

**WS Homes – 17<sup>th</sup> & Lincoln, LLC**  
**Northern Manors**

**TENANTS' MANUAL**

**WS Homes – 17<sup>th</sup> & Lincoln, LLC**  
**1128 S. College Mall Rd.**  
**Bloomington, IN 47401**

## **I. EMERGENCY INFORMATION:**

*Please note: the following phone number is for EMERGENCIES ONLY as described below.*

### **WS HOMES 24/7 EMERGENCY PHONE NUMBER: 812-332-2833**

The following events are considered emergencies:

- No electricity or water: If you are responsible for your own utility bills, first contact your utility company to verify service has not been disconnected for nonpayment OR that there are outages in your area. If utility company verifies the utility is in service, **or if your utilities are included in your rent**, contact the appropriate local utility company FIRST to make sure there are not problems in your area. If there are not outages/problems in your area, contact WS Homes emergency line.
- Gas Leak: First call Vectren: 800-227-1376. Then call WS Homes emergency line.
- Plumbing leaks and/or over flowing drains that could potentially damage the property: First, place bucket or a pot under leak immediately, and then call WS Homes emergency line.
- No Heat in winter: If you are responsible for your own utility bills, first contact your utility company to verify service has not been disconnected for nonpayment OR that there are outages in your area. If utility company verifies the utility is in service, **or if your utilities are included in your rent**, contact WS Homes emergency line.
- Interior water leak (roof leak, or pipe burst): First, place bucket or a pot under leak immediately and call WS Homes emergency line.
- **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.**

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

## **II. REPAIRS & MAINTENANCE (all non-emergency items):**

Please report all **non-emergency** repairs and maintenance items to:

via email: [warranty@wshomesbloomington.com](mailto:warranty@wshomesbloomington.com).

via fax: 812-330-8133

***\*\*\*Verbal repair/maintenance requests on non-emergency items will NOT be performed until Landlord receives a written request via email or fax.***

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.

- 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 phone and cable service.
- Snow and ice removal from sidewalks, private walkways, driveways, and parking lots for all buildings with 5 or fewer bedrooms.
- Setting up and paying for your utilities (gas, electric, water, sewer, and wireless internet) **Please refer to your lease as this is building specific.**

Landlord will provide the following services:

- Service for pests once annually. All other treatments requested by Tenant will be at Tenant's expense.

- Your utilities bills (gas, electric, water, sewer, and wireless internet) are included in your rent in most cases. **(Please refer to your lease as this is building specific).**
- Yard and landscaping maintenance.
- Snow removal (when 2” or more of snowfall) from sidewalks, private walkways, driveways, and parking lots for all buildings with over 5 bedrooms.

### **III. RENT:**

Rent is due the 1<sup>st</sup> of the each month of the term of the lease. If rent is not received by the 5<sup>th</sup> of the month, an additional \$50 late rent fee will be charged. All rent payments are to be made in the form of a **SINGLE** check, single credit card payment, or cash. Multiple ACH payments are permitted per leased unit.

**NOTE: A \$50 NSF fee will be charged on all returned credit card transactions, ACH transactions, or checks.**

Rent checks are to be made out to: **WS Homes – 17<sup>th</sup> & Lincoln, LLC**

Rent checks can be mailed to:

**WS Homes – 17<sup>th</sup> & Lincoln, LLC**

**Attn: Aaron Stolberg**

**1128 S. College Mall Rd.**

**Bloomington IN 47401**

*You may also feel free to drop rent checks off at the same address anytime Monday to Friday, 8am – 5pm.*

#### **First month’s rent**

When you signed your lease, you will have already paid your security deposit as well as first month’s rent (which would have been prorated based on what the Move-In Date is specified on your lease). So, if you take possession of your unit in August, you won’t owe any rent until Sept. 1<sup>st</sup>.

#### **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. **NOTE: A \$50 NSF fee will be charged on all returned credit card transactions, ACH transactions, or checks.**

### **Credit Card**

Credit card payments for rent can be made at [www.northernmanors.com](http://www.northernmanors.com). VISA, MASTERCARD, and DISCOVERY are all accepted. At time of payment, a \$25 convenience fee will be added to the total amount charged.

### **IV. MOVE-IN DATE:**

The Tenant Representative listed on your Lease will be the **ONLY** person on the Lease who will be sent a reminder approximately 30 days prior to when your Move-In Date is. **It will be the Tenant Representative's responsibility to schedule a time for Your Move-In Date appointment and to communicate when the Move-In Date appointment is to the other roommates if there are any.** We will need an accurate mailing address, phone number, and email address for the Tenant Representative on the lease.

This Move-In Date appointment will be held at the unit you are renting, and you will be given your keys at that time. **ALL PERSONS ON THE LEASE MUST BE PRESENT AT THIS MEETING OR KEYS WILL NOT BE ISSUED.**

The following forms (that will be provided by Landlord) must be completed at the Move-In Date appointment, or keys will not be issued:

- Move In Inspection Form
- City of Bloomington Housing and Neighborhood Development  
Tenant's and Owners' Rights and Responsibilities

Any remaining monies and/or security deposits owed shall be paid at or prior to the Move-In Date appointment before keys will be issued.

If you attempt to enter your unit prior to your Move In Appointment, you will be considered trespassing and held liable.

During your Move-In Date Appointment, you will need to carefully look around the unit and take extensive notes on the condition of the unit, being sure to note any defects on the Move-In Inspection Form. A Landlord representative will be present to verify the items on the form and the condition of the property. A copy of your Move-In Inspection Form will be

sent back to you. This form will be used to evaluate the condition of your unit at the time of move out.

#### **V. MOVE OUT:**

Your move out date will correspond with the end of your lease, and your Move Out Inspection will also correspond with this date. If you want to move out earlier than when your lease expires, please let us know at least 2 weeks in advance so we can reschedule your Move-Out Inspection.

Please schedule a time with us as early as possible for us to perform your Move-Out Inspection. At the Move-Out Inspection we will do our final walk-thru inspection of your unit.

All outstanding monies owed to Landlord shall be paid **PRIOR TO** your Move-Out Inspection. All keys shall be returned to Landlord at the Move-Out Inspection.

We will meet at the unit for the Move Out Inspection. You will also need to be present to sign a Move-Out Inspection Form.

**Prior to the Move-Out Inspection, the unit will need to be returned 100% clean and have NO personal effects left inside.**

At the time of your Move-Out Inspection, should no damages be found, Leased Premises is left clean, and there are no outstanding debts to Landlord due, security deposit will be returned no later than 60 days after expiration of Lease to the Main Contact listed on the Lease.

#### **VI. CLEANING:**

**Cleaning Policy:** Before you take possession of your unit, the Landlord will have your unit professionally cleaned. You must return your unit to us clean when you move out. Regardless of the condition of the unit when you move in, if there is ANYTHING left to clean or throw out when you turn your unit back over to the Landlord, we will have the entire unit professionally cleaned and take the cost of the cleaners out of your security deposit.

Be sure to leave yourself ample time to pack up and complete your cleaning prior to move out. **Cleaning is usually the most common deduction from a security deposit.**

## **VII. 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.

## **VIII. PARKING POLICY:**

**All Tenant vehicles must have a Landlord issued parking pass displayed in window at all times vehicle is parked on premises or in reserved parking spots.**

1. Reserved spaces shall be used for only the vehicle registered with Landlord for that space.
2. Tenant agrees to be fully responsible for any damage to parking space, garage, or parking area which are a direct result of Tenant’s vehicle leaking any fluids.
3. 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.
4. Tenant agrees that Landlord, its employees, and/or all agents shall not be held liable for any damage, theft, and/or injury that could possible 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.
5. Parking garage spaces, reserved spaces, etc. are for the entire lease term, and may not be cancelled until expiration date of the Lease.
6. Tenant agrees to abide by all local, and state laws with respect to ownership, operation, storage, and parking of vehicles.
7. Tenant agrees to notify Landlord of any vehicle change within 48 hours of obtaining any replacement vehicle.
8. No visiting vehicles may utilize any parking area on the property.

9. 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.

### **IX. PETS:**

NO PETS are allowed under any circumstances, even temporary care without a signed Pet Agreement and additional \$400 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 irregardless 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). Fish kept in a proper aquarium are permitted, but no fish may be over 1 pound and tenants may not keep more than 12 fish at any time.

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.

All terms and conditions outlined in Pet Agreement are final.

### **X. 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 insure that your trash goes inside the dumpster. No large items are allowed in dumpsters. 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.

### **XI. SUBLETTING:**

Subleasing is only permitted with prior written consent of Landlord. There will be a \$200 administration fee for any sublease, and an additional security deposit of \$250 is required. All subtenants will be required to fill out an application, and provide up to date contact information.

A subtenant is basically your responsibility. They break it, you pay for it. If they fail to pay rent, you are responsible for back rents plus penalties.

### **XII. RELEASING FOR NEXT YEAR:**

Landlord may begin showing your unit to prospective tenants for the next school year as early as September during your lease. If you want to release your unit for the next school year, you will have to sign a new lease by November 1<sup>st</sup> of your current lease otherwise Landlord will lease your unit to someone else for the following school year.

### **XIII. MISC.**

1. The Landlord sets the controls for the temperatures for the building. Temperatures will be set at normal, standard indoor temperatures depending on the time of year. If you are too cold or too warm please try adjusting your vents, closing/opening windows, or buy a fan.
2. Termination of your occupancy does not mean termination of your lease agreement.
3. Absolutely no water beds permitted.
4. Do not tamper with the smoke alarms in your unit. This is 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).
5. No alterations of any kind may be performed to the interior or exterior of the unit without written approval from Landlord first.
6. The Landlord has the right to enter the premises at any time during normal working hours. Landlord will provide reasonable written or oral notice first. In the event of an emergency, Landlord has the right to enter the premises unannounced. Landlord has the right to move or remove personal property in the event of an emergency. Landlord is not responsible for the care of personal property in the event of an emergency.
7. Landlord has the right to change, alter, or modify the Leased Premises, building, or grounds at anytime during the lease.
8. No more than 15 people are allowed in the unit at one time. Violation of this will result in a \$200 fine for the first 2 occurrences. After two

occurrences, Landlord has the right to levy a \$500 fine for each additional occurrence or evict Tenant.

9. All tenants have the right to quiet enjoyment of their unit. Excessive noise is not permitted and will be treated as a breach of your lease. Local Bloomington Noise Ordinance rules and regulations must be adhered to.

10. 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.

11. Landlord does not allow storage of anything before lease commences or after lease has terminated. Don't even ask...

12. In most cases, packages will be left in the front of the building where the mailboxes are located by the various carrier services. Landlord is not responsible for the security of packages left at mailbox location. Be sure to check periodically when you are expecting packages, or make arrangements to be present when they are being dropped off.

By signing below, you are stating that you have received a copy of the Tenants' Manual and agree to all terms set forth here in.

Landlord:

Tenant(s)

\_\_\_\_\_  
Authorized Agent

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Dated: \_\_\_\_\_