



## **2011-12 Resident Handbook**

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## ***Thank you for choosing Three Oaks...***

We are a family-owned and operated property management company dedicated to providing our residents with *Quality Living, Affordable Prices and Dependable Service*.

This handbook contains important information regarding our policies, procedures and fees. Please read through it carefully in order to gain a clear understanding of what you can expect during your stay with us. If you have any questions or concerns, please contact us by phone or email, and we'll be glad to assist you.

Sincerely,

*Three Oaks Management Staff*

# In Case of Emergency

## FIRE OR CRIME: CALL 9-1-1

- Then call Three Oaks' emergency number: **800-798-0373**

## When do I call the emergency number?

- For **QUALIFIED EMERGENCIES ONLY** (see below)
- Tuesday through Friday before and after office hours
- If you are unable to reach someone during office hours
- Weekends and holidays
- You will be **CHARGED \$50** for calling in unqualified emergencies

## QUALIFIED EMERGENCIES:

Animals:	Stray animal (bird, bat, raccoon, etc.) has entered the apartment/house – unable to remove
Appliances:	<ul style="list-style-type: none"> <li>• Refrigerator inoperative – <b>FRIDAY, 5:00 PM TO SUNDAY, 5:00 PM</b></li> <li>• Stove/oven inoperative - <b>not</b> considered an emergency</li> </ul>
Electrical:	Apartment/house completely without power <b>UNLESS</b> major power outage in general area
Gas Leak:	Gas smell is present in or around apartment/house: <ul style="list-style-type: none"> <li>• <b>Call DTE: 800-477-4747</b></li> <li>• Then call our emergency number: <b>800-798-0373</b></li> </ul>
Heating:	No heat and daytime temperature is <b>BELOW 50 DEGREES</b>
Lock (exterior):	Lock broken - unable to enter and/or secure apartment/house
Locked Out:	No key - unable to enter apartment/house: <ul style="list-style-type: none"> <li>• Must present valid picture ID (such as drivers license or student ID) and pay a <b>\$50 fee</b> at the time you are let in (cash or check made payable to: Three Oaks Properties LLC)</li> <li>• No charge for entry during office hours</li> <li>• Lost, bent or broken key: <b>\$25 each</b></li> </ul>
Plumbing/Water:	<p>Water Supply:</p> <ul style="list-style-type: none"> <li>• No water at all</li> <li>• Flowing water – no way to shut off</li> <li>• Water leaking/dripping – causing damage</li> <li>• No hot water</li> </ul> <p>Waste Water:</p> <ul style="list-style-type: none"> <li>• Sewer backing up</li> <li>• Toilet stopped up; unable to unplug. However, if there is more than one bathroom in the apartment/house and the other toilet is functional, the situation is <b>not</b> considered an emergency.</li> </ul> <p>Also, if Three Oaks maintenance is <b>able</b> to unplug the toilet using the methods found in “Basic Plumbing Maintenance – Clogged Toilets” (page 15), you will be charged a <b>\$25 minimum service fee per call.</b></p>

	<ul style="list-style-type: none"> <li>• <b>Running toilets</b> are not considered an emergency. However, please help us avoid water waste (and higher costs) by submitting a maintenance request online or by phone during regular business hours.</li> <li>• <b>Clogged drains</b> are not considered an emergency. See “Basic Plumbing Maintenance” (pages 15-17) for proper use and care of drains.</li> </ul>
Snow Removal	<b>NOT AN EMERGENCY</b>
Vehicles: Unauthorized  201 N. Huron 302 N. Hamilton 509 W. Forest	Vehicles without a current Three Oaks parking sticker or guest pass are considered “unauthorized” and will be towed at the owner’s expense. Outside of office hours, please report unauthorized vehicles as follows: <ul style="list-style-type: none"> <li>• Call the emergency number and report the make, model, color and license plate number of the vehicle to be towed</li> <li>• The answering service will immediately contact Three Oaks</li> <li>• Three Oaks will immediately contact the towing company to have the vehicle removed</li> <li>• Only authorized Three Oaks’ staff members may call the towing company directly</li> </ul>
Window/Door Wall:	Glass is shattered. If cracked, submit maintenance request online or by phone during office hours.

## Important Contact Information

### **Office Location:**

509 W. Forest Ave.  
Ypsilanti, MI 48197  
Tel: 734-484-1600  
Fax: 734-484-1601  
Email: 3oaksproperties@um.att.com  
Website: ThreeOaksProperties.com

**After-Hours Maintenance Emergency:** (see “Qualified Emergencies” above)  
800-798-0373

### **Mailing Address:**

Three Oaks Properties LLC  
P.O. Box 981244  
Ypsilanti, MI 48198

### **Utilities:**

Gas/Electric:	DTE Energy 800-477-4747 dteenergy.com
TV, Internet & Phone:	AT&T 800-288-2020 att.com  Comcast 734-973-2266 comcast.net

# Paying Rent

## When is rent due?

Rent is due on the 1<sup>st</sup> day of every month with a five-day grace period. A **\$25 late fee** will be automatically charged to your account for payments received after office hours on the 6<sup>th</sup> day of the month. ***If the 6<sup>th</sup> falls on a weekend or holiday, payment must be received by the last business day prior to the 6<sup>th</sup>.***

## What forms of payment do you accept?

- Personal Check, Cashier's Check or Money Order (made payable to "Three Oaks Properties LLC") - If your personal check is returned due to insufficient funds or any other reason, you will be charged a **\$45 service fee**.
- Online with PayLease: (see following page, "Pay with PayLease," for instructions & fees)
  - MasterCard & Visa (credit or debit card)
  - Discover & American Express (credit card)
  - ACH debit from checking or savings (one time only or repeating transaction)
- **NO CASH**, please

## Should we mail/deliver our payment separately or together?

- Together. We require **one** payment per apartment/house.
- Payments may be made with a combination of checks and/or PayLease payments, but must be mailed or delivered together.
- If a portion of your payment is being paid with PayLease, you must include a transaction confirmation number when mailing or delivering the balance of the payment.
- Payments mailed or delivered on separate days will incur a **\$20 Multiple Payment Fee**, which will be charged to your account.
  - Please make checks payable to:
    - **Three Oaks Properties LLC**
  - Mail to:
    - **P.O. Box 981244, Ypsilanti, MI 48198**
  - Deliver to:
    - **509 W. Forest, Ypsilanti (After Hours: Use drop box located next to entry door)**
  - Please write your building address and apartment number on the memo line of your check.

## What does the "Jointly and Severally" clause on our lease mean?

This means that everyone listed on the lease is responsible for all terms of the agreement including, but not limited to, payment of rent and utilities.

## Why do we pay a full month's rent in August?

You have signed a one-year lease with us. The total amount of your lease has been divided into twelve equal payments. For this reason, even though you only stay for a portion of August, you are responsible for paying full rent and utilities.

## Can August rent be taken out of our security deposit?

**NO.** The security deposit is reserved for any damages (beyond normal wear and tear) to the property. Charges will be assessed after management has conducted a move-out inspection.

## Pay with PayLease!

Three Oaks Properties has teamed up with PayLease Inc. to provide residents with quick and convenient payment options. Through PayLease, you can make your monthly payment via credit/debit card or an e-check from your checking or savings account. You may choose to make a one-time payment at **ThreeOaksProperties.com** or sign up to have your payments automatically withdrawn each month. It's that easy! No more hassle and no more late fees.

### **Fees:**

- E-check (ACH) debit from checking/savings account: **\$2.20 per transaction**
- MasterCard/Discover (debit or credit card): **3% per transaction**
- American Express: **4% per transaction**
- Visa (debit or credit card): **\$22.95 per transaction**

### **Why should I use PayLease?**

- It saves you a trip to the management office or post office
- It gives you the ability to make your payment with a credit card and earn more rewards, including mileage points and cash-back incentives
- You can customize payment notification reminders for upcoming payments
- Flexibility of choosing the day of debit payment allows for better money management
- Using automatic payment eliminates late charges. Just one late fee is equal to a whole year of ACH fees!

### **How do I sign up?**

Go to **ThreeOaksProperties.com** and click on "Payments" on the home page. As a first-time user, follow the directions to register with PayLease. Once you are logged in, select "Make Payment" to make a one-time payment or "Auto Pay" to set up an automatic debit each month. It's that easy!

### **How does PayLease work?**

Once you're a member of PayLease, you can go to **ThreeOaksProperties.com** and make payments with either a credit card or debit from your checking or savings account. Standard processing takes two to three business days for your payment to be deposited into Three Oaks' account. If you select "Express Pay," your payment will be processed for next-business-day deposit. Business days include Monday-Friday, excluding weekends and holidays. PayLease notifies Three Oaks of the date and time your payment was initiated - this is the date and time we will use to record your payment as "received" in our records. If payment is initiated after office hours on the 6<sup>th</sup> day of the month, you will be automatically charged a **\$25 late fee**. If the 6<sup>th</sup> falls on a weekend or holiday, payment must be received by the last business day prior to the 6<sup>th</sup>. If your payment is returned due to insufficient funds or any other reason, you will be charged a **\$45 service fee**.

### **Is there a contract or can I cancel at any time?**

With PayLease there is no contract. PayLease is an option for you to make your lease payments easier. If you opt to be a member of PayLease and still send in a paper check, you will not incur any monthly fees for not using the service. Fees are incurred only when you process a payment.

**Questions?** Please contact a PayLease representative at 866-729-5327 or at **support@paylease.com**

## Use and Quiet Enjoyment

### What do you mean by “Use and Quiet Enjoyment”?

It means that you use your apartment for residential purposes (only) in a quiet, peaceable and lawful manner and refrain from any conduct that disturbs your neighbors.

### Is smoking permitted?

Yes. However, as a courtesy to your neighbors and to avoid smoke damage to your walls, please smoke outside or by an open window whenever possible. When smoking outside, please use an ashtray. **DO NOT DISCARD CIGARETTE BUTTS ON THE GROUND.** Remember: Smoking is a privilege; please be respectful of your neighbors and the property.

### What about noise?

When you have neighbors, you must be considerate about the amount of noise you make. In general, the quiet hours are 10:00 pm to 9:00 am, Sunday through Thursday and 12:00 am to 10:00 am on the weekends. If you are having a party, please inform your neighbors so they know what to expect. If excessive noise and disturbances become a routine problem, Three Oaks will strictly enforce a set of rules, based on the City Code of Ypsilanti, to ensure the peace, comfort and safety of our residents. Please call the police to report noise disturbances and then notify the management office the following business day.

## Pet Policy

### Are pets allowed?

We welcome pets with the following requirements:

- Management approval (no pets of a dangerous breed and/or nature will be allowed on the premises)
- Completed and signed Three Oaks “Pet Addendum to the Lease, ” including:
  - Pet Deposit: \$300 (\$150 nonrefundable / \$150 refundable, subject to move-out inspection)
  - Veterinarian records, including proof of vaccinations (yearly)
  - Current photo (update, as needed)
- Pet Fee: \$25/month
- Residents are responsible for cleaning up after their pet outdoors. If you fail to comply with this rule, you will be charged a **\$50 service fee** per occurrence.

## Painting Policy

### Can I paint my apartment/house? (option not available at 712 Washtenaw)

Yes, we allow you to paint the interior (only) of your apartment/house with the following requirements:

- Completed and signed Three Oaks “Paint Addendum to the Lease Agreement,” including:

- Approval from Three Oaks for all colors and \*paint finishes to be used.

*\*Bathrooms & Kitchen: Semi-Gloss Finish / All other walls: Flat Finish / Trim: Semi-Gloss Finish*

- All surfaces not being painted must be properly covered and/or protected. You will be responsible for all damages to the property caused by paint and/or painting supplies.
- You must purchase all paint and supplies.

***Prior to moving out:***

- First, check with Three Oaks to determine whether or not the incoming resident(s) prefer to keep the colored walls “as is.” If they request the colored walls be repainted, you must do one of the following:
  - Repaint colored walls with \*pure-white paint. You must purchase all paint and supplies.

*\*Bathrooms & Kitchen: Semi-Gloss Finish / All other walls: Flat Finish / Trim: Semi-Gloss Finish*

***Or:***

- \*Hire Three Oaks to repaint colored walls.

*\* Cost for labor and material to be determined at time of request*

***Fines/Charges:***

- If you paint any of the interior walls of your apartment/house without signing and abiding by the Three Oaks “Paint Addendum to the Lease Agreement,” you will be charged a **\$500 fine**.

## Maintenance

### **How are repairs and maintenance handled?**

We will do our best to complete all non-emergencies within two to three business days. Qualified emergency situations (listed on pages 3 and 4) will be handled immediately. **ALL NON-EMERGENCY MAINTENANCE REQUESTS MUST BE SUBMITTED IN WRITING**, either online or at the office.

\*Submitting a non-emergency maintenance request is as easy as 1-2-3!

1. Go to **ThreeOaksProperties.com** & click on “Maintenance”
2. Fill in all required information
3. Click on “Submit” to send us your request

*\*If you do not have internet access, you may stop by the management office and fill out a written request*

### **When you submit a maintenance request, we will need the following information:**

1. Your name, address and phone number
2. Nature of problem – please be as descriptive as possible
3. Permission to enter (when you’re not home) and best time of day
4. If we do not have permission to enter when you’re not home, please schedule an appointment with the management office.

**Do you conduct inspections?**

Yes. A routine inspection of your apartment/house will be conducted three times throughout the year.

**How should we maintain our house or apartment?**

We expect our residents to maintain their apartment/house in a clean and orderly fashion. Excessive filth and clutter attract unwanted insects and rodents which can lead to an infestation throughout the entire building. ***Such conditions are a violation of the city health code and will not be tolerated.***

Therefore, if upon inspection, we find the condition of your apartment/house in violation of the city health code, you will receive a written notice giving you 72 hours to restore your apartment/house to an acceptable condition. If upon re-inspection, the dwelling remains in an unacceptable condition, you may be evicted according to the terms of your lease agreement.

**Important Note:** Stoves and refrigerators that have not been cleaned regularly present excessive wear and tear at move-out: ***You will be charged for extra cleaning and replacement of parts.***

**What about the garbage disposal?**

The garbage disposal is your responsibility. Please refer to “Basic Plumbing Maintenance” under “Garbage Disposal” and “Garbage Disposal Troubleshooting” (pages 16-17) for proper use and care. If you choose to have Three Oaks unclog your disposal, you will be charged a **\$25 minimum service fee per call.**

## Garbage

**Where do I put my garbage?**

There is a dumpster located onsite for you to dispose your trash. All trash must be in sealed bags before being placed in the dumpster. If you have large household items to discard, please call the management office to get approval before placing items in dumpster.

## Winter Weather

**When does the heat in my building get turned on?**

The heat for your building will be turned on in Late October/early November and shutdown end of April/mid-May (depending on outside temperature)

**Winter weather tips to stay warm and keep heating costs down:**

- To keep the heat in, close all storm (glass) windows
- Keep exterior doors closed at all times
- Keep heat vents open and unblocked by furniture, etc.
- Keep the thermostat set between 68 and 72 degrees
- We recommend that you do not use space heaters. They are expensive to operate and certain types can be hazardous.

**Who takes care of snow removal?**

Three Oaks' maintenance handles the removal of snow from driveways and sidewalks. We will also provide a bucket of Ice-Melt at each door so you can apply it, when necessary, to help with icy walkways and steps. If you run out, please give us a call or send an email.

**Does Ice-Melt cause damage?**

Yes. Please keep the Ice-Melt away from trees, shrubs and gardens. Also, please do not walk through your home with Ice-Melt on your shoes.

**How do I prepare the apartment/house when I leave for holidays and winter/spring break?**

- Please notify the management office (in writing) if you are going to be gone for longer than a weekend.
- To help us keep costs down and to conserve energy, please lower your thermostat to 60 degrees.
- ***DO NOT TURN OFF THE HEAT OR SET IT BELOW 60 DEGREES.*** If you shut off the heat or set it below 60, the pipes may freeze and burst, causing a flood. ***You will be responsible for ALL damages if this occurs.***
- Leave a light on – this is still the number one deterrent to burglary.
- Have someone pick up your mail and check on your apartment/house every couple of days. Instruct them to notify the management office ***immediately*** if the heat and/or electricity are out or if there is running and/or leaking water causing damage.

## Lease Renewal

**When do I renew my lease?**

You will receive a renewal notice at the end of November which will be due the first week in January.

**What happens to my security deposit if I renew my lease?**

Your security deposit will be transferred to your new lease. If you move to one of our other properties and the security deposit is more, your refundable amount (from the previous lease) will be transferred to the new lease, and you'll be charged the difference. If it's less, you will be issued a refund or a credit to your account.

**If I'm not renewing, when will you be showing my apartment/house?**

If you choose not to renew, we will place your apartment/house on the market shortly after the renewal deadline. We will give you a 72-hour written notice prior to showing your apartment. Showings typically take 10 minutes or less and we try our best to bunch appointments together in the same afternoon. Since this is not always possible, we appreciate your flexibility and cooperation in advance. ***Properly maintained homes are usually leased after a few showings.***

**Model Apartment Offer:**

If you choose not to renew and keep a neat apartment, we may offer you the opportunity to be one of our "model apartments." Being a "model apartment" means we would have permission to show your apartment without notice Monday through Friday from 11:00 am to 6:00 pm. If you choose to accept our offer, you will receive a \$25.00 per month rent credit until your unit type is rented.

**Do you have any other apartments/houses available to rent?**

Yes. Three Oaks manages six properties (61 units) conveniently located close to EMU and downtown Ypsilanti. We offer a variety of accommodations ranging from studios to large penthouse suites plus a 4,000 square-foot house that sleeps up to eight. For more information and pricing, please visit our website at: ***ThreeOaksProperties.com***.

# Subletting Guidelines

## Can I sublet my apartment/house?

Yes, with the following requirements:

### Subletting Guidelines:

- You must provide Three Oaks with written approval (to sublet) from all roommates.
- Subtenant(s) are required to submit a Three Oaks “Rental Application” with a **\$20 application fee** to management for approval. Approval will be based on credit/background check, net monthly income and past rental history.
- You must also provide a sublease agreement for Three Oaks, all roommates and all subtenants to sign. **NOTE:** Three Oaks does not provide the sublease agreement; it is your responsibility.
- Subtenant(s) are required to complete and submit a Three Oaks “Inventory Checklist” to management prior to move-in.
- Management will provide subtenant(s) with a copy of the Three Oaks “Resident Handbook.”

## Other Information

- Alterations:** No alterations to your apartment are permitted without the prior written consent of Three Oaks Properties LLC.
- Electrical:** **EXTENSION CORDS & PLUG ADAPTORS ARE STRICTLY PROHIBITED** (per Ypsilanti city code). Power strips and surge protectors are permissible, but **must** be plugged into a grounded, 3-prong outlet. Major appliances (i.e., refrigerators, TVs, etc.) **must** be plugged directly into a 3-prong outlet. Prohibited devices found in use will be confiscated by Three Oaks, and you will be **fin ed \$500 (per occurrence)**.
- Fireplaces:** The fireplaces are inoperable and for decoration **ONLY**.  
**WARNING:** Any attempt to use the fireplace may result in a life-threatening situation, such as carbon-monoxide poisoning and/or fire.
- Insurance:** Three Oaks does not provide \*insurance coverage for your personal property. We **strongly** recommend that you purchase renter’s insurance to cover your personal property in case of loss due to fire, flood, theft, etc.  
  
***\*If you (or any person(s) claiming you as a dependent) carry homeowners insurance on another home, that insurance policy may extend coverage for your personal property while renting. Check with your insurance agent.***
- Locks:** Residents may not remove and/or add a lock to any interior or exterior door in the apartment/house. Unauthorized locks will be immediately replaced by Three Oaks, and **you will be charged for the replacement cost**.
- Parking:** Parking passes are required at 201 N. Huron, 302 N. Hamilton and 509 W. Forest for a fee of \$95.00/space/year. Please contact the office if you wish to purchase a parking pass. If any unauthorized vehicle is parked in a Three Oaks parking lot, it will be towed at the owner’s expense.
- Waterbeds:** No waterbeds are permitted.

## Service Fees & \*Damage Charges

<b>Service Fees:</b>	
Electrical Violations (see page 11)	<b>\$500 per occurrence</b>
Electricity and/or Gas (not in resident's name)	<b>\$50 per occurrence</b> <ul style="list-style-type: none"> <li>If account remains in Three Oaks' name after move-in and Three Oaks receives the bill</li> </ul>
Keys: Lost, Broken, Bent or Not Returned	<b>\$25 each – Interior Key / \$300 each – Exterior Key</b> <b>\$75 – Garage Key / \$50 – Garage Automatic Opener</b>
Late Rent Fee	<b>\$25 per occurrence</b> <ul style="list-style-type: none"> <li>If payment is received after office hours on the 6<sup>th</sup> day of the month</li> <li><b><i>If the 6<sup>th</sup> falls on a weekend or holiday, payment must be received by the last business day prior to the 6<sup>th</sup></i></b></li> </ul>
Locked Out (after hours)	<b>\$50 for after-hours maintenance call</b> <ul style="list-style-type: none"> <li>Resident must show picture ID and pay for service prior to entry (cash or check made payable to "Three Oaks Properties")</li> </ul>
Parking Pass – Guest (201 N. Huron, 302 N. Hamilton & 509 W. Forest)	<b>\$5 per day – up to five consecutive days</b> <ul style="list-style-type: none"> <li>Contact the management office to purchase guest parking passes</li> </ul>
Parking Pass - Resident	<b>\$95 per year</b> (201 N. Huron, 302 N. Hamilton & 509 W. Forest) <b>\$25 per month</b> (712 Washtenaw) <b>\$95 each - Replacement Parking Sticker</b>
Pet Waste Clean-up	<b>\$50 per occurrence</b> <ul style="list-style-type: none"> <li>If Three Oaks' grounds keeping staff cleans up your pet's waste</li> </ul>
Returned Check or PayLease Payment	<b>\$45 per occurrence</b> <ul style="list-style-type: none"> <li>After the third returned check or payment, resident must pay with cash or money order</li> </ul>
Towing (201 N. Huron, 302 N. Hamilton, 509 W. Forest, 712 Washtenaw)	<b>\$250-\$350 (approximate cost)</b> <ul style="list-style-type: none"> <li>All unauthorized vehicles will be towed at the owner's expense</li> <li>To retrieve a towed vehicle, contact Budget/Stadium Towing: 734-485-2055</li> </ul>
<b>Damage Charges &amp; Maintenance Calls:</b>	
Air Conditioning – Dirty/Clogged Air Filter (window or wall unit only)	<b>\$25 fee per service call</b> <ul style="list-style-type: none"> <li>Periodically check and clean A/C air filter during the summer months</li> </ul>
Blinds Damaged/Missing: Horizontal (Replacement)	<b>\$20-\$50 each</b>
Blinds Damaged/Missing: Vertical Slats (Replacement)	<b>\$1 each</b>
Blinds Damaged/Missing: Vertical Head Rail (Replacement)	<b>\$45 each</b>

Circuit Breaker or GFI Reset	<b>\$25 fee per service call</b> <ul style="list-style-type: none"> <li>If power goes out due to circuit overload, reset breaker in breaker box or on the GFI outlet in bathrooms (press reset button)</li> </ul>
Cleaning (after move-out)	<b>\$35 per hour</b> <ul style="list-style-type: none"> <li>If resident does not leave apartment in the same condition as move-in</li> </ul>
Countertop Damage: Bathroom Vanity (Replacement)	<b>\$100-\$300</b>
Countertop Damage: Kitchen (Replacement)	<b>\$100-\$400</b>
Dishwasher Damage (Repair)	<b>\$35-\$200</b>
Dishwasher Damage (Replacement)	<b>\$200-\$600</b>
Doorknob/Lock Replacement	<b>\$25-\$65 each</b> <ul style="list-style-type: none"> <li>If resident installs an unauthorized doorknob/lock on an interior or exterior door</li> <li>If doorknob/lock is damaged due to misuse</li> </ul>
Drain Clogged: Bathroom (sink & tub drain)	<b>\$25 <u>minimum</u> fee per service call</b> <ul style="list-style-type: none"> <li>See “Basic Plumbing Maintenance” (pages 15-17) for proper use &amp; care</li> </ul>
Dryer Inoperable - Lint Clog (712 Washtenaw only)	<b>\$25 <u>minimum</u> fee per service call</b> <ul style="list-style-type: none"> <li>Clean out lint trap after each load</li> </ul>
Fire Extinguisher Discharged (Replacement)	<b>\$40</b>
Floor: Bathroom (full replacement) - due to damage caused by unreported leaks/drips and/or water/liquid left unattended by resident(s)	<b>\$150-\$300 - To prevent water/liquid damage:</b> <ul style="list-style-type: none"> <li>Clean up all liquid spills <b>IMMEDIATELY</b></li> <li>Keep shower curtain <b>INSIDE TUB</b> or shower door <b>CLOSED</b> while taking shower – always use bathmat (floors are <b>NOT</b> waterproof)</li> <li><b>DO NOT FLUSH CLOGGED TOILET</b> – See “Basic Plumbing Maintenance” (pages 15-17) for instructions</li> <li>Notify maintenance <b>IMMEDIATELY</b> of any leaking/dripping faucets, pipes or toilets – also, if toilet is constantly running</li> </ul>
Floor: Kitchen (full replacement) - due to damage caused by unreported leaks/drips and/or water/liquid left unattended by resident(s)	<b>\$200-\$400 - To prevent water/liquid damage:</b> <ul style="list-style-type: none"> <li>Clean up all liquid spills <b>IMMEDIATELY</b>, including under stove, dishwasher &amp; refrigerator (floors are <b>NOT</b> waterproof)</li> <li>Notify maintenance <b>IMMEDIATELY</b> of any leaking/dripping faucets or pipes – also, if refrigerator is leaking or constantly running</li> </ul>
Floor: Vinyl Tile Damaged/Missing (Replacement)	<b>\$10 each</b>
Garbage (removed from apartment/house after move-out)	<b>\$35 per bag</b>
Garbage: Bulk Items (removed from	<b>\$40/cubic yard</b>

apartment/house or left on grounds after move-out)	<ul style="list-style-type: none"> <li>Desks, chairs, couches, etc.</li> </ul>
Garbage Pick-up: Common Areas/Grounds	<b>\$50 per occurrence</b> <ul style="list-style-type: none"> <li>If resident or resident's guests litter the property (i.e., bottles, cups, food containers, etc.)</li> </ul>
Garbage Disposal Clogged - due to foreign objects, misuse and/or neglect	<b>\$25 <u>minimum</u> fee per service call</b> <ul style="list-style-type: none"> <li>See "Basic Plumbing Maintenance" (pages 15-17) for proper use and care</li> </ul>
Garbage Disposal (Replacement) - due to foreign objects, misuse and/or neglect	<b>\$50-\$125</b>
Light Bulbs: Inside apartment/house	Residents are responsible for purchasing & replacing light bulbs
Light Bulbs: Common areas (interior/exterior)	Three Oaks' responsibility
Light Fixture Damaged/Missing (Replacement)	<b>\$25-\$50 each</b>
Light Fixture: Ceiling Fan Damaged/Missing (Replacement)	<b>\$100-\$250 each</b>
Pet Waste Pick-up (on property grounds)	<b>\$50 per occurrence</b> <ul style="list-style-type: none"> <li>If resident fails to clean up after their pet</li> </ul>
Refrigerator Damage (Repair)	<b>\$35-\$200</b>
Refrigerator Damage (Replacement)	<b>\$200-\$500</b>
Smoke Detector Detached (Reinstallation)	<b>\$40</b>
Smoke Detector Damaged/Missing (Replacement)	<b>\$65</b>
Stove Damage (Repair)	<b>\$35-\$100</b>
Stove Damage (Replacement)	<b>\$200-\$500</b>
Screens: Window - Damaged/Missing (Replacement)	<b>\$50-\$100 each</b> <ul style="list-style-type: none"> <li>Custom (historical properties): <b>\$100-\$250</b></li> </ul>
Screens: Door Wall - Damaged/Missing (Replacement)	<b>\$100-\$250 each</b>
Toilet Clogged	<b>\$25 <u>minimum</u> fee per service call</b> <ul style="list-style-type: none"> <li>See "Basic Plumbing Maintenance" (pages 15-17) for instructions</li> </ul>
Windows/Door Walls (Repair/Replacement)	<b>To be determined</b>
Wall Holes: From nails or screws	<b>\$1 each</b>
Wall Holes: Up to 6" (Repair)	<b>\$35-\$55 each</b>
Wall Holes: Over 6" (Repair)	<b>To be determined</b>
Paint Damage - from hole repair, tape or plastic wall hangers (Repair)	<b>\$5-\$20 per spot</b>
Paint Damage (Re-paint):	<b>To be determined</b>
Carpet Damage (Repair)	<b>\$80-\$250</b>
Carpet Damage (Replacement):	
1-bdrm Apartment	<b>\$500-\$1000</b>
2-bdrm Apartment	<b>\$750-\$1500</b>
Living Room / Dining Room	<b>\$200-\$500</b>
Bedroom	<b>\$150-\$400</b>

\*All damage charges are **APPROXIMATE**. Final charges will be determined at the time of repair/replacement based on material and labor costs.

## Basic Plumbing Maintenance

While living in a Three Oaks property, it is your responsibility to properly use and care for the toilet(s), garbage disposal and all drains. If Three Oaks' maintenance is called out to unclog a toilet, garbage disposal or drain due to foreign objects, misuse or neglect, **you will be charged a \$25 minimum service fee per call.** To avoid unnecessary charges, please use the following guidelines for basic plumbing maintenance:

### ***Bathroom Drains:***

Commercial products for clearing drains contain harsh chemicals that can damage pipes and the environment. Therefore, Three Oaks recommends the following:

- Keep the "crumb cup" in the sink and tub drain to prevent hair and other foreign objects from going down the drain (residents are responsible for replacing lost or broken crumb cups).
- Once a month, pick a time when no one will be using the sink or tub for about 6-8 hours - just before bed is an ideal time.
- Pour one cup of **bleach** down the drain and walk away.
- The bleach will coat the interior of the pipes and the enzymes in the bleach will slowly remove the buildup.
- When you get up in the morning let the hot water run for a few minutes to flush out any residue that was dissolved the night before.
- Typically one treatment will have your drains running faster - occasionally you will need to repeat the process one or two more times.
- Remember, the longer it can sit without use, the better.

### ***Clogged Toilets:***

- **Flush only once.** If it's not flushing the first time, don't flush again. This will cause more water to be pumped into the toilet bowl. If you let the water in the bowl sit for a while, it will usually drain a little bit, although it may be very slow.
- **Protect the floor.** If the toilet overflows and water causes damage to the floor, you will be charged the cost to repair or replace the damaged area. To avoid water damage, place towels around the base of the toilet (before plunging) to catch any overflow that may occur.
- **Wear rubber gloves.** Toilets are inherently unsanitary places to work, but a good pair of rubber cleaning gloves will protect you from germs.

**Note:** *If you know there's a foreign object (such as a wash cloth) causing the clog, skip the plunging and go straight to the wire coat hanger method (see below).*

- **Plunging Method:** It is important to use a large heavy-duty rubber plunger, either the ball-shaped type or one with a fold-out rubber flange on the bottom which forms a seal.
  - Insert plunger into the bowl and press down firmly, **but slowly**, making sure you're covering the hole completely.
  - The plunger should be submerged in water to be effective. Add water to the bowl if necessary. It is important to be pushing and pulling with water, not air.
  - Sharply pull up on the plunger to create suction in the drain - then push in to create pressure. Remember, the clog got jammed going in, so don't be too aggressive with

your pushing because you might just jam it further. It is more the suction than the pressure, rocking back and forth, that constantly disturbs the clog in both directions and will gradually cause it to be loosened.

- If the plunging eventually drains the bowl but the clog is still blocking a free flow down the drain, leave the plunger in the bowl and fill the bowl with water again. Fill it to the point it is normally after a regular flush. Stubborn clogs might require you to do this a few more times.
- **Wire Coat Hanger Method:** If plunging fails to unclog the drain, a wire coat hanger may clear the obstruction.
  - Twist the top ends of the coat hanger apart until they are no longer connected.
  - Stick one end of the wire into the drain. Once the wire is in the drain, twist it, push it, and maneuver it in a circular motion to clear the drain. This will generally work if there is an obstruction in the first few inches of the drain.

### ***Garbage Disposal:***

- Never put bones, hard seeds (like peach pits), grease or meat fat down the disposal. Grease and fat won't gum up the disposal itself, but they will cling to your pipes and choke them off over time.
- Never put glass, plastic, metal or paper in the garbage disposal.
- Always use a strong stream of cold water when running the disposal. Don't use hot water; it can liquefy items and cause them to stick to the blades.
- Never put cornhusks, celery stalks, onion skins or artichokes in the disposal. The fibers from these will tangle in the blades and can jam the motor.
- Keep the disposal running for a few seconds after the grinding noise has stopped. The water will flush the remaining particles down. Turn the disposal off and let the water run for a few more seconds to make sure it's completely cleared.
- Do occasional simple cleaning by running hot, soapy water through the disposal to remove particles stuck to the blades. You can also sprinkle baking soda down the disposal to control odors.
- Run eggshells and ice cubes through the disposal to keep the blades sharp.
- Run your disposal often. It keeps the blades sharp and prevents the disposal from rusting.
- Eliminate odors by grinding up citrus peels.
- Ice cubes and rock salt will remove debris from the blades. Fill the disposal with ice cubes and pour rock salt over the cubes. Then run cold water and the garbage disposal for at least 10 seconds.
- Never put chemical drain cleaners in a sink with a garbage disposal. They can damage the parts.

### ***Garbage Disposal Troubleshooting:***

Occasionally, when you hit the switch, the disposal may not work at all. When this occurs, there is usually a simple answer – the garbage disposal isn't getting any power. In the case when the disposal is jammed, the machine actually triggers an internal trip mechanism which instantaneously kills the power to the motor. If this occurs, you need to deal with the jam. Before proceeding, **MAKE SURE THE SWITCH IS OFF** and follow these steps:

- Step 1: Garbage disposals have a manual turn on the bottom to deal with jams. A specialized wrench should be included with your disposal. If you can't find it, a ¼-inch Allen wrench from the hardware store will often do the job. Use the wrench to manually turn and un-jam the disposal.
- Step 2: You will then need to remove the obstruction that caused the jam. Even small objects can cause a jam. The only way to remove the object is to reach in and get it. **CAUTION:** Before doing so, make sure you have followed the instructions in Step 1 to un-jam the disposal – which will release any tension from the blades. Next, **UNPLUG THE DISPOSAL** at the wall under the sink – cutting off power to the disposal. Now it is safe to reach in and remove the object.
- Step 3: After the obstruction is removed, you will have to reset the disposal's electrical system. On the bottom of your garbage disposal, there is a little red button called the "reset button." Press the reset button (it should stay in). If it doesn't, call maintenance.
- Step 4: Plug the disposal back in, turn on cold water and turn on the switch. The disposal should start spinning. If you hear **ANY** rattling, turn it off immediately; there is still something that needs to be removed (return to Step 2). **CAUTION: IF THE DISPOSAL JAMS BEFORE YOU SWITCH IT OFF**, go back to Step 1 and repeat the entire process.

### ***Kitchen Sink Drain Clogs:***

- If your sink has **one basin**, fill it a quarter of the way full with water. Plunge three to five times then lift the plunger up to see if the water goes down the drain. You may have to plunge a few more times before the drain is cleared. Once it's cleared, run hot water for about five minutes to ensure the clog has been pushed out through the drain line.
- If your sink has **two basins** and both are clogged, fill each side a quarter of the way full with water. Place a stopper in the side that has the garbage disposal – make sure it's secure so that you have a good seal. Plunge the other side three to five times before lifting. If water drains down, remove the stopper from the disposal side to see if the water drains there, as well. If both are cleared, run hot water for five minutes on each side to ensure the clog has been pushed out through the drain line. **NOTE:** If just the garbage disposal side is clogged, follow the instructions for "Garbage Disposal Troubleshooting" (above). If the drain still remains clogged, follow the instructions for plunging a single basin (above).
- **TIP:** After the drain is open, pour 1/2 cup of baking soda and 1/2 cup of white vinegar into the drain. Cover both openings and let it sit for a few minutes. Then run another gallon or so of warm water behind it to flush out the mixture. The combination of baking soda and vinegar can break down any leftover fat deposits and will leave your drain smelling fresh.

# Move-Out Instructions

Dear Resident(s),

Your lease ends on **August 20<sup>th</sup> at 12:00 noon** (unless other arrangements have been made), and your move-out inspection has been scheduled on this day between 12:00 & 2:00 p.m. Once you have moved everything out, completed the cleaning list (see below) and are ready to turn-in your keys, please check-in with one of the Three Oaks staff members stationed at the main entrance of your building for your inspection. **If you are planning to move out prior to August 20<sup>th</sup>**, please contact the office at least **two business days ahead** to schedule your move-out inspection.

We will use the “Inventory Checklist” you completed at the beginning of your lease term to record the current condition of your apartment/house. This document will be used to assess any damage charges and/or service fees to your account.

It is our hope that we will be able to return your Security Deposit in full, but this is only possible if there are no repairs, unpaid rent, unpaid utility bills, late charges, or any charges from failure to maintain the full term of the lease. If you have any particular maintenance items you feel we should be aware of, please let us know before we arrive.

Keep in mind that **ANY PERSONAL PROPERTY LEFT BEHIND WILL CARRY A SUBSTANTIAL COST TO YOU** (see charges below). Plan ahead and make arrangements to take **ALL** of your personal property with you or properly dispose of it.

Your cooperation with the following move-out guidelines will be greatly appreciated:

## **Painting**

If you painted your apartment/house wall(s) with color, please refer to our “Painting Policy” (found on page 7 of the Resident Handbook) or the Three Oaks “Paint Addendum to the Lease Agreement” (that you signed) for move-out requirements.

## **Furniture, Personal Items & Trash**

Please remove **ALL** furniture, personal items and trash from your apartment/house. If Three Oaks has to remove any of these items, you will be charged, as follows:

- Trash: \$35 per bag
- Bulk Items (i.e., desks, chairs, couches, etc.): \$40 per cubic yard

## **Cleaning**

When you moved in, Three Oaks provided you with a clean and well-maintained apartment/house. When you leave, we expect it to be in the same condition as you found it. If we have to clean it for you, you will be charged a **cleaning fee of \$35/hour**. The following is what we expect of our residents prior to move-out:

- Dust/wipe down all woodwork, including baseboard radiators and window sills
- Dust/wipe down all horizontal and/or vertical blinds
- Clean all interior glass on windows and/or door-walls
- Clean dirt and marks off walls (if additional coats of paint are needed to cover marks, you will be charged)
- Clean all elevated horizontal surfaces: cabinets, shelves, countertops, etc.
- Dust/wipe down all light fixtures, including ceiling fans
- Clean hard-surface floors - sweep and mop with proper solution
- Vacuum carpet and/or have professionally cleaned, if needed (you will be charged for excess dirt and stains)
- Kitchen:
  - Stove – Clean **all** surfaces, including burner drip pans
  - Oven – Use cleanser specifically designed for oven cleaning
  - Refrigerator – Clean **every** surface, inside and out, including all cracks and crevices
  - Dishwasher – Run full wash cycle with **dishwasher empty** and let stand open to dry
- Bathroom:
  - Toilet – There are a lot of sides to a toilet; please clean and disinfect them all
  - Sinks – Remove all soap scum and residue from basin and faucet
  - Shower/tub – Remove all soap scum and residue from tub, shower walls, faucet & showerhead

### **Recommended Cleaning Products**

Most people have their own preferred cleaning methods and products. In the event that you don't, here is a list of products that we recommend:

- **Mr. Clean Magic Erasers** – These work extremely well to get tough stains off walls, woodwork, kitchen & bath surfaces, etc. – you'll be amazed! (just be careful not to scrub too hard on painted surfaces or the paint will come off)
- **Stoves** – Please **DO NOT** use the **green** Scotchbrite pads. They scratch the enamel badly. We prefer SOS pads or the **blue** Scotchbrite. Keep the pad very moist for best results.
- **Wood molding and floors** – Please use a product specifically designed for wood floors (i.e., Bissell Hardwood Floor Cleaner or Murphy's Oil Soap)
- **Liquid Lysol, Pinesol and/or Soft Scrub with Bleach** – Use these products to disinfect and degrease, where needed

### **Utilities**

If the electricity and/or gas is in your name, **you must call DTE to close or transfer your account**. You will need to give them your moving date and forwarding address. They will schedule a final reading and mail your final bill. The service will automatically revert into Three Oaks' name. If you fail to take the service out of your name, you will be responsible for **ALL CHARGES** beyond your move-out date.

### **Keys**

All house, laundry and mailbox keys should be turned in at your move-out inspection. If your home has individual room keys, please leave them in the lock. Charges for keys lost, broken, bent or not returned are as follows:

- \$25 – Interior Key
- \$300 – Exterior Key
- \$75 – Garage Key
- \$50 – Garage Automatic Opener

### **Security Deposit Refund**

- Basically, if you leave the apartment/house the way you found it (clean with no damage beyond normal wear and tear) and all charges on your account are paid, you will receive a full refund on your security deposit.
- We will mail your refund check within thirty (30) days of move-out. If there are deductions from your deposit, you will receive a written list of specific items and charges. If charges exceed your deposit, you will be liable for the difference. You have the option of disputing the charges in writing within seven (7) days.
- If you did not turn-in a completed “Intent to Vacate Verification” form, there is one included in this packet. **We cannot mail out your security deposit refund until this form is received.**
- Your security deposit **CANNOT** be used for last month’s rent

We are confident that all of you will do a great job preparing your apartment/house for move-out. It doesn’t have to be a stressful time. **Be sure to talk to your roommates.** One of the biggest problems associated with moving out is lack of communication. Making advance arrangements with all roommates will insure a less stressful move for everyone.

Thank you for staying with us... We appreciate your business!

Sincerely,  
Three Oaks Management Staff

**INTENT TO VACATE VERIFICATION**

**THIS FORM MUST BE COMPLETED & RETURNED TO THREE OAKS PROPERTIES' OFFICE  
BEFORE SECURITY DEPOSIT REFUND CAN BE ISSUED**

**(If after office hours, please use drop box located by office entry door)**

Name(s) \_\_\_\_\_ Bldg/Apt. Address \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

<i><b>For office use only</b></i>
Date Received: _____

Please indicate date when apartment/house will be vacated and ready for final inspection: \_\_\_\_\_

NAME & FORWARDING ADDRESS FOR SECURITY DEPOSIT REFUND: (one check will be mailed)

\_\_\_\_\_

TELEPHONE NUMBER: ( \_\_\_\_\_ ) \_\_\_\_\_ - \_\_\_\_\_

CURRENT EMPLOYER: \_\_\_\_\_ PHONE: \_\_\_\_\_

**ALL TENANTS ON LEASE: Please CAREFULLY READ and INITIAL the following statements:**

- I/we understand my security deposit **MAY NOT** be used as my last month's rent.
  - Initial(s) \_\_\_\_\_
- I/we understand that when I move from the apartment/house, all or whatever part of the security deposit I am entitled to by law will be returned to me.
  - Initial(s) \_\_\_\_\_
- I/we also understand that any damages, unpaid rent, utility bills, late charges, or charges from failure to maintain the full term of the lease will be deducted from my security deposit. If charges exceed my deposit I am liable for the difference.
  - Initial(s) \_\_\_\_\_

REASON FOR MOVING: \_\_\_\_\_

Lessee Signature(s):

\_\_\_\_\_  
Name Date

\_\_\_\_\_  
Name Date

\_\_\_\_\_  
Name Date

\_\_\_\_\_  
Name Date