will be communicated through the Resident Portal.

Below you will find all the many great features you can use by registering and signing into your online Resident Portal.

### **Registration**

Registration is quick and easy:

- A. Visit [www.campbellprop.com](http://www.campbellprop.com) and click “Residents” from the top right-hand corner menu.
- B. Click “Click here to register.”
- C. Enter all the required information. To receive your Registration Code, please contact the Site Office.

### **Online Rent Payments**

There are multiple ways to pay rent online through your Resident Portal. If you need any help setting up online payments for ACH (direct bank account withdrawal) or Debit/Credit Cards, please contact Management

**ACH**

ACH payments require no additional fee and can be used for one-time payments or set up for recurring payments.

**Credit/Debit Cards**

For a fee, you can pay your rent by using a Credit or Debit Card.

**Recurring Payments**

Set up payments to be withdrawn at a certain time each month.

**Service Requests**

Through your Resident Portal, you can submit Service Requests at any time. The request submitted will create a work order that goes directly to our Maintenance Team. This is your quickest and most convenient way to ensure we receive Service Requests!

**Contact Information**

Need to update your vehicle information? Did your phone number or email address change? Simply log in, go to your profile, and you can update any contact information necessary. This information change automatically updates in our system so that we always have the right information to contact you!

# Chapter 2

## **LEASE AND RENT INFORMATION**

## **2:1 RENT PAYMENTS**

Rent is due by the 1<sup>st</sup> day of each month in full. Unless limited by state law, rents received after 5:00 p.m. on the 3<sup>rd</sup> day of any month shall be assessed a late fee.

**Cash will not be accepted at any time.**

### **ONLINE RENT PAYMENTS**

Why leave the comfort of your home when you could simply pay your rent online? By registering and signing into your Resident Portal, you can pay your rent online. Your Resident Portal allows you to make online rent payments and set up recurring rent payments, so you never have to worry about paying your rent on time again! Please visit [www.campbellprop.com](http://www.campbellprop.com) and click the Resident link at the top of the page to get started with your Resident Portal registration!

### **ACH/DEBIT and CREDIT CARD PAYMENTS**

You can set up payment on your Resident Portal for ACH, Debit Cards, or Credit cards.

- ❖ ACH Payments do not require a processing fee.
- ❖ Debit and Credit card payments will require a processing fee.

### **Walk-In Payment System (WIPS)**

Campbell Properties offers the option to pay rent through the Walk-In Payment System, also known as WIPS.

How do I make a WIPS payment?

- Go to the customer service center of a participating PayNearMe agent or store. Show them your printed PaySlip or the mobile barcode on your phone and then give them your payment and the transaction fee.

Where is the nearest PayNearMe location?

- Go to [paynearme.com/yardicashmap](http://paynearme.com/yardicashmap). Enter the ZIP code of the property where you live to see a list of participating agents that are nearby.

How much does it cost to make a WIPS payment?

- Each time you make a WIPS payment, there is a minimal transaction fee.

If you would like more information regarding the WIPS payment system, please contact your Community Office.

## **2:2 PAYMENT RETURN FEES**

If your payment is returned for any reason, including insufficient funds, commonly referred to as an “NSF,” you will be assessed a fee as allowed by state law, plus any applicable late fees.

## **2:3 LEASE**

Your lease is a legally binding document. If you need a replacement copy for your records at any time, do not hesitate to contact Management. All residents of the premises are “joint and severally liable.” Please understand that you are responsible for the actions of you, your roommates, and any guests. All incidents that arise within your apartment, whether directly caused by you or not, are still your responsibility.

All Adults, 18 years of age or older, living within the premises must be listed on the lease agreement as a leaseholder. All agreements, including leases, renewals, addenda, etc. must be signed by all leaseholders. Any unauthorized residents could result in eviction from the property. No more than 2 individuals may reside per bedroom in the apartment unless approved by Management.

## **2:4 INFORMATION CHANGES**

Please inform Management of any name changes and changes in minor occupants residing in the apartment. We must receive a copy of the legal document stating the name change.

## **2:5 GUESTS**

We welcome you to have guests visit you in your home. You are responsible for the conduct of your guests. Guests can stay for a maximum of two (2) nights on the premises without notifying Management. If guests are staying for any period longer than two (2) nights, please let Management know.

Any Guests, 18 years of age or older, who stay for a total of fourteen (14) nights over the term of a lease must fill out an application and be added to the lease. Campbell Properties monitors visiting guests closely to ensure that those staying for long periods fill out the proper paperwork or provide proof of another residency (current lease, utility bill, etc.).

## **2:6 SUBLETTING**

Resident shall not assign the lease or any interest therein, nor sublet said premises or any part thereof without the prior written consent of Management, and any attempted assignment or subletting without the written consent of Management shall be null and void. This includes but is not limited to short-term leases, vacation rentals, Airbnb, and others.

## **2:7 ROOMMATE CHANGES**

If you wish to add or remove adults from the lease agreement, the appropriate documentation must be completed. All roommate change requests must be approved by all current lessees and Management.

### **Releasing Roommates:**

Campbell Properties will approve or deny the removal of a roommate based on whether the remaining residents meet Campbell Properties' rental criteria.

### **Roommate Additions:**

New Residents must fill out an application, pay the application fee, be screened, and be approved by Management before moving into the apartment and being added to the lease agreement.

## **2:8 QUIET HOURS**

Quiet hours are between 10 pm and 7 am every day of the week. Please refrain from doing laundry, vacuuming, or any other loud household chores or activity during that time, as they may disrupt the peace and enjoyment of your neighbors.

## **2:9 NOTICE TO VACATE**

If you are in a term lease, you will need to give a proper two (2) full calendar month notice. This notice must be written, signed, and received by management on or before the 1<sup>st</sup> day of the month, with the vacating date being the last day of your lease term. If there are multiple Lessees, one written notice must be received by management with all Lessees' signatures. Emails and text messages are not acceptable.

If you are on a month-by-month lease term, you will need to give a proper one (1) full calendar months' notice. This notice must be written, signed, and received by Management on or before the 1<sup>st</sup> day of the month, one (1) full calendar month before the end of your lease term. If there are multiple Lessees, one written notice must be received by Management with all Lessees' signatures. Emails and text messages are not acceptable.

## **2:10 NOTICE PERIOD – WHAT TO EXPECT**

Once we receive your notice to vacate, we will begin advertising the apartment and conducting showings. Here is a list of important things to keep in mind as you begin the process of moving out of your apartment:

- A) Management will contact you to schedule a move-out time for the month that you plan to vacate. You must schedule a time before noon on the last day of the month that you plan to move out. If you need to move out earlier in the month, please let Management know.
- B) We will give you reasonable notice before showing your apartment to prospective residents. Please note that we do accept walk-in appointments. In those instances, we will attempt to call you before entering the apartment. Please always keep your apartment in showing condition during your notice period.



- C) It is the resident's responsibility to schedule the carpets to be professionally steam cleaned. If you do not have a carpet cleaning company scheduled by the 15<sup>th</sup> of the month, Management will schedule the carpets to be cleaned for you, and the amount will be deducted from your security deposit.
- D) A cleaning checklist will be provided once we receive your notice. Your apartment must be in the same condition or better than when you moved in, ordinary wear and tear excepted. If it is not in the same condition or better, you may be charged for repairs which would be deducted from your security deposit. If you do not receive the cleaning checklist within one week of providing notice, please contact Management.
- E) Be respectful of the dumpsters during your move-out process. Large items are strictly prohibited from being put in or around the dumpster. This includes furniture, televisions, computers, appliances, mattresses, etc. We will assess a minimum \$50 per item fee for items left by the dumpsters after moving out. Do not place large items curbside.
- F) Do not putty or plaster any holes in the walls, as the painters will have to redo them, which will result in additional charges to the security deposit.
- G) Contact your utility company before moving out of the apartment and let them know you are moving. You are responsible for your apartment's utilities until the end of your lease, or until new residents move in for re-rentals, regardless of when you move out of the apartment.
- H) We will only mail one (1) deposit refund check or statement for each apartment. The deposit refund check will be made out to all leaseholders.
- I) Please expect your deposit refund or statement to be mailed within the required time periods under applicable state laws.
- J) We require, at move out, that you provide us with a forwarding address so that we may mail your deposit refund or statement directly to you. If we do not receive a forwarding address, we will mail the check to your current address in the hope that you have had your mail forwarded.

## **2:11 VACATING THE APARTMENT**

You must be completely moved out of your apartment by noon (12:00pm), on the last day of the month. If additional cleaning or maintenance prolongs the next resident's move-in date, you will be charged for Management's loss of rent.

## **2:12 IMPROPER NOTICE TO VACATE/RE-RENTAL**

**Improper Notice to Vacate:** Any notice to vacate that does not meet the requirements outlined in the lease is considered improper. If an improper notice to vacate is submitted, Management is required to mitigate damages by attempting to re-rent the apartment for the specified date. If the apartment is re-rented, Management will charge a re-rental fee of \$400 to the residents. If the apartment is not re-rented, the Resident is required to continue to make full monthly payments and will continue to be held responsible for the lease agreement until the apartment is successfully re-rented. The Resident will be informed, in writing, once the apartment has been successfully re-rented. If the apartment is re-rented before the end of the Resident's lease term, they will be assessed a re-rental fee. To make this process easier for both parties, we also have a Re Rental Option:

**Re-Rental:** We highly recommend contacting Management before submitting an Improper Notice to Vacate. Contacting Management and signing a re-rental agreement will give both parties more understanding of what is to be expected by both parties throughout the re-rental process. If you must terminate your lease before the end of the lease term dates, please contact Management. You will be assessed a \$400 termination fee, due and payable at the time you sign a Re-Rental form. If we do not receive the fee payment in full, we will not accept the Re Rental form. We will attempt to Re-Rent your apartment upon receipt of a Re-Rental form and the fee. You are responsible for Full Calendar Month rent payments until your apartment is re-rented, or your lease expires, whichever comes first. If you choose to assist in advertising the re-rental of your apartment, please communicate with Management so all correct information is provided in the advertisement.

Rental Incentives received will be charged back if the lease term is not fulfilled. In addition, incentives provided to re-rent the apartment to new applicants will be charged back.

There is little to no difference between an Improper Notice and a Re-Rental in most cases. Improper Notices typically occur when a Resident submits a notice to terminate their lease early without first contacting Management. A Re-Rental occurs when a Resident contacts Management to discuss the options for terminating the lease early. The residents will be charged a re-rental fee in either case, regardless of which option they choose.

## **2:13 TRANSFERRING FEE**

If you are interested in transferring to a different apartment within the same property, please contact Management. In the event Management approves an apartment transfer, the transferring resident will be assessed a transfer fee to be paid before transferring to another apartment. Security deposits do not transfer to new apartments. You must put down a new deposit during the transfer period. All transfers require a new lease, addendums, deposit, etc.

If you are interested in transferring to a different property managed by Campbell Properties, please contact your current Management team. For your current apartment, you must submit a notice to vacate or go through the re-rental process. For your new apartment, you must contact the new Management team. Though the properties are both managed by Campbell Properties, they are still separate businesses with separate owners, and thus we are required to treat them as such.

## **2:14 LEASE TERMINATIONS**

Your lease states that either party may terminate the lease upon proper written notice. Please carefully review your lease to understand when such notice needs to be given.

## **2:15 EVICTIONS**

You may receive a Notice to vacate if:

- 1) Rent is not paid.
- 2) There are disturbances or Police Reports.
- 3) Unauthorized people residing in the apartment.
- 4) Unauthorized animals residing in the apartment.
- 5) Criminal Conduct
- 6) Failure to allow Management to enter the apartment for inspections, repairs, or showings.

There may be other reasons for an Eviction action that are not listed above.

## **2:16 PET POLICY**

If you are unsure whether the property you live at is pet-friendly, please contact Management. In all cases, pets are strictly prohibited on-premises or in the building without prior written approval by Management. If you or your guest is caught with a pet on the premises without permission, you may be evicted in accordance with your lease.

All pets must be approved by Management. A Pet Application and Pet Agreement must be filled out for any cat or dog residing on the property, including all required fees. For additional information regarding what pets are allowed at this property, please contact Management. The following is a list of rules and guidelines that all pet owners must follow:

### **Cats:**

- 1) Be prepared to pay for floor and carpet replacement if your cat is not properly trained. Cat urine severely damages the carpet and is impossible to clean, resulting in carpet replacement and subflooring repair.

### **Dogs:**

- 1) Must not disturb neighbors with loud barking, yipping, whining, or any other noise.
- 2) There is a required fee and DNA test that may happen at any time during the term of your lease to take a sample of your dog's DNA. This will be kept on file by No Vacancy/PooPrints.
- 3) If your property participates in the DNA Testing program, dog waste found not cleaned up will be sent in for testing. If the DNA matches a pet on file, the pet owner will be fined accordingly.
- 4) Dogs must be taken at least 30 feet away from building entrances and sidewalks for bathroom needs.
- 5) If your property is equipped with a pet area, usually designated with a sign, you must use that area for your dog's bathroom needs.
- 6) All dog waste must be cleaned up immediately and disposed of inside a dumpster. Pet owners who are found to not be cleaning up their pets' waste will be fined a flat fee of \$200, or \$10 per piece of dog waste; whichever is the higher amount.
- 7) Dogs must always be on a leash when outside your apartment.
- 8) Dogs must always be monitored.

### **Other:**

- 1) Birds and Rabbits: A limit of two (2) birds per apartment.
- 2) Aquariums: One (1) aquarium, a maximum of 40 gallons, is allowed in the apartment.
- 3) Small reptiles are acceptable, with a limited adult weight of about one (1) pound.

- 4) Hamsters and guinea pigs are also acceptable, with a limit of two (2) per apartment.
- 5) Snakes, Mice, and Rats are not allowed in apartments.
- 6) No animals listed above will be allowed without prior written consent by Management.

**Rules and Regulations:**

- 1) Your animal must be licensed yearly or as required by city ordinance.
- 2) Your animal may not be left unattended for 24 hours or more.
- 3) Vicious and/or intimidating animals, or those displaying vicious and/or intimidating behavior, will not be allowed.
- 4) Must be spayed or neutered as applicable.
- 5) Animals are not allowed in any pool, spa, or fitness center that the property may have. Unless they are service animals.
- 6) You are responsible for ANY AND ALL DAMAGES caused to the apartment and/or the property by your animal.
- 7) You shall take adequate precautions and measures necessary to eliminate animal odors within or around the apartment and shall always maintain the apartment in a sanitary condition.
- 8) Noise issues that cause a disturbance to the peace and enjoyment of other residents of the property may be grounds for the removal of the animal and/or eviction from the property.
- 9) Management has the right to periodically inspect your apartment for cleanliness/safety upon reasonable notice.
- 10) All animals must be kept on a leash when taken outside the apartment.
- 11) You may not alter the apartment in any way to create an enclosure for the animal.

These rules and guidelines are strictly enforced by Management. If these rules and guidelines are not followed, it may cause the removal of the animal and/or eviction from the property. Unauthorized animals are cause for eviction from the property. If policies, rules, or regulations differ within your community, those will be posted or provided to the Resident.

We, at Campbell Properties, pride ourselves on our fair housing knowledge and policies. For information regarding reasonable accommodation regarding our Pet Policy, please review our Fair Housing Policy at the end of this handbook.

**2:17 NOISE DISTURBANCES**

Social and friendly gatherings of residents and their guests are welcomed, provided that such gatherings do not become boisterous, obscene, or generally objectionable to the other residents. Loud parties and/or other loud noise disturbances are strictly prohibited. You will receive a violation warning for any noise disturbances or other lease violations that are reported to Management. Generally, 3 or more violations may be cause for eviction from the property, although a single violation may be enough under some circumstances.

We do participate in Crime-Free/Drug-Free Housing and enforce the following:

1. Resident, any members of the resident's household, or a guest or other person under the resident's control shall not engage in illegal activity, including drug-related illegal activity, on or near the said premises. "Drug-related illegal activity" means the illegal manufacture, sale, distribution, purchase, use, or possession with intent to manufacture, sell, distribute, or use a controlled substance (as defined in Section 102 of the Controlled Substance Act [21 U.S.C. 802]) or possession of drug paraphernalia.
2. Resident, any member of the resident's household, or a guest or other person under the resident's control shall not engage in any act intended to facilitate illegal activity, including drug-related illegal activity, on or near the said premises.
3. Residents or members of the household will not permit the dwelling to be used for, or to facilitate illegal activity, including drug-related illegal activity, regardless of whether the individual engaging in such activity is an occupant of the household.
4. Residents or members of the household will not engage in the manufacture, sale, or distribution of illegal drugs at any locations, whether on or near the dwelling apartment premises or otherwise.
5. Resident, any member of the resident's household, or a guest or other person under the resident's control shall not engage in acts of violence or threats of violence, including but not limited to the unlawful discharge of firearms, prostitution, criminal street gang activity, intimidation, or any other breach of the rental agreement that otherwise jeopardizes the health, safety or welfare of the Management, his agents, or residents.

6. VIOLATION OF THE ABOVE PROVISIONS SHALL BE A MATERIAL VIOLATION OF THE LEASE AND GOOD CAUSE FOR TERMINATION OF TENANCY OR EVICTION ACTION BY MANAGEMENT. A single violation of any of the provisions of this added addendum shall be deemed a serious violation and material non-compliance with the lease.

It is understood and agreed that a single violation shall be good cause for termination of the lease. Unless otherwise provided by law, proof of violation shall not require a criminal conviction but shall be by a preponderance of the evidence.

# Chapter 3

## **APARTMENT CARE**

### **3:1 GARBAGE DISPOSAL**

Garbage disposal must be used properly to stay in good working order. The following list will give you an idea of things that should not be placed at your disposal:

- 1) Raw vegetables & vegetable peels
- 3) Rice and other grains
- 4) Large quantities of grease, lard, or fat
- 5) Other (i.e., chicken bones)

Your user manual and a quick Google search can help find more information on what may and may not be put in your garbage disposal. To clean your disposal: place ice cubes and a cleaning solution (such as Dawn dish detergent) into the disposal and turn it on. Follow with cold running water.

If your disposal stops working, push the reset button located on the disposal under the sink. It is usually located on the bottom or the side.

Following these guidelines should ensure that your garbage disposal always stays in good working condition. If Maintenance is required to fix your disposal, and it is because you did not follow the above guidelines, you will be charged for the maintenance.

### **3:2 DISHWASHER**

All dishes should be rinsed off before putting them in your dishwasher. Any food particles left on dishes may cause the hose leading to the drain to clog. This could cause your dishwasher and sink to back up, requiring a billable maintenance call.

Please run your dishwasher at least once per week. Sitting water at the bottom of the appliance can cause a foul odor and potential mold issues. By running your dishwasher once a week these problems can be prevented.

### **3:3 WASHER AND DRYER**

Be sure to clean behind your washer and dryer periodically. The lint builds and can cause a fire hazard and damage to walls and flooring. Also, be sure to clean out your lint trap after every load. If your washer and dryer stop working, please submit a service request. Unless flooding, washer and dryer issues are not considered an emergency, and thus will be taken care of during regular business hours.

### **3:4 SMOKE DETECTORS/FIRE ALARM SYSTEM**

Smoke Detectors are provided in your apartment in case of a fire emergency. If your smoke detector is beeping quietly and chirping it means the battery needs replacing. It is always your responsibility to have the smoke detectors in working condition, including the replacement of batteries. The typical size is a 9-volt battery, but please reach out to Management if you are unsure of the size of battery needed.

In some cases, smoke detectors are also equipped to detect Carbon Monoxide. Contact Management if you are unsure whether you have a dual smoke/CO detector.

If your building fire alarms are activated, please **call 911 and exit the building**. Not all properties have monitored fire alarm panels.

**Do not disconnect your smoke detector, at any time, for any reason.** Violation may be cause for eviction.

### **3:5 SINKS/TOILETS/TUBS**

The following items should never be flushed down your toilet: paper towels, facial tissues, disposable diapers, sanitary napkins, disposable tampons, food, flushable wipes, toys, etc. Sinks and tubs should be cleaned of hair regularly to avoid water damage or clogging problems. Service requests that require Maintenance to repair plumbing due to Residents not following the above rules will result in charges to the Resident.

### **3:6 LIGHT BULBS**

Replacement of burned-out light bulbs will be the Resident's responsibility, including appliance bulbs. You will be charged for missing or burned-out light bulbs upon your move-out.

### **3:7 FLOORS AND CARPETING**

Floors and carpeting should be cleaned regularly. The flooring should be cleaned with mild detergent. Carpet maintenance and care in your apartment are your responsibility. We recommend vacuuming frequently and having your carpet professionally steam-cleaned once per year. Any damage to the carpet will be your financial responsibility upon move-out.

### **3:8 AIR CONDITIONERS**

Wall Mounted Air Conditioner Operation Tips:

- 1) For your A/C to cool properly it must be turned on and started before your apartment home begins to get warm. If it is going to be in the 80s and 90s, your A/C will need to be turned on in the morning or early in the afternoon and run all day. It must be started before it begins to heat up inside the apartment home and at times the A/C will need to be running even when you are not home. If you wait to turn your A/C on until your apartment home is already 85-90 degrees, the air conditioners will not be able to catch up and cool your apartment home.
- 2) Be sure the filter is clean. On the newer models, these can be removed and rinsed off under the kitchen faucet. The filter is located behind the front cover of the air conditioner.
- 3) If your apartment faces the west or south, you will need to have your blinds closed as this helps tremendously! South and west exposures are the worst for sun exposure and heat in the summertime.
- 4) If your A/C has a vent switch it will need to be in the closed position versus the open position. The open position will let in outside air.
- 5) The temperature setting for the A/C should be in a medium-to-medium-high position. For example, if the dial goes from 1 to 10 it should be set on 8 (running these on the highest cold setting will cause the air conditioning unit to freeze up, and then it will not cool at all).
- 6) The air conditioners in the apartment are designed to handle the size of the apartment they are installed in. However, a fan will help to circulate the cool air throughout the entire apartment.

Typically, if you can feel cold air coming out of the front vents the A/C is working properly. Try these tips and if they do not work, please contact Management.

Central Air: If your apartment is equipped with central air or forced air, please check any filters your appliance may have once a month. If you have questions regarding your appliance, please contact Management.

### **3:9 PAINTING AND WALL COVERINGS**

Painting of any kind is strictly prohibited. You may use tiny nails to hang pictures, but please do not use screws or large nails. If there is enough damage to the walls, Management may need to re-paint the room and you will be charged for the cost.

No sticky adhesives or stickers, including decals, are permitted to be put on walls.

Candles are strictly prohibited. If you use candles, be prepared to be charged for the cost of cleaning the walls; they can leave significant black soot on walls.

### **3:10 WALL-MOUNTED TV BRACKET**

Your apartment may be equipped with wall-mounted TV brackets. We welcome you and your guests to enjoy this amenity, but please keep in mind the following rules and guidelines:

Residents understand and agree that if the apartment is equipped with a wall-mounted TV bracket, it is installed on the wall above the electric fireplace in the living room. Residents agree that the equipment is to stay with the apartment, including all parts and pieces included with the equipment. If the Resident chooses to remove equipment from the wall during tenancy, the equipment must be stored within the apartment and reinstalled in the same place before vacating the apartment.

Residents agree that they are responsible for the cost to replace any missing pieces or for the full replacement of the equipment upon vacating the apartment.

# Chapter 4

## **PARKING, GARAGES, AND COMMON AREAS**



#### **4:1 GARAGES**

Please park your vehicle in your garage. Your garage is not meant to be a storage unit. Do not attach any type of storage shelves to the walls of your garage. Use small, detached, standalone shelving for storage purposes. Any items stored in your garage are at your own risk. We recommend not putting stored items on the concrete floor in your garage in case of flooding. Management also asks that no vehicle repairs, including oil changes, engine repairs, etc. be conducted in your garage or parking area.

**Garages with Automatic Openers:** In case your garage door does not open, first try using the emergency key release located on the top panel of your garage door. Not all garage doors have an emergency key release. If this is the case, please contact Management for help getting into your garage.

**Manual Entry Garages:** If you have a T-Lock entry or other keyed entry system for your garage, and you are having trouble opening your garage door, please contact Management for assistance.

Your garage door must always be closed. Management will close any garage doors found to be left open.

#### **4:2 PARKING GARAGE**

Your community may be equipped with a built-in parking garage. All parking spaces are assigned. Please carefully read the following rules and guidelines regarding the parking garage:

- 1) All parking spaces are assigned. Only park within the space assigned to you by Management.
- 2) If someone is parked in your assigned space, please contact Management.
- 3) The property may have bike storage available. Please use bike racks for storing bicycles.
- 4) The property's underground parking may be heated. Do not tamper with thermostats or heating components.
- 5) Do not store personal belongings in your parking space or in front of your parking space. Please use additional storage or your apartment for storing these belongings.
- 6) No vehicle repairs, including oil changes, engine repairs, etc. are to be conducted in the parking garage.
- 7) Recreational and commercial vehicles are prohibited. Inoperable vehicles are not allowed in the parking area.
- 8) The speed limit within the parking garage is 5 MPH.
- 9) Do not drive through until the door is completely up and no longer moving. Do not stop under the garage door at any time.
- 10) The garage doors are intended for only one vehicle to enter or exit at a time. Do not follow other vehicles. Allow the door to completely shut, and then you may open the door again and drive through.

These rules and guidelines are strictly enforced by Management. If policies, rules, or regulations differ within your community, those will be posted or provided to the Resident. Not following the rules and regulations listed above may result in damage to the vehicle by the garage door. This damage is not the responsibility of Management and is at the sole expense of the auto owner.

#### **4:3 PARKING AND VEHICLES**

Vehicles may be towed for any of the following reasons:

- 1) All vehicles must be drivable and in operable condition to be parked in the parking lot.
- 2) Any vehicles that appear to be inoperable including flat tires, broken windows, bare wheels, on blocks, disabled, or with expired license plates or tabs, etc.
- 3) If the vehicle is left in the same parking spot for over 1 week.
- 4) Parking in fire lanes, in front of entrances, in handicapped parking spaces without the proper state-issued permit, or any other space painted or marked for no parking.
- 5) Parking is also prohibited on the lawn, in any landscaping, in front of garage doors, on the sides of garages, buildings, etc. If a vehicle is parked in a space not marked for parking, or not parked between lines meant for vehicle parking, it will be towed at the auto-owner's expense. Just because there is not a "No Parking" sign does not mean it is okay to park there.
- 6) Vehicles that take up more than one designated spot.
- 7) If a parking permit is not properly displayed.
- 8) If a vehicle is parked in an assigned parking or garage space that is not assigned to them.

Recreational vehicles such as watercraft, campers, motor homes, etc., and commercial vehicles such as tow trucks, dump trucks, semis, etc., are also strictly prohibited on the property. Management also asks that no vehicle repairs, including oil changes, engine repairs, etc. be conducted in parking areas. Do not drive on sidewalks or the lawn. 5 MPH is the speed limit in the parking lot.

Most properties have additional parking for guests and overflow parking. If no guest or overflow parking is available, all parking spaces and garage spaces are assigned, please find an acceptable place to park off-site.

#### **4:4 TOYS AND MISCELLANEOUS ITEMS**

Do not leave toys or personal items in any interior or exterior common areas. No items are permitted to be left on the lawn or landscaping. Management is not responsible for any lost, stolen, or broken items. The following guidelines must be adhered to:

- 1) Items used for transportation, including but not limited to bicycles, tricycles, roller blades, skateboards, etc., may not be left on sidewalks, in driveways or parking areas, grass, or entry areas to buildings at any time.
- 2) Sidewalk chalk is not permitted.
- 3) Riding any vehicles, as listed in “1”, is not permitted on lawn areas.
- 4) No pools, spas, or hot tubs of any kind are allowed on the property.
- 5) No trampolines or bounce houses are allowed on the property.

#### **4:5 SOLICITATION AND EXTERIOR POSTINGS**

Door-to-door solicitation is strictly prohibited within the community. No political signs are to be posted on the exterior of the apartment or the exterior grounds. Management reserves the right to request that inappropriate signs be removed.

#### **4:6 GRILLS**

**North Dakota, South Dakota, and Wisconsin:** Charcoal grills are NOT allowed on patios or decks. Only gas and electric grills are allowed. Other equipment not permitted on the property includes clay chimneys, clay and copper fire pits, open flame devices, open pit burners, fire pits of any kind, large turkey fryers, or open flame deep fat fryers. Please pull grills away from the siding before use. You will be financially responsible for any damage caused by your grill. The grill rules/regulations may be subject to change at any time throughout your residency.

**Minnesota:** Grills of any kind are not permitted on patios or decks. Gas and electric grills may be used but must be at least 15 feet from any building or garage. Other equipment not permitted on the property includes clay chimneys, clay and copper fire pits, open flame devices, open pit burners, fire pits of any kind, large turkey fryers, or open flame deep fat fryers. You will be financially responsible for any damage caused by your grill. The grill rules/regulations may be subject to change at any time throughout your residency.

# Chapter 5

## **APARTMENT AMENITIES**

### **5:1 ELEVATOR**

Your community may be equipped with an automatic elevator for your convenience. Even though our elevators receive routine maintenance and inspection, malfunction is still possible. If you are a passenger in the elevator and become stuck, do not become frightened. Use the emergency telephone and someone will be there to assist you.

If you hear the elevator alarm ring, notify Management immediately. Do not try to get the person out by pounding or prying the elevator door open.

The elevator doors will automatically begin to close after being open for a short period. If you are not completely in or out of the elevator, simply touch the rubber strip on the elevator door and the door will reopen. Be careful stepping in and out of the elevator and be sure the elevator is even with the floor before going in or out.

Any damage to the elevator caused by negligence or mishandling on the resident's or resident's guest's part will be billed to the resident. If policies, rules, or regulations differ within your community, those will be posted or provided to the Resident.

### **5:2 FITNESS CENTER**

Your community may be equipped with a fitness center for your enjoyment. We welcome you and your guests to enjoy these amenities, but please keep in mind the following rules and guidelines:

- 1) The fitness center is open 24 hours a day, 7 days a week. Each apartment is provided with a key to gain access to the fitness center.
- 2) Appropriate athletic shoes are required when using the fitness center.
- 3) Appropriate athletic attire is required when using the fitness center.
- 4) A shirt or tank top is required to use all exercise equipment, including the free weight area.
- 5) All equipment must remain within the fitness center.
- 6) Abuse of the equipment will not be tolerated.
- 7) Food is not allowed in the fitness center.
- 8) No Alcohol is allowed in the fitness center.
- 9) Water bottles may be used if they are made of non-breakable material and only contain water.
- 10) Be courteous to others in the fitness center.
- 11) Use the equipment only for its intended purpose.
- 12) No one under the age of 18 is permitted to use the equipment without the supervision of an adult who is 18 years of age or older.
- 13) Management is not responsible for any injuries or accidents.
- 14) Use of equipment is at your own risk. It is your responsibility to consult a physician before using the equipment.

These rules and guidelines are strictly enforced by Management. Residents and resident guests who are found not following these rules will be asked to leave the fitness center and will receive a violation notice that may result in eviction from the property. If policies, rules, or regulations differ within your community, those will be posted or provided to the Resident.

### **5:3 POOL & SPA**

Your community may be equipped with a swimming pool and spa. We welcome you and your guests to enjoy these amenities, but please keep in mind the following rules and guidelines:

- 1) Hours of operation are posted on-site.
  - a. Anyone found using the pool or spa after hours will be asked to leave and will receive a violation notice from Management.
- 2) No food or beverages are allowed in the pool area. There are sitting areas to keep these items in.
- 3) Glass bottles and containers are prohibited in the pool area.
- 4) No alcohol is permitted within the pool and spa building.
  - a. Persons who appear to be under the influence of alcohol or drugs will be asked to leave.
- 5) A shower is provided in the bathroom. Please rinse off before entering and after exiting both the pool and spa.
  - a. Not doing so can affect the chemical stability in the pool and spa and can create longer downtimes.
- 6) All people under the age of 14 must be supervised by an adult who is 18 years of age or older.

- 7) Any person showing evidence of any communicable skin disease, sore or inflamed eyes, cold, nasal or ear discharge, or any other communicable disease will be asked to leave.
- 8) Pets and other animals are not allowed in the pool and spa building except for service animals.
- 9) Splashing, spitting, spouting water, or any other major water disturbance is prohibited.
- 10) No running, boisterous, or rough play.
- 11) Swimmers must wear appropriate swimming attire.
- 12) Anyone who is not toilet trained must wear rubber swim pants while in the pool or spa.
- 13) Using the pool or spa is prohibited during severe weather conditions.
- 14) Management is not responsible for any injuries or accidents.
- 15) Use the pool or spa at your own risk. It is your responsibility to consult a physician before using the pool or spa.
- 16) No diving is permitted.
- 17) **No lifeguard on duty.**

These rules and guidelines are strictly enforced by Management. Residents and resident guests who are found not following these rules will be asked to leave the Pool and Spa Building and will receive a violation notice that may result in eviction from the property. If policies, rules, or regulations differ within your community, those will be posted or provided to the Resident.

#### **5:4 LAUNDRY ROOMS**

This property may be equipped with laundry rooms. Please keep in mind the following rules and guidelines when using the laundry facilities:

- 1) Hours of operation are posted on-site.
- 2) Do not overload the washers.
- 3) Report any broken washer or dryer to Management immediately.
- 4) Do not use the washers to dye clothing.
- 5) Remove clothing from the machines within one (1) hour of the cycle completion.
  - a. Clothing left for 24 hours or more in the laundry rooms will be held by Management until claimed.
- 6) Always keep laundry areas neat and clean.
- 7) Discard all lint and dryer sheets in the trash cans provided.
- 8) Do not keep laundry detergent or other cleaning products on the shelving or storage compartments. These must be taken with you when you leave the laundry facilities.
- 9) Do not use the laundry garbage container for personal trash.

If policies, rules, or regulations differ within your community, those will be posted or provided to the Resident.

#### **5:5 DOG PARK**

Your property may have a Dog Park. The following rules apply with regard to the Dog Park. Any violation of the rules hereunder shall constitute a material breach of the Lease Agreement.

1. The Dog Park is for the exclusive use of Residents with dogs and shall not be used for any other purpose. No other animals are permitted within the Dog Park.
2. All dogs must be properly licensed and vaccinated as required by applicable law.
3. Dogs must wear up-to-date identification tags that provide the owner's name and contact information.
4. Puppies under the age of 4-months are not permitted within the Dog Park.
5. Sick or injured dogs are not permitted within the Dog Park.
6. Dogs must always be accompanied by a competent adult and may not be left unattended.
7. Handlers must remain in the Dog Park and always maintain reasonable control of their dogs.
8. The maximum number of dogs per handler is two.
9. Children under the age of 13 years old must always be accompanied by a competent adult.
10. Dogs exhibiting aggressive, dangerous, or disruptive behavior must be removed from the Dog Park immediately.
11. Dogs must remain leashed until they are through the gate and within the confines of the fenced-in area of the Dog Park.
12. Dogs must be leashed before exiting the confines of the fenced-in area of the Dog Park.
13. Owners must always carry a leash while in the Dog Park.

14. Owners must immediately pick up and dispose of dog waste.
15. No human or dog food is permitted within the Dog Park.
16. Alcohol, smoking, illegal substances, and glass containers are expressly prohibited within the Dog Park.
17. Dogs may not be tied to fences or Dog Park fixtures.

**The Dog Park is an amenity provided by Management, and residents use it at their own risk. Management is not responsible for injuries, damage, or disputes of any kind that may arise from resident use of the Dog Park. Residents are responsible for any damage or injuries resulting from their use of the Dog Park, including those caused by their dogs.**

# Chapter 6

## **GENERAL INFORMATION**

## **6:1 MAIL & PACKAGE DELIVERY**

It is your responsibility to contact the local post office for all mail services. Mail forwarding can be done by calling the post office or using their online service. If you are receiving unwanted mail or mail from previous residents, call the post office. Do not contact Management for any mail services. **DO NOT LEAVE UNWANTED MAIL IN THE ENTRY.** Please dispose of personal mail in your garbage container.

Do not allow delivery services to leave packages by mailboxes. Campbell Properties is not responsible for any stolen packages or property. Contact your delivery service in case of missing packages; do not contact Management.

## **6:2 CONTROLLED ACCESS**

Most of our properties are equipped with a controlled access system. This is in place so that only residents and residents' guests can access the building by using a key, code, or the buzzer system.

Entrance doors are always to be kept shut. Do not prop open entrance doors. These doors are very heavy and propping them open can cause damage to the door and the frame.

Please do not allow people you do not know to enter the building. All people entering the building must be let in by buzzing an apartment or using a key.

Keep all doors, including the patio and front doors, locked at all times. We issue one (1) controlled access key per leaseholder. Keys or building codes should never be given to non-leaseholders.

## **6:3 MOVE-IN INSPECTION FORM**

You must request a copy of your Move-In Inspection Form. A move-in inspection will be done with Management and must be signed by at least one leaseholder.

\*Wisconsin: You are provided with a move-in inspection form to fill out by conducting a self-inspection of the apartment and it must be returned to Management within 72 hours. If we do not receive this form within this period, Management will assume your apartment was in perfect condition upon move-in. We will keep your form in your file.

## **6:4 SERVICE REQUESTS**

**Please call 911 for all Emergencies which may consist of a fire, flood, medical, or dangerous situation requiring immediate action.**

For all maintenance service requests, please visit your Resident Portal. Maintenance service requests may be submitted through your Resident Portal. For more information on your Resident Portal, please see Chapter 1:4 of this handbook. If it is a maintenance emergency, please call your Site Office. **When you request a service request, you thereby allow Management and our maintenance personnel to enter your apartment at any time between 8:00 am and 5:00 pm.** Please allow a reasonable amount of time for us to respond to your non-emergency maintenance-related service requests. At times, especially during busy times of the year, it may take longer for us to respond to your service request.

Our Maintenance Technicians typically work from 8 am-5 pm on Monday - Friday. Only maintenance emergency requests will be taken care of outside of those times. Call the Site Office number for maintenance emergency issues. Maintenance emergencies include no heat in the winter, floods, no electricity (check your breaker), and any condition that might cause a fire, or a natural gas smell. If your maintenance request is not an emergency listed above, please allow a reasonable amount of time during business hours for your request to be addressed. We have a limited Maintenance Technician team and strive to address each request as fast as possible.

Any damage to the apartment caused by you or your guests is your financial responsibility, and you will be billed for repair costs. This includes blinds, appliances, doors, etc. All maintenance is required to be done by a Maintenance Technician of Campbell Properties or an approved vendor, contacted by an agent of Campbell Properties. You are not permitted to contact outside vendors for requested maintenance. If you do so, it will be at your own expense. You will not be reimbursed for any bills contracted out by you for outside vendors.



#### **6:5 SNOW REMOVAL POLICY**

You are responsible for snow removal from your balcony/patio. After a heavy snowfall, approximately 2 inches or more, the parking lot will be cleaned out “as is.” A few times a winter, you will be notified in writing to move your vehicles out of the parking lot so that the snowplow can remove the snow between all the vehicles. When we do this, we will give you at least 24-48 hours’ notice. Any vehicles left in the parking lot during this time will be towed at the auto owner’s expense. Management will not reimburse any towing fees.

You are responsible for snow removal 3 feet from your garage door. Snow removal vendors only come within a few feet of the garages. The rest is your responsibility. Not shoveling 3 feet from your garage door can cause damage to the door due to snow and ice buildup or the door freezes to the ground, which is billable to the resident if repairs or replacement are needed.

#### **6:6 EMERGENCY PROCEDURES – TORNADO**

The main floor of the building is most likely the safest place for you and your family to seek shelter in the event of a tornado. Remain inside, away from all outside doors and windows, and do not open any windows until you are positive that the storm has passed, and it is safe for you to return to your apartment. It is recommended that you keep a flashlight and battery-operated radio handy for weather emergencies.

#### **6:7 UTILITIES**

Please review your Lease Agreement for which utilities you are responsible for paying.

It is your responsibility to ensure that the utilities you are responsible for have been placed in your name. It is also your responsibility to contact your utility company upon move-out to disconnect them. Your utilities are required to be billed to you through the end of your lease term. Please arrange with the utility company for payment of the last month before vacating.

If your power is disconnected due to non-payment, you will be held financially responsible for any damage caused by there being no power. i.e., if food spoils in your fridge and a fridge replacement is needed.

If the utilities you are responsible for are not placed in your name, and/or are disconnected due to nonpayment or any other reason, it will be considered a material breach of the Lease Agreement and subject to eviction.

During the winter months, we recommend your thermostat is set between 65-72 degrees. This keeps the hot water flowing through the pipes and helps prevent freeze-ups in apartments in which baseboard/boiler heat is provided. Make sure the heat register flap is open. Do not obstruct heat registers with furniture, boxes, etc. Check and keep all the windows closed. Keep bedroom and bathroom doors open to allow airflow through the apartment during winter months. This will ensure that your bedrooms and bathrooms remain at a comfortable temperature. Report any heating issues to your Management immediately.

#### **6:8 USE OF RESIDENCE FOR BUSINESS PURPOSES**

Your apartment is a place of residency, not a place of business. Using the apartment to conduct any type of regular, full, or part-time business, including, but not limited to, daycare, is strictly prohibited. Exceptions to this rule include those who work from home for a business, working remotely.

#### **6:9 NONSMOKING BUILDING**

This is a SMOKE-FREE building. This includes common areas, hallways, entryways, patios, balconies, apartments, and within a certain distance of each building.

Residents **ARE NOT** permitted to smoke on the grounds within 20 feet of such buildings or other parts of the rental community. Nor shall Resident permit any guests or visitors under the control of Resident to do so.

#### **6:10 KEYS & LOCKS**

Upon move-in, each resident will be given keys to the premises, including your apartment, building entry, mailbox, and garage. Only those on the lease may have keys to the property or your residence. Residents are not permitted to alter any lock or install a new lock or other attachments on the door to the apartment. Damages will be charged back to the residents and may be grounds for eviction. If you need a key replacement, please contact Management. Key replacement charges are:

\$25 per mailbox, apartment, entrance, garage, fitness key, etc. if lost or stolen. (If replacements are available)

\$25 if we are required to rekey your mailbox.

\$75 per garage remote.

\$120 per key FOB (if your apartment requires a key FOB for access)

Upon vacating, if all keys and remotes are not returned to Management, you will be charged for the cost of re-making keys and remotes or the cost to rekey the apartment.

#### **6:11 LOCKOUTS**

If you get locked out of your apartment after Office hours, you will need to contact a locksmith. Please keep in mind there will be a charge to let you back into your apartment.

If you are locked out of your apartment during Office hours, please contact the Site Office. You must present proper identification or proof of residency before Management will let you back into your apartment.

#### **6:12 INSURANCE COVERAGE**

Campbell Properties require all Leaseholders to maintain a minimum of \$100,000 per liability insurance throughout the term of the lease and subsequent renewal periods, which includes month-to-month lease terms. Management and the Property Ownership must be listed as “additional interest or additional insured” on the policy. It is the Leaseholders’ responsibility to provide a copy of the policy or policy renewal declaration to Campbell Properties.

If all Leaseholder’s do NOT maintain the required liability insurance, they will automatically be enrolled in the Management-Placed Master Policy through ResidentShield at a monthly recurring charge of \$13.00 per month and will remain on the program until they provide proof of coverage to Campbell Properties.

The Management-Placed Master Policy through ResidentShield only covers damage to the property in the event a Leaseholder causes damage. The policy does NOT provide coverage for Leaseholder's belongings in the event personal contents (electronics, clothing, furniture, etc.) are damaged . It is the Leaseholders’ responsibility to understand what is covered under the Management-Placed Master Policy.

We strongly encourage you to purchase a renter’s insurance policy that includes coverage for your personal contents in addition to the \$100,000 required liability coverage from an insurance company.

Residents do have the opportunity to purchase a renters insurance policy through ResidentShield, at or by calling 800-566-1186.

If you have any questions regarding the liability insurance requirements, please contact Management.

#### **6:13 PROPERTY APPEARANCE**

We ask that you to treat the property and your apartment as your home. Please abide by the following policies to help maintain an attractive environment.

##### **Interior:**

- 1) No garbage, bagged or otherwise, is to be left outside your apartment or on your patio or balcony.
- 2) Blinds are typically furnished on windows. No blankets or sheets are acceptable window coverings, as they are unsightly and can trap moisture inside, causing potential mold issues. Unsightly and broken blinds may be replaced by Management at the Resident’s expense.
- 3) Please do not allow residents, occupants, or guests to run, eat, or play in driveways, hallways, or laundry rooms. You, the Resident, are responsible for your roommates, guests, and other occupants of the apartment.
- 4) Your apartment must always be kept in a clean and sanitary condition.
- 5) Windows and doors must not be blocked by furniture or other property at any time. This is a fire hazard.
- 6) You must furnish your light bulbs, fuses, and batteries for smoke alarms, garage doors, and other places applicable.

##### **Exterior:**

- 1) Lawn areas and exterior areas of the property should be kept clear of furniture, bicycles, toys, and other personal property. Residents are not permitted to make any alterations to the exterior areas of the building, including landscaping, lawns, etc. No digging holes, removing grass, rocks, shrubs, or other landscaping, or any other alteration is permitted. Alterations and damages will be billed back to the Resident.
- 2) No radio, TV, satellite dishes, CB aerials, or wires should be erected in or around the complex without prior written approval from Management.

- 3) All entrance and exit doors are always to be kept closed to prevent any possible fire and/or wind damage and to maintain building access and safety issues.
- 4) All seasonal decorative items must be removed within a reasonable amount of time.
- 5) Only appropriate and reasonable outdoor patio furniture and items are permitted on decks and patios. Management will have sole discretion in deciding whether items and furniture are appropriate and whether they must be removed.

#### **6:14 COMMON AREAS AND HALLWAYS**

Reasonable decorative items are allowed on doors if they do not damage the door in any way. Rugs, carpets, or any other decorative flooring and items are not permitted as they are a tripping hazard. You will be asked to remove any items that would be considered a tripping hazard in the hallways and common areas.

#### **6:15 PESTS AND RODENTS**

You are financially responsible for the extermination of any pests and/or rodents in your apartment. These include but are not limited to bed bugs, cockroaches, ants, mice, rats, and voles. The extermination company will deem the cause of the infestation and inform Management.

1. **ACCESS FOR INSPECTION AND PEST TREATMENT:** You must allow Management, and our pest control agents access to the dwelling at reasonable times to inspect for or treat bugs as allowed by law. You and your family members, occupants, and guests must cooperate and not interfere with inspections or treatments. We have the right to select any licensed pest control professional to treat the dwelling and building. We can select the method of treating the dwelling, building, and common areas for bugs. We can also inspect and treat adjacent or neighboring dwellings for infestation even if those dwellings are not the source or cause of the known infestation. You are responsible for and must, at your own expense, have your personal property, furniture, clothing, and possessions treated according to accepted treatment methods established by a licensed pest control firm that we approve. You must do so as close as possible to the time we treated the dwelling. If you fail to do so, you will be in default, and we will have the right to terminate your right of occupancy and exercise all rights and remedies under the Lease Agreement. You agree not to treat the dwelling for a bug infestation on your own.
2. **NOTIFICATION:** You must promptly notify Management:
  - a. Of any known or suspected bug infestation or presence in the dwelling, or any of your clothing, furniture, or personal property.
  - b. Of any recurring or unexplained bites, stings, irritations, or sores of the skin or body which you believe are caused by bugs, or by any condition or pest you believe is in the dwelling.
  - c. If you discover any condition or evidence that might indicate the presence or infestation of bugs or any confirmation of bug presence by a licensed pest control professional or another authoritative source.
3. **COOPERATION:** If we confirm the presence or infestation of bugs, you must cooperate and coordinate with Management and our pest control agents to treat and eliminate the bugs. You must follow all directions from us or our agents to clean and treat the dwellings and buildings that are infested. You must remove or destroy personal property that cannot be treated or cleaned as close as possible to the time we treated the dwelling. Any items you remove from the dwelling must be disposed of off-site and not in the property's trash receptacles. If we confirm the presence or infestation of bugs in your dwelling, we have the right to require you to temporarily vacate the dwelling and remove all furniture, clothing, and personal belongings for us to perform pest control services. If you fail to cooperate with us, you will be in default, and we will have the right to terminate your right of occupancy and exercise all rights and remedies under the Lease Agreement.
4. **RESPONSIBILITIES:** You may be required to pay all reasonable costs of cleaning and pest control treatments incurred by us to treat your dwelling apartment for bugs. If we confirm the presence or infestation of bugs after you vacate your dwelling, you may be responsible for the cost of cleaning and pest control treatments. If we must move other residents to treat adjoining or neighboring dwellings to your dwelling apartment, you may be liable for payment of any lost rental income and other expenses incurred by us to relocate the neighboring residents and to clean and perform pest control treatments to eradicate infestations in other dwellings. If you fail to pay us for any costs you are liable for, you will be in default, and we will have the right to terminate your right of occupancy and exercise all rights and remedies under the Lease Agreement and obtain immediate possession of the dwelling. If you fail to move out after your right of occupancy has been terminated, you will be liable for a holdover rent under the Lease Agreement.

5. **TRANSFERS:** If we allow you to transfer to another dwelling in the community because of the presence of bugs, you must have your personal property and possessions treated according to accepted treatment methods or procedures established by a licensed pest control professional before transferring. You must provide proof of such cleaning and treatment to our satisfaction.

#### **6:16 HOLIDAYS**

Live Christmas trees are strictly prohibited. Reasonable decorative lighting and decorations are allowed on balconies and patios if they do not interfere with the peace and enjoyment of other residents.

#### **6:17 TRASH REMOVAL**

The following is a list of rules for trash removal. You will be charged for any additional disposal fees incurred by Management for not following these rules.

1. All trash must be in a trash bag and tied at the top so that nothing can spill out.
2. Dumpster lids should always be shut.
3. No furniture, televisions, or computer screens can be thrown into the dumpster.
4. Large items are not allowed to be placed beside the dumpster.
5. All trash must be inside the dumpster.
6. Loose items, not secured by a tied trash bag, are not permitted to be thrown in the dumpster.
7. If the front of the dumpster is full, walk to the back and open that lid.
8. Flatten all the boxes before putting them inside the dumpster.
9. If your property is equipped with recycling bins, we encourage the use and practice of recycling!
10. Do not leave any items, large or small, on the curb of the property.
11. Do not leave bags of garbage in the hallway or next to your apartment door.

#### **6:18 NORMAL WEAR AND TEAR**

As a property management company, we expect rental apartments to sustain a certain amount of wear and tear during a resident's stay. There is a fine line between normal wear and tear and actual damage to an apartment. Below are guidelines to help understand the difference between the two.

**Normal Wear and Tear:** All residents are expected to cause some minor damage to an apartment throughout their time there. This minor damage is typically referred to as "normal wear and tear." The following is a list of what is considered "normal wear and tear":

- Small scratches
- Minor scuffs
- Minimal nail holes
- Slightly worn carpet
- Worn hinges
- Other insignificant damage

Normal wear and tear are considered any insignificant or minor damage to property that were caused by normal living standards. A few scuffs on walls or a couple of nail holes do not constitute damage that is above and beyond normal wear and tear.

**Damages:** Chargeable damage to property is damage that goes above and beyond normal wear and tear. The following is a list of examples of common chargeable damage:

- Holes in the wall because of a mounted TV or heavy wall decorations
- Excessive nail holes
- Crayon/marker drawing on the walls
- Flooring stains, rips, or otherwise unsightly and unsatisfactory floor damage
- Stove drip pans (must be replaced at residents' expense upon move-out)
- Burnt out light bulbs
- Smoke damage

We recommend that photos are taken upon move-in and move-out to document any pre-existing damage and damage that was caused during occupancy. It is essential to be as detailed as possible upon move-in and move-out. There is

an Inspection Form provided for this very reason. **We allow residents up to 3 days after moving to further document any pre-existing conditions on the Inspection Form.** If the form is not received within that 3 daytime frame, then any additional notes made are considered void and the apartment will be considered in satisfactory condition based on the original Inspection Form.

#### **6:19 MOLD AND CONDENSATION**

Condensation and mold are uncommon issues that may arise within your apartment from time to time. Both are easily preventable if you, the resident, take the right precautions. Mold and condensation are typically caused by resident neglect and mishandling of the apartment and therefore may be chargeable to the resident if in need of fixing.

Common reasons for condensation and mold include humidity and moisture. These are prime conditions for mold to grow. Mold will grow in areas of your apartment that are tightly shut, which could create high humidity, or not properly maintain the cleanliness of the apartment. If mold and condensation are due to negligence on your part, you will be charged for any cleaning or necessary repairs to the apartment.

Preventative Steps:

- 1) Keep your apartment clean.
- 2) Keep airflow going through your apartment. Open your windows and doors on occasion so that excess moisture may escape.
- 3) Allow bathroom fans to run during and for at least 30 minutes after bathing or showering. This will help the excess humidity to escape.
- 4) Do not completely block out windows and doors with curtains or similar hangings. This can trap moisture inside, causing mold to grow.
- 5) Do not allow your home to get too cold.
- 6) Allow space between heat registers and furniture.
- 7) Avoid creating areas where there may be standing water.
- 8) Notify Management immediately of leaking sinks, toilets, showers, etc.
- 9) Open your blinds during the daytime.

Mold, for the most part, is relatively harmless and can be cleaned up quickly and easily. Use bleach, diluted with water (we recommend a 1:1 ratio), to clean any mold spots in your home. If you find small areas of mold in your apartment, do a quick Google search to identify other possible cleaning solutions for the problem. Always use gloves and a mask when cleaning the mold.

Larger mold issues need to be reported to Management immediately. Not reporting severe mold issues could prolong an existing problem that needs to be handled immediately. Please also contact Management if you find conditions that may lead to mold, such as water leaks and weatherproofing problems.

#### **6:20 RESPECTFUL MANNER**

Campbell Properties expects all residents to act respectfully towards other residents, Campbell Properties team members, and Campbell Properties vendors. Residents may not harass or discriminate against other residents, Campbell Properties team members, or Campbell Properties vendors. Harassment and discrimination include derogatory remarks, epithets, slurs, stereotypes, jokes, or threatening, intimidating, or hostile acts that relate to race, color, religion, gender, national origin, age, disability, creed, marital status, familial status, sexual orientation, or gender identity. It also includes unwelcome sexual advances, requests for sexual favors, and any other verbal or physical conduct of a sexual nature. Violation of this policy is a material breach of the lease and may result in an eviction action.

#### **6:21 FAIR HOUSING POLICY**

Fair housing for all is the policy of Campbell Properties, and it is the law. Campbell Properties will not discriminate against anyone in any aspect of housing because of race, color, religion, national origin, sex, familial status, disability, need for reasonable accommodation/modification, marital status, receipt of public assistance, or any other group protected under state law. Among other things, residents may not be treated differently based on any of these criteria.

Campbell Properties will consider requests from residents for reasonable accommodation and reasonable modifications. A resident may request reasonable accommodation in any rule, practice, policy, or service of this residential facility when the reasonable accommodation is needed because of a disability of the resident or any person

associated with the resident. The request can be written or oral. Campbell Properties may require the resident to provide information from a qualified individual regarding his or her disability and accommodation request. All information relating to a resident's disability will be kept confidential.

A reasonable modification is a structural change made to an existing premise occupied by a person with a disability, and disability is typically defined as an individual with a physical or mental impairment that substantially limits one or more major life activities to afford such a person the full enjoyment of the premises. Reasonable modifications can include structural changes to the interiors and exteriors of an apartment as well as common areas. In most cases, the resident is responsible for paying for the costs related to a modification of an apartment or common area.

"Disability" means a mental or physical impairment that substantially limits at least one major life activity, a record of this impairment, or being regarded as having this impairment. A request for reasonable accommodation or reasonable modification will be approved if the resident must have an equal opportunity to use and enjoy his or her residence. A "necessary" accommodation will affirmatively enhance a disabled person's quality of life, improving the effects of the disability. Campbell Properties reserves the right to deny a request for reasonable accommodation/ or reasonable modification if the request does not meet the requirements of applicable Fair Housing laws.

Please contact Management with any questions.

## **6:22 SUMMARY**

These rules and suggestions are not designed to restrict you to your new home, but rather to familiarize you with those items about which you will want to be informed from time to time. It would be difficult to cover every situation that may arise during your residency, and if you have questions, we welcome you to contact your Manager.

We reserve the right to add to or to change the instructions and suggestions contained herein.

Failure of a Resident or his/her guests to fulfill any of the above obligations shall constitute a breach of lease and shall be grounds for eviction.

**Thank you and best wishes for your stay!**

**CAMPBELL**  
— PROPERTIES —



**EQUAL HOUSING  
OPPORTUNITY**

**We Do Business in Accordance With the Federal Fair  
Housing Law**

(The Fair Housing Amendments Act of 1988)

**It is illegal to Discriminate Against Any Person  
Because of Race, Color, Religion, Sex,  
Handicap, Familial Status, or National Origin**

- |                                                        |                                                      |
|--------------------------------------------------------|------------------------------------------------------|
| ■ In the sale or rental of housing or residential lots | ■ In the provision of real estate brokerage services |
| ■ In advertising the sale or rental of housing         | ■ In the appraisal of housing                        |
| ■ In the financing of housing                          | ■ Blockbusting is also illegal                       |

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Anyone who feels he or she has been discriminated against may file a complaint of housing discrimination:

1-800-669-9777 (Toll Free)  
1-800-927-9275 (TTY)  
[www.hud.gov/fairhousing](http://www.hud.gov/fairhousing)

**U.S. Department of Housing and  
Urban Development  
Assistant Secretary for Fair Housing and  
Equal Opportunity  
Washington, D.C. 20410**