

WS Manors, Inc.

TENANT MANUAL

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1128 S. College Mall Rd.

Bloomington, IN 47401

RENT PAYMENTS

Rent is due on the first (1st) of each month by 5:00 pm. Rent payments can either be mailed to or dropped off at the following address during the week Monday through Friday between the hours of 9:00 am and 5:00 pm:

**WS Manors - Attn: Aaron Stolberg
1128 S. College Mall Rd.
Bloomington IN 47401**

All rent payments are to be made in the form of a **SINGLE** check, credit card payment, or lump sum of cash. In units with more than one bedroom, that means one rent payment. Partial rents for multiple bedroom units will not be accepted OR/ will be charged a \$25 handling fee for each payment. (ie: 5 bedroom apartment where tenants pay monthly rent with 5 different checks, then that month that unit will be assessed 5 x \$25 = \$125 handling fee. Same goes for credit card payments. We suggest you make one person responsible for rent each month and then have all the other roommates pay them back. NOTE: Only multiple set up ACH payments are permitted for multiple bedroom units. **Please refer to the end of the RENTS section of your Lease Agreement to see how checks should be made payable for your specific location.**

LATE FEES: A late fee of \$50.00 will be assessed on the 8th of the month if rent has not been paid in FULL. All rents that are 30+ days late will result in: An additional \$200 fine AND Landlord filing an eviction notice and contacting the credit bureau.

ACH – (Automatic Bank Withdrawals)

Landlord allows tenants to pay their rent via ACH or “automatic bank withdrawals” each month. For ACH payments, multiple transactions per leased unit are accepted. Tenants will need to complete a form and bring voided check at least 15 days prior to first authorized draw on their account for rent.

Credit Card

Credit card payments for rent can be made on our website at www.wsmanors.com (Pay Rent tab). VISA, MASTERCARD, and DISCOVERY are all accepted. At time of payment, a \$25 convenience fee will be added to the total amount charged.

EMERGENCY

We can be reached 24 hours a day for emergencies. The following phone number is for **TRUE EMERGENCIES ONLY** as described below.

WS HOMES 24/7 EMERGENCY PHONE NUMBER:

812-332-2833

Examples of emergencies are no heat, plumbing leaks, pipe burst, or over flowing drains/toilets, roof leaks, massive damage to property such as tree limb falling on building, etc. If by chance you reach the voicemail, leave your name, residential address with unit number, best phone number to reach you, and a brief description of the problem. Someone will be back in touch with you right away.

For all other emergencies such as fire, robbery, or other life threatening events call 9-1-1 first.

Missing keys / locked out: Note: there will be a \$50 service charge payable at the time someone arrives to let you in. A photo i.d. must be presented. Additional keys will be provided the next business day. Keys will only be released to people who are listed on the Lease Agreement.

MAINTENANCE REQUESTS

Please report all **non-emergency** repairs and maintenance item via the Maintenance Form on the web page www.WSManors.com. If you submit a non-emergency maintenance request in any other form, you will be asked to submit the request through the Maintenance Form on the web page.

******Verbal or email repair/maintenance requests on non-emergency items will NOT be performed until Landlord receives a Maintenance Form via the web page.***

Be sure to include your name, best number where you can be reached, your property address & unit number, and a brief description of the problem. Someone will be in touch with you within 48 hours to make arrangements to perform the repair. **Please note that all non-emergency items will be addressed during business hours.**

NOTE: We may not always be able to provide exact times or specifics about when repairs will be made. If you decide to restrict the times or insist on being present, this could significantly delay how fast repairs can be made.

NOTE: If the Tenant is deemed to be the party responsible for the repair, or if Landlord is called out to fix something that is Tenant's responsibility, payment will be due within 30 days of the repair or it will be deducted from the security deposit.

Tenants are responsible for the following:

Light bulbs. Smoke alarm batteries. Clogged drains. Garbage Disposal. Toilets – use either a plunger or pressurized clog remover. Cleanliness of the unit day to day. Maintaining appliances so they will continue to function properly. Setting up and paying for all necessary, non-landlord provided utilities (phone, cable, gas, electric, water, sewer, and internet) **Please refer to your lease as this is building / project specific.**

PET POLICY

All residents with pets need to have a signed Pet Agreement on file with a \$200 refundable Pet Deposit paid in full prior to pet's entrance into the unit. Resident will also be required to pay a \$30.00 a month non-refundable pet fee for each month the pet is in the unit. NO PETS are allowed under any circumstances, even temporary care without a signed Pet Agreement and additional \$200 security deposit. Any tenant found housing a pet without a signed Pet Agreement will be subject to a \$200 fee and a \$25/day fee for everyday until the pet is removed.

You are only permitted one pet per unit regardless of the number of bedrooms. The following pets are considered acceptable per the Pet Agreement: dog (under 30 pounds), cat, or reptile (under 5 pounds), and fish kept in a proper 30 gallon or smaller aquarium.

The Landlord may at anytime require Tenant to permanently remove pet from unit if it is deemed to be a nuisance, or evidence is found that it has damaged the unit in any way, or in the case of dogs if the owner does not pick up after the dog when it is taken out side to go to the bathroom.

All terms and conditions outlined in Pet Agreement are final.

PARKING

All Tenant vehicles must have a Landlord issued parking sticker displayed in window at all times vehicle is parked on premises or in reserved parking spots OR IT MAY BE TOWED AT OWNER'S EXPENSE.

- Please refer to your Lease Agreement to see how many parking spaces are allotted for your unit. **NOTE:** Tenants will only receive parking stickers once the Move-In Inspection has been returned with the required signatures.
- Reserved spaces shall be used for only the vehicle registered with Landlord for that space.
- Tenant agrees to be fully responsible for any damage to parking space, garage, or parking area that are a direct result of Tenant's negligence or vehicle leaking any fluids.
- Tenant agrees that all vehicles must be kept in operating condition at all times. In addition, no maintenance of vehicles is permitted in the garage or on the premises.
- Tenant agrees that Landlord, its employees, and/or all agents shall not be held liable for any damage, theft, and/or injury that could possibly occur to any person and/or personal property on or about the premises. In addition, Tenant understands that garages, parking lots, parking spaces, etc. are not secured at all times and Tenant agrees to hold Landlord harmless for any acts of vandalism, theft, or injury that may occur.
- Parking garage spaces, reserved spaces, etc. are for the entire lease term, and may not be cancelled until expiration date of the Lease
- Tenant agrees to abide by all local, and state laws with respect to ownership, operation, storage, and parking of vehicles.
- Tenant agrees to notify Landlord of any vehicle change within 48 hours of obtaining any replacement vehicle.
- No visiting vehicles may utilize any parking area on the property. Don't even ask!
- Any vehicle NOT displaying the Landlord issued parking pass is subject to being towed at any time. Landlord is not responsible for any towing fees, or damage to vehicle as a result of towing.
- You get one parking pass. If you lose it, you will be charged \$50 before a new one will be issued.

INTERNET

In units where the Landlord has provided free wireless Internet, you will need a pass code to log on if you choose to use this Internet connection. You will be given this during your Move-In Appointment. The Landlord does not provide technical support for your Internet connection. Your Internet service is provided on an "as is" or "as available" basis without any warranties from the Landlord or the service provider. In addition, the Landlord is not responsible for the safety of any transactions performed on your computer while using this Internet connection. Tenant must take their own steps to protect the integrity of the information on their computers from hackers. **Landlord recommends that Tenant get their own dedicated Internet connection through their cable or phone provider if they rely heavily on the Internet for school, work, or gaming. The internet service will probably go out from time to time, so unless you are prepared to go without internet from time to time, Landlord recommends you get a dedicated line.**

TRASH

You are responsible for your household trash and its removal. As the old saying goes: "Your mom doesn't live here, so clean up after yourself!!"

A common area dumpster will be provided. Please ensure that your trash goes inside the dumpster. No large items are allowed in dumpsters – this includes (but not limited to) couches, chairs, mattresses, bookshelves, tables, dressers, bed frames, etc. Misuse of common area dumpsters is grounds for a \$200 fine or eviction.

We strive to keep our properties as clean as possible. If you see any misuse of dumpsters or trash/yard waste piling up, please let us know. At no time, may household objects such as chairs, couches, tables, or other interior furniture items be left in hallways, lawn, common areas, porch, or driveways. In addition, at no time shall trash be allowed to accumulate anywhere on the premises. If Landlord has to clean up or remove items, Tenant will be fined \$200/hour for the time to complete the work, plus dumping fees. In addition, tenants are responsible for all fines levied by the City of Bloomington for violations in the City of Bloomington Trash Code.

MISCELLANEOUS

GRILLS: In accordance with Indiana State Law: no gas grills, charcoal grills, or any other items using large flames shall be within ten (10) feet of combustible construction. This includes house/apartment building, decks, porches, and patios.

SMOKE ALARMS & SPRINKERS: Tenants are not permitted to tamper with smoke alarms or sprinkler heads in the buildings. This is considered a fire code violation. There will be a \$50 fine assessed if we find your smoke detector disabled (this includes if the batteries are not working or removed). NOTE: The sprinkler heads in the building are extremely sensitive. Any damage caused to property due to Tenant fault by the sprinklers being set off will be the responsibility of the Tenant. In this situation, Tenant will be billed for any and all damages incurred by Landlord.

TEMPERATURES: The Landlord sets the controls for the temperatures in the building. Temperatures will be set at standard indoor temperatures depending on the time of year. These temperatures may vary between 68 to 72 degrees Fahrenheit and will only be adjusted at the Landlord's discretion. If you are too cold or too warm, please try adjusting your vents, closing/opening windows, or buy a fan. If Landlord finds that any unit's thermostat has been tampered with, it will result in a \$150.00 fine for that unit.

STORAGE: Landlord does not allow storage of any Tenant belongings prior to Lease commencement or after Lease has terminated. Don't even ask...

PACKAGES: Typically, packages will be delivered to the front of the building by the building's mailboxes by the various carrier services. Landlord is not responsible for the security of packages delivered to Tenant. Be sure to check periodically when you are expecting packages, or make arrangements to be present for delivery. We also recommend that you have all senders mail packages with a required signature at delivery.

RELEASING: Landlord has the right to show your unit to prospective tenants at any time with provided advance notice. Showings will begin shortly after the Lease commencement; however, Landlord will typically offer current Tenants the opportunity to renew for the following Lease term. Though, please keep in mind, Landlord always reserves the right to refuse renewals. If current Tenants wish to renew, then a renewal must be signed by October 1st of the current Lease. If you have not signed a renewal by this date, Landlord has the right to sign a Lease for the following Lease term on your unit with another individual or group.