

# **University Heights Policies and Procedures Handbook**

## **Introduction**

We are pleased that you have chosen University Heights Apartments for your new home! The information provided here is part of your lease agreement and needs to be reviewed carefully.

As a resident of a Virginia rental property you are required to abide by the provisions of each of the following:

- a. The Virginia Residential Landlord and Tenant Act.
- b. The Lease signed with the management company.
- c. The Policies and Procedures governing your property as stated herein.

These Policies and Procedures have been created for your protection, to assist you in avoiding charges and penalties, and to continue to make our property attractive and comfortable. We welcome any questions you may have regarding this Handbook and ask that you direct questions or concerns to the property manager or leasing consultants.

## **Emergency and Maintenance Phone Numbers**

Fire/Police/rescue squad – 911

The University Heights office number – (434) 202-1460

Emergency Maintenance – (866) 904-1709

## **Rent**

During office hours, you may pay rent at 250 Colonnade Drive Charlottesville, Va. 22903 (the office) during office hours. After hours there is a night deposit to the right of the Office Door. You can also mail your rent check to the office address above. Make sure you always put your apartment number on the check.

Rent is due on the first of each month and is considered paid when it has been received by the Office, regardless of the postmark date. Be sure to allow extra time for holiday and weekend delivery. We do not accept post dated checks and checks will be cashed when received.

Checks returned by the bank for non-payment will not be redeposited. In addition to the returned check fee, late fees will be applied in accordance with the lease. Your account will be considered delinquent until all rent and fees have been collected. Before dropping off or mailing your check, please make sure that the amount is written correctly and the check has been signed. Delays will also add late fees to your account in accordance with your lease. Please review your lease for detailed information.

## **Emergency Maintenance**

We provide emergency maintenance service for our residents according to the criteria below. Please call the emergency maintenance answering service at (866) 304-1709.

**Emergencies:** We will provide an immediate response, 24 hours a day. In the event one of the following emergencies occurs, the University Heights after-hours maintenance should be contacted right away. Emergencies include but are not limited to the following:

- Total loss of electrical power
- Loss of heat, or water
- Burst plumbing or flowing water
- Sewer back-up
- Heavy rain water leak
- Security problems (broken lock, broken glass, broken doors, burned out exterior lights)
- Lock outs
- AC if the temperature is above 80 degrees, response is at the discretion of management.
- Clogged toilet (if only one bathroom)
- Anything with the potential to cause damage or harm to persons or property

**Semi-Emergencies:** Our technician will respond within 24 hours between Friday 5 P.M. and Sunday 4 P.M. If a call comes in between Sunday through Thursday night, our mechanic will respond to the request during office hours on weekdays. In the case of the following, The University Heights office should be contacted as soon as possible:

- Loss of hot water
- Inoperable range or refrigerator
- Clogged commode (residents asked to plunge first)
- Clogged sink, tub, or commode

**Non-Emergencies:** Will be repaired by The University Heights maintenance technician during normal weekday business hours. Non-emergencies include, but are not limited to the following:

- Inoperable dishwasher
- Inoperable disposal
- Inoperable washer/dryer
- Loss of A/C (emergency response will be at the discretion of the management)

## **Utilities**

Electricity must be connected in your name from the day the Lease begins and must remain connected throughout the entire lease period. Any electrical service, which is not covered under your service during the lease term, may be billed to you to recover our costs for electric service to your apartment, including connection fees and a penalty fee of \$150.

We suggest that you keep service in your name for 7 days after move out, so that any work required as a part of our move-out requirements (i.e. cleaning, floor work, etc.) can be done without the cost of reconnection. In the event that work is completed after your move-out, then any subsequent power bills will be applied to your security deposit refund.

**Your Electricity Provider is: Virginia Dominion Power (888) 667-3000  
Internet, Phone, and Cable Service: Comcast (866) 886-6838**

Alterations or additions such as phone jacks may be installed only with approval from your property manager and at your expense. Phone line maintenance insurance is available through the phone company and recommended by the management office. Problems with phone or cable lines should be reported to your telephone and cable provider.

## **Renter's Insurance**

We strongly recommend that you obtain Renter's Insurance to protect your personal property from damage or theft. The owner's insurance policy only protects the building and not the contents within your apartment. Please see a leasing agent for more information.

## **Conduct and Noise Complaints**

Living in a community requires consideration of others, especially where noise is concerned. Residents and their guests are expected to extend common courtesy to their neighbors.

Most noise complaints result from boisterous behavior or loud stereo systems. If you encounter noise problems, we suggest that you first talk to your neighbors about the problem. Often residents do not realize how clearly sound travels. There is a noise ordinance in the County of Albemarle and we provide a copy of the Albemarle ordinance upon request. Also notify the office the following business day with the apartment number of the offending resident and the details surrounding the complaint.

If you are creating a noise disturbance please be advised that repeated noise complaints may result in warnings and possibly termination of your lease if the problem continues.

You are responsible for the actions and damages of your guests and any uninvited guests associated with you that enter our community, whether you are aware of their actions or not. Damages that result from guests in the community are the resident's responsibility. Charges incurred by the landlord as a result of your party or gathering, will become your charges, so plan your party well and avoid large crowds which may get out of control.

### **Smoke Detectors**

You are responsible for maintaining your smoke detector during your occupancy of the premises. Smoke detector alarms are installed to give you early warning of dangerous smoke. Upon move-in, you are provided with a certification stating that your alarm has been tested and is in good working order. Our property smoke detectors are electric with battery backup. If the battery should fail during your occupancy please immediately notify our maintenance department.

Please be advised that if this battery is removed from your smoke alarm at any time during your residency or if the battery is missing at the time of your move-out inspection, you will be billed for the replacement of the battery. Please test your smoke detector periodically. This is for your own safety and that of your neighbors, in the unlikely event of a fire.

Do not disconnect your smoke detector. You could be held liable for unhooking it during your residency. Please help us utilize this safety feature to its maximum potential by keeping it in good working order at all times. An intermittent beeping means that the battery is low and you should replace the battery immediately. If you believe that your smoke detector needs service beyond battery replacement, please contact us immediately.

### **Lock out Service**

This service is provided to residents as a convenience only. We want to assist you but we cannot guarantee that we will be able to give you access at all times. Attempting to gain entry through windows or other means is prohibited. Damage occurring as a result of attempting to gain entry by windows or any other means will be billed to you directly.

During regular business hours, a key may be borrowed from the University Heights office. This key may be used free of charge, but must be returned immediately after use. Failure to return this key can result in a charge and possible lock replacement costs.

After business hours, it is necessary to call the emergency maintenance service. There is a \$45.00 fee for after hours lock-out service. Between the hours of midnight and 8:00 a.m. there is a fee of \$70.00. It is necessary that you provide a name and phone number when calling after hours for lock-out service. The lock-out service fee will be applied to your account if the on call employee responds to your call.

Only residents on the lease may request lock out service. Positive identification will be required when maintenance provides the key. It is important that you always lock your

deadbolt to your apartment and make sure that you have your keys with you at all times. Our policy is to lock all locks when a staff member leaves your apartment. We are not responsible if you are locked out of your apartment because you do not have the keys with you.

## **Pets**

Fish and small caged animals are allowed on the property and do not require specific permission from your Landlord. As a pet owner, you must accept full responsibility for your pet. The ability to have a pet is considered a privilege and not a right. The Landlord solely reserves the right to regulate the number, type, and size of pets allowed. Before you obtain a pet, check with the landlord to make sure it will be allowed. You must obtain approval in the form of a completed pet addendum, which becomes a part of your lease agreement.

All pets must have the appropriate licenses and vaccinations, as required by city, county, or state. Fish tanks up to 20 gallons are permitted. Tanks 20-50 gallons are permitted on ground floors only. For tanks larger than 50 gallons, contact the office.

If you call for maintenance service, please be sure to mention that you have a pet. Do not restrain pets on balconies, patios, or in the property common areas. Do not leave pets unattended inside your apartment for longer than 24 hours. Pets must be attended by you and on a leash whenever they are outside. You must clean up any pet waste that your pet leaves on the grounds. We reserve the right to revoke pet privileges at any time.

## **Vehicles**

Please drive carefully on the property. Park in marked spaces only, and never in fire or traffic lanes. Display your parking sticker, which is issued to you at move in, on your rear windshield at all times. If the sticker will not be visible on rear windshield then place it on the rear bumper. If your sticker is damaged or you change vehicles, bring your old sticker to the office to get a new one. **You must return your damaged sticker or pay a replacement fee of \$20.00.** We issue one guest parking pass to each apartment and replacement of this pass is also an expense of \$20.00.

We ask that you do not wash or repair vehicles in the parking area. In order to protect all residents it is necessary to keep all fire and traffic lanes clear. Any vehicle parked illegally, on curbs, or in the grass, can be towed at any time, at your expense, without notice - even with a parking sticker. Parked vehicles should never obstruct the trash receptacles and any vehicle parked improperly is subject to towing by management without notice.

If towed, your vehicle may be recovered at Colliers Towing Service at (434) 295-4941. Recovering your vehicle promptly will help keep your cost at a minimum.

Any vehicle that is in an unsightly state of disrepair, has flat tires, is jacked up on supports, and lacks proper inspection, registration or licensing may not remain on the property for more than 24 hours. Vehicles violating this rule are subject to towing at the owner's expense without warning.

### **Bicycles/Motorcycles**

Bicycles may be stored on your balcony but not attached to any part of the building or the balcony railing.

The City and State Fire Codes prohibit the placing of bicycles, motorcycles, and trash at entrances, steps or landings of buildings. Mopeds and motorcycles can never be put inside apartments, on balconies or patios. They are to be kept in the parking lot in a regular parking space.

### **Satellite Dishes**

Installation of satellite television equipment will not be allowed without the prior written consent of management. Dishes must not exceed one meter in diameter and cannot be placed in common areas on the property. Please obtain management's permission before obtaining a satellite dish.

### **Trash Disposal**

Dumpsters are provided on the property for trash disposal. Trash service is provided for the use of household trash only. All trash must be put inside of dumpsters. Please realize that we inspect the property regularly and will have no choice but to bill the responsible party for disposal costs when trash is found in hallways, stairs, or other common areas.

Do not dispose of furniture, boxes, moving debris, cardboard, or clothing. All items other than household trash should be disposed of at the Ivy Landfill or other facility at the expense of and the responsibility of the residents. You might also consider donating items to the Salvation Army or other such charity organization, or send items to a second-hand or used furniture business.

Contact numbers include:

Ivy Landfill (Rivanna Solid Waste Authority): 977-2976

Salvation Army: 295-4058

Charlottesville Refuse/Recycling Collection: 970-3830

## **Equipment, Appliances and Plumbing**

You are responsible for any misuse or abuse of the equipment, appliances and plumbing in the apartment.

Thermostat: Temperatures in the apartment may vary as much as 5 degrees from the thermostat reading. When starting your air conditioning for the first time, please allow several hours to cool the apartment to the desired temperature. We do not recommend turning the heat or air conditioning off entirely during the day since this takes more electricity and creates wear and tear on the unit. For efficient power usage, leave the thermostat setting at approximately the same setting.

Light bulbs: We replace fluorescent bulbs and refrigerator bulbs in the apartment. All other bulb replacements are your responsibility.

Refrigerators: It is normal to feel heat along the bottom of the refrigerator and you will occasionally see condensation on the inner walls of the unit. Please do not cut off, unplug, or flip the breaker for your refrigerator as it may be difficult to restart and mold and mildew will form inside while it is off.

Stoves: Please keep your drip pans and oven clean to prevent fires. Do not cover the burner pans with aluminum foil because this will often cause the burner element to short out. If we are called to repair a burner that shorts out due to aluminum foil then your rental account will be charged \$25.00 for this cost.

Garbage Disposals: Disposals are for soft foods only and should not be used for waste disposal in place of your trash can. Course foods, broken glass, fish gravel, beer tabs, coins, beans, and other debris may cause your disposal to jam. If this occurs, try to remove the debris and then push the reset button located at the bottom of the disposal. If you cannot clear the disposal, please call for maintenance service.

Shower stalls and tubs: Do not clean with any abrasive that will scratch tile surfaces. Always close the curtain completely during shower use to prevent leakage and use a heavy bath mat on the floor. You will be responsible if water flows into the floor level below your apartment. Mold and mildew will be kept to a minimum if you keep the bathroom vented as much as possible.

Toilets and drains: If your toilet is over-flowing, immediately hold up the handle and cut off the water supply knob, located directly under the toilet tank. Please use a plunger to try and clear a clogged toilet. If this attempt is not successful, call us for assistance. Do not flush paper towels, cotton swabs, tampons, or other foreign objects down the drains. There may be a charge for removal or clearing of any foreign material as well as the resulting damages.

## **Safety and Services**

The apartment should be kept clear and free of trash and debris, including patios, balconies and entrances.

No dangerous or flammable fluids are allowed in the apartment at any time. Stored items particularly boxes, must be kept at least 2 feet from the heating/air equipment and hot water heaters.

## **Window Coverings, Balconies, and Patios**

All windows and glass doors must be covered with white or neutral draperies or blinds. The balcony and porch should be kept neat and orderly. Only conventional patio furniture, potted plants, and bicycles are allowed on the balcony or patio. Kegs, trash, laundry, etc, may not be stored there. Railings and balconies must never be climbed over or loosened by anyone. Please report any concerns with your balcony to us immediately.

Broken windows and doors will be replaced immediately at your expense. If screens are torn or pulled from the building, they will be repaired or replaced and you will be billed for this expense.

## **Exterminating**

It is your responsibility to keep your apartment clean to the degree necessary to prevent a bug infestation. All of the apartments at The University Heights are treated with a preventative baiting material. Please call us if you would like to have your apartment re-treated or if you have other exterminating concerns.

## **Carpet Care**

Carpet damage is the most expensive deduction that may affect your security deposit return. Charges can range from a small repair to complete replacement of the apartment carpet. Please be cautious when handling bleach, grease, cigarettes or other items that may stain or damage your floor. Typically pet urine cannot be removed even with multiple cleanings so handle your pets responsibly.

Ironing on the floor is prohibited and may put you and others in your building at risk from fire. Remember to turn off irons, curlers, curling irons, and any other heated appliance promptly after use.

## **Water Beds**

Water beds create a potential for extensive water damage and are therefore prohibited in the second and third floor apartments.

## **Lease-takeovers, Substitutions, Add-Ons**

Management must approve all advertising and/or agreements relating to your obligation as a resident at The University Heights. You may modify your contractual lease obligations by engaging the following transactions:

Lease Takeovers: When there is an excess of three months remaining on your rental contract you have the option to find, or allow us to find someone to take over your obligations. All of our leasing policies will apply to the new prospective resident including the requirement to render an application and deposit. We reserve the right to deny applicants who do not meet the Rental Criteria. You are responsible for the full rent defined on your rental contract up until the day when the new resident takes possession of the apartment. If you decide to sign a Lease Takeover agreement authorizing us to market your apartment there is a fee equal to half of your monthly rental amount. This fee is due when you sign the lease takeover agreement. Authorizing us to find someone to take your over your lease obligation does not relieve you of the obligation to pay rent.

Substitutions and Add-Ons and Deletions: All parties to the lease contract must also agree before anyone can be added on, substituted, or removed from the lease contract. In the event that a resident wishes to be deleted from a rental contract, we reserve the right to re-qualify residents who will be remaining on the lease agreement for the purpose of determining their financial capability to comply with the terms of the remaining rental obligation.

## **Move-In Inspection and Vacating Requirements**

**Within the first 24 hours of your occupancy we recommend that you inspect the apartment and determine if the following vacating guidelines for cleaning have been met. We reserve the right to assess the quality of the work you have done at move-out and deductions may occur as a result of poor cleaning.**

At the end of your lease agreement, all residents should completely vacate the premises, including the removal of all personal property and furniture. Any personal property left in the apartment at that time will be disposed of in accordance with The Residential Landlord and Tenant Act, Section 55-248, 38.1. You will be charged for disposal and related cleaning costs. Residents who vacate their apartment early need to be aware that vacating does not end the obligation to pay the contractual rent as scheduled. All keys, including the mailbox key should be returned at noon when your lease ends.

**We recommend that you schedule a walkthrough inspection of your apartment when you vacate, you must provide us with a written request a minimum of two days in advance of your desired inspection time.** The inspection is for the purpose of

determining what work will be billed as a deduction to the resident's security deposit, and does not specifically provide you with a full accounting of dollars and cents deducted. Within 45 days of the time you vacate the apartment, we will mail you the deposit return, itemizing specific amounts. We are happy to answer any questions that you may have regarding this report and the amount refunded.

University Heights reserves the right to assess the quality of the work you have done, or contracted professionally, at move-out. Deductions may occur as a result of poor cleaning or other work performed by the resident for move-out.

### **Security Deposit Returns**

The guidelines in the lease and in this handbook represent your responsibility during your lease agreement and at move-out. Deductions from your security deposit will unfortunately result when you do not meet these requirements as previously specified. All parties to the lease agreement are equally held accountable for apartment damages, regardless of how the damages occurred.

We are only able to return security deposit checks to one address. Therefore, it is the resident's responsibility to provide us with a forwarding address and distribute the funds appropriately between roommates. We will send the check to the first person to provide the forwarding address and the check will be payable to all parties to the lease agreement. To make the check payable another way, all parties to the lease agreement must confirm agreement in writing. We are not responsible for any delays that occur due to time required for all residents to submit these requests to us.

Deductions for repairs will be made for the following items existing at the time of move-out. These damages include, but are not limited to:

1. Holes in walls or wall damage in excess of normal wear and tear, including, but not limited to damage resulting from adhesives, nail holes, masking tape, hooks, etc. (Please do not spackle tiny nail holes).
2. Missing or damaged screens
3. Damage to doors and windows
4. Carpet stains, rips, and tears
5. Damage to carpet from pet waste. Pet waste damage is sometimes permanent even with a vigorous carpet cleaning attempt.

**You are required to clean the following items at move-out:**

1. Clean all surfaces including baseboards, doors, windows, woodwork, window tracks, and switch plates must be clean and free of dirt, grease, and fingerprints.
2. Clean all thresholds, exterior entrance doors, including the sliding glass door, balconies, and patios must be cleaned.
3. Clean all light fixtures, globes, blinds
4. Clean all appliances and kitchen fixtures.
5. Vacuum and steam clean all carpets. Vacuum and clean all vinyl flooring.
6. Clean all bathroom fixtures, tub, sink, floor, cabinet, mirror.
7. Clean all interior windows and doors.

**We hope that his Policies and Procedures Handbook will help to make your residency with us more enjoyable.**