



Policy Handbook 2018-2019



Policy and Procedures Handbook 2018-2019

We are very pleased you will be living at Sunchase. In an effort to make your time here an enjoyable and safe experience for you and your neighbors, we have compiled this handbook. Upon the signing of your lease agreement, you and your family and guests acknowledge the policies and procedures specified herein. These policies have been implemented with your safety in mind and are subject to change. After you have carefully reviewed this handbook, we welcome any questions you may have about the content and hope that you will direct those questions or any other concerns to the property manager. Welcome to Sunchase Apartments!

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

- a) North Carolina Landlord and Tenant Act
- b) Lease signed with Sunchase Greenville, LLC
- c) Policies and Procedures governing the property as stated herein
- d) All laws and provisions which would increase the insurance rates on the building in which the Premises is located.

Our current hours of operation:

Monday – Friday	9:00 a.m. to 7:00 p.m.
Saturday	10:00 a.m. to 5:00 p.m.
Sunday	12:00 p.m. to 5:00 p.m.

Management Office Hours are subject to change during peak and slow business seasons.

Clubhouse After Hours for tanning and package pickup:

Our current hours of operation:

Monday – Friday	7:00 p.m. to 10:00 p.m.
Saturday	5:00 p.m. to 10:00 p.m.
Sunday	5:00 p.m. to 10:00 p.m.

Management Phone Numbers

Office	252-758-8002
Maintenance	252-758-8002
After-hours Maintenance	252-758-8002
Police Non- Emergency	252-830-3937
Police – Emergency	911
Courtesy Officer	Call office for telephone number



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POLICIES AND PROCEDURES

Policies and Procedures are made for your protection, to assist you in avoiding unnecessary charges and penalties, and to continue to make your community an attractive and comfortable community in which to live.

SUNCHASE RESIDENT CONNECT PORTAL

The resident portal provides a secure and easy-to-use website that gives you control over your experience at our community and the ability to communicate with our team 24/7/365. In today's world, the ability to conduct business online with your community's management team has moved from being a convenience to a necessity.

Sunchase's new resident portal empowers you to:

- Pay rent and fees
- View real-time statements and account balances
- Submit and view status on service requests
- Communicate with leasing team members
- Stay current on community news and events

When you signed your lease, you set up your account at that time. You will use the same credentials for the portal. If you have not already set up your resident connect portal account, here are five easy steps that detail what to do to get started using our resident portal:

Step 1: Go to the resident portal for our community:

<https://livewithmsc.mriprospectconnect.com/0150>

Step 2: Navigate to the link provided and click Create Account

Step 3: Populate the shown fields with your email address, last name, date of birth, and the last four digits of your social security number and submit

Step 4: Retrieve the username and temporary password sent to your email

Step 5: Upon your first login, you will be prompted to reset your password.

You can now start interacting with Sunchase team members and managing your resident account at your convenience

PAYING RENT

We encourage residents to use our online resident connect portal to make rent payments. It is easy and convenient, and you can see your payment on your ledger in real time. Using an electronic ACH transfer from your account to pay rent is **FREE** with no transaction fees. If you use a credit card, there is a small transaction fee up to 3.5%. Fees subject to change with proper notification.

If you do not wish to make online payments, personal checks, money orders and cashier's checks are also accepted. During office hours, you may pay rent at 2201 NE Greenville Blvd., inside the clubhouse. If mailing rent, please send in advance to:



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Sunchase Greenville
2201 NE Greenville Blvd.
Greenville, NC 27858

Please write your building number, bedroom number and letter on your check.

- CASH IS NOT ACCEPTED.
- Personal checks will not be accepted for payments received after the 10th of the month if payment is for that current month. A money order or cashier's check must be submitted.
- Postdated checks are not accepted.

Rent is considered to be paid when received by the office, regardless of the postmark date. Rent is due on the 1st day of each month for that month (i.e. January rent is due on January 1.) A late fee of **5% of total rental amount** is automatically charged on the 6th of the month, plus additional court costs and an attorney fee for filing will be billed on the 15th of the month. Please remember to allow extra time for holiday and weekend mail delivery.

The first month's installment is due on the 1st day of each month regardless of the date the lease begins. The remaining monthly rent installments are payable on or before the 1st of each month, thereafter.

Checks returned by the bank for non-payment will not be deposited a second time. A notice that your check has been returned will be mailed from Sunchase upon notification from our bank. In addition to a returned check fee of \$25.00, late fees will be applied in accordance with your lease. Your account will be considered delinquent until all rent and fees have been collected.

EMERGENCY SERVICE

We provide emergency service for the situations listed below. Please call 252-758-8002 to report the problem. Emergencies can be classified into one of three options:

OPTION 1:

Emergencies: We will provide an immediate response, 24 hours a day. In the event one of the following emergencies occurs, Sunchase's after-hours maintenance should be contacted immediately.

Emergencies include, but are not limited to:

- Total loss of electrical power (you should also contact Greenville Utilities)
- Loss of heat
- Burst plumbing or flowing water
- Sewer back up
- Any leak including heavy rainwater
- Air Conditioning – if the outside temperature is **above** 85 degrees
- No lights in the common areas, around buildings or hallways
- A noticeable gas odor, either inside or outside of the apartment
- Any kind of electrical sparking of the stove, electrical sockets, etc.
- Inoperable smoke detector
- Security problems (broken lock, broken glass, broken doors, burned out exterior lights)
- Anything that presents a serious threat to persons or property



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OPTION 2:

Semi-Emergencies: Our maintenance staff will respond within 24 hours between Friday 5:00 p.m. and Sunday 5:00 p.m. (If a call comes in on a Sunday – Thursday night, Sunchase maintenance will handle it during normal weekday hours.)

- Loss of hot water
- Inoperable refrigerator, unless there is a medical emergency
- Inoperable range
- Clogged commode (residents are asked to plunge first)
- Stopped-up sink
- Stopped-up tub
- Loss of A/C- response will be at the discretion of management

OPTION 3:

Non-Emergencies: Non-emergencies will be repaired by Sunchase maintenance during normal weekday business hours. Non-emergencies include but are not limited to the following:

- Inoperable dishwasher
- Inoperable garbage disposal
- Inoperable washer/dryer
- Inoperable microwave

RENEWING POLICIES

If you have renewed your lease with Sunchase, please adhere to the following policies:

In the event that all current co-residents residing in the premises do not renew for the additional term, I do hereby agree to the following policies regarding the shared-leased premises and common area.

Inspection of the Premises: Sunchase Apartments will inspect the premises when the vacating co-resident(s) current lease expires, and it will be inspected upon such time as the tenancy is terminated and upon delivery of possession of the Premises to Sunchase Apartments.

Charge to Deposit: Any renewing resident may be responsible for the pro-rata share of the cost to repair any damages to the shared premises.

Timing of Inspection: Sunchase Apartments will retain the full amount of the security deposit until the expiration of the renewal lease, and any subsequent renewal leases, and until termination of tenancy and delivery of possession of the Premises is granted to or recovered by Sunchase Apartments. Monthly rent payments are payable by the first day of the month, even though your renewal lease may start in the middle of the month. In the event a monthly payment is received on or after the 6th of the month, Resident agrees to pay a late fee of 5% of their monthly rent.

Lease Terms: Landlord hereby leases to Resident, and Resident hereby rents and hires from Landlord, upon the terms and conditions herein set forth, the Bedroom, Bathroom, and the Shared-Leased Premises, both as defined herein and sometimes referred to collectively as the “premises”, for the term commencing at noon on (see renewal contract), and ending on (see renewal contract).



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COMMUNITY AMENITIES

Use of all facilities which Sunchase provides for Resident's comfort, such as a swimming pool, parking areas, volleyball court, basketball court, fitness center, tanning beds, clubhouse, and computer center are solely at Resident's own risk, and Resident agrees that Landlord shall not be responsible for any injury to person or loss or damage to property arising out of Resident's use thereof. The Landlord may revoke use of any of these facilities without affecting the remainder of the Lease.

For your enjoyment, Sunchase provides a seasonal outdoor swimming pool for Resident's use in common with others. In order to maintain a pleasant, relaxing atmosphere, Residents must comply with, and to cause Resident's family and guests to comply with, all rules and regulations relating to the use thereof, which Landlord posts at or near the pool or mails to Resident. A failure to comply with said rules and regulation may result, at Landlord's option, in Landlord revoking Resident's use of the pool.

PHOTO/VIDEO RELEASE

Sunchase reserves the right to take photographs and/or videos in connection with Sunchase events. These photos may be used/distributed with or without listing names for any lawful purpose, including publicity, illustration, advertising, and Web content. Sunchase reserves the right of final approval in the usage of photographs/videos without providing compensation for the use of them in print or online advertisements.

MAINTENANCE AND MANAGEMENT ENTRY

The Sunchase Maintenance and Management Staff, as well as contracted employees, have the right to enter apartments for inspections, repairs and cleaning. **Notice will not always be provided; however, they will always knock first and announce upon entry.**

From time-to-time a future resident will want to see the actual apartment, and we may not be able to give you 24 hours advance notice to enter your apartment in order to show the available bedroom(s) and common area. Furthermore, once the bedroom(s) is rented our employees and/or contracted employees will begin preparing the vacant bedroom(s) for the incoming resident(s). Again, we will do our best to provide you with advance notice; however, due to market conditions and inspection guidelines, we may not be able to notify you prior to our entry into the apartment.

Please keep this in mind if one or more of your roommates has turned in their keys and moved out, our "turnover" staff will begin preparing the vacant bedroom(s) for the incoming resident(s). The Common Area will be assessed for damages at the time any one or more of the roommate's lease ends.

IMPORTANT COLD WEATHER REMINDERS

We want to take this opportunity to remind you of a few preventative measures that can make your winter experience a pleasant one:

HEATING RELATED REMINDERS

- Please leave your heat set at 65 degrees or higher. This will help to prevent frozen pipes and possible leaks in the winter.



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- Lack of heat is considered an emergency; please call our emergency maintenance at (252) 758-8002. Be sure to select the appropriate option for an emergency situation if you are calling after hours.
- Under extremely cold conditions, leave bathroom and the vanity doors open under your sinks so the heat will be sure to reach the pipes when it is especially cold. By following this advice you reduce the risk of freezing pipes which can cause a large water leak in your apartment. In the event that you turn your water on and no water flows from the faucet please CALL US IMMEDIATELY. This could indicate that your pipes have frozen and a burst is possible.

SNOW REMINDERS

FOR YOUR SAFETY WE RECOMMEND THAT IF YOU CAN, PLEASE STAY AT HOME DURING SNOW OR ICE STORMS.

If the forecast is calling for snow, please be sure to park your car away from the sidewalk so that we may be able to fully access all sidewalks to be cleared. Sunchase is not responsible for damage to any abandoned vehicles that could not be properly parked due to stormy conditions.

Keep in mind that even after the roads are clear the melting and run off will continue to freeze at night. These conditions can make the parking lots and sidewalks treacherous late in the evening and early in the morning. Again, we recommend that you do not drive during these conditions.

As conditions permit we will strive to clear parking lots and sidewalks of snow and ice; however, please use caution whenever there is inclement weather.

Residents are responsible for clearing snow away from their individual vehicles.

Again, 24-hour emergency maintenance is available; please call (252) 758-8002 for an emergency situation (night or day) regarding any heating concerns or the possibility of frozen pipes.

LIGHT BULB REPLACEMENT

As you are aware, Sunchase provides 24-hour maintenance, quarterly air filter changes and outstanding customer service. Going forward, we would like to clarify the light bulbs that our maintenance staff will be happy to change for you. Please call our office or stop by to put a work order in for any of these bulbs:

- Fluorescent bulbs in kitchen
- Globe light in entry way
- Microwave light
- Fridge light
- Laundry room light

It is now the responsibility of the resident to change all other light bulbs. Please find the list below of the bulbs you are responsible for. For your convenience, we have listed the types of bulbs the fixtures use:

- Ceiling Fan light: 60-Watt bulb
- Track lights above bar: BR-30 bulb
- Track lights above bar in upgraded apartments: 50-Watt
- Hollywood lights in bathrooms: G25 – Clear 40-Watt
- Patio light: 60-Watt



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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. Noise of this nature travels very easily. If you encounter noise problems, we ask that you first talk to your neighbors about the problem. Often residents do not realize how clearly sound travels.

Please contact the local police if you are experiencing a serious problem after hours. Also notify management the following business day with the apartment number of the offending resident and the details surrounding the complaint using the Sunchase Complaint Form, which can be obtained from the leasing office.

Please be advised, if we receive repeated noise complaints, this will result in warnings and possibly eviction, should the problem continue.

You are responsible for the actions and damages of your guests and any uninvited guests who might enter Sunchase whether such actions are known by you or not. **All costs incurred by the Landlord to repair any damage including but not limited to any leased space, common areas, exterior of the building, other rooms in your apartment, etc. as a result of a party or gathering, or the actions of your guests whether invited or not will be your responsibility**

Please do not enter another Resident's apartment or bedroom without permission. As a Resident at Sunchase, you are responsible for the conduct of all guests. It is imperative that the privacy of your roommates be respected in the entertaining of guests. Long-term visitation (over 72 hours or more than 15 total days per 60-day period) by any individual is not allowed unless agreed to by all roommates and the Landlord grants permission. Guests may not be present in or enter the apartment unless the Resident is also present. Guests who refuse to abide by these rules are subject to being denied access to the apartment and/or the community.

Alcohol in any container is prohibited in common areas of the community.

Canvassing, soliciting, and peddling in the apartment community is prohibited. In addition, the distribution of handbills, circulars, advertisements, paper, or other matter which if discarded would tend to litter the area is not allowed in common areas of Sunchase and on/under apartment doors. However, this does not prevent a Resident from using direct mail solicitation or advertising in the regular communications media.

It is not permissible to provide, for consideration, in or about the Community, substitute parental or guardianship care of supervision to children not related to the Resident by blood.

ROOMMATE DISPUTES

Lessor makes every reasonable effort to match roommates based upon the general information sheet provided to us by residents and applicants. Lessor, however, cannot and will not guarantee that any such roommate housing arrangement will ultimately be compatible in every instance. To that end, please note that neither Lessor nor its management agents will accept responsibility for mediating or responding to internal roommate disputes, unless the factual circumstances concerning the disputes are verifiable and involve or constitute a breach of the Lease Agreement, the community rules and regulations, and/or any applicable provisions of local, state or federal law. Before Lessor or its



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management agent can respond appropriately to any such alleged breach, it must receive timely written notice of the alleged breach. In addition, any alleged breach that relates to unlawful or illegal activity should be reported immediately to the appropriate local, state or federal law enforcement offices, as well as to Lessor's management. Until it receives proper and timely written notice of any such alleged breach, and until it is afforded an opportunity to verify that any such alleged breach actually occurred on the property of Lessor, neither Lessor nor its management agents will have the authority or the ability to take any action or to pursue any legal recourse in response to the alleged breach.

OVERNIGHT GUESTS

Long-term visitation (over 72 hours or more than 15 total days per 60-day period) by any individual is not allowed unless agreed to by all roommates and the Landlord grants permission. Guests may not be present in or enter the apartment unless the Resident is also present. Guests who refuse to abide by these rules are subject to being denied access to the apartment and/or the community. Otherwise, any guest, who occupies the leased premises for more than seven 72 hours or more than 15 total days per 60-day period without our prior written consent, shall be deemed to be an unauthorized guest and said resident shall be in breach of the subject lease agreement. In addition, the unauthorized guest shall vacate the leased premises immediately.

FIRE ALARMS

In the event of a fire, pull the fire alarms located in the breezeways of each building. In addition, you will need to call 911.

Tampering with fire equipment or giving a false alarm is a serious offense and may result in eviction from Sunchase. North Carolina General Statute 14-286 reads as follows: *Giving false fire alarms; molesting fire-alarm, fire-detection or fire-extinguishing system. It shall be unlawful for any person or persons to wantonly and willfully give or cause to be given, or to advise, counsel, or aid and abet anyone in giving, a false alarm or fire, or to break the glass key protector, or to pull the slide, arm, or lever of any pull station or signal box of any fire-alarm system, except in case of fire, or willfully misuse or damage a portable fire extinguisher, or in any way to willfully interfere with, damage, deface, molest, or injure and part or portion of any fire-alarm, fire-detection, smoke detection or fire-extinguishing system. Any person violating any of the provisions of this section shall be guilty of a misdemeanor punishable by a fine not to exceed five hundred dollars (\$500.00), imprisonment for not more than six months, or both.*

SMOKE DETECTORS

You are responsible for making sure that your smoke detector stays in good working condition during your occupancy of the premises. Smoke detector alarms are installed to give you early warning of dangerous smoke. Your smoke alarm is equipped with a back-up battery. If a back-up battery should fail during your occupancy, please notify your property manager immediately.

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 to assure it is working properly. 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. If you have a battery-operated detector, an intermittent beeping means that the battery is



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running low and you should contact the Sunchase maintenance for replacement of the battery. We appreciate your cooperation.

LOCKOUT SERVICE

In the event that you are locked out of your apartment:

During business hours, a key may be borrowed from the Sunchase office. This key may be used free of charge but must be returned by the close of business that day. Failure to return this key within the allotted time can result in the replacement of the lock and you will be charged \$100.00 for the cost of the re-key. Residents are not allowed to change the locks on the doors or install additional locks, chains, or other fasteners without the prior written permission of Sunchase Management. Resident must provide management with a copy of key(s) necessary to gain access to the apartment/bedroom if locks have been added, altered or changed by the Resident from the date of this Lease Agreement.

After business hours, please call 252-758-8002. A Sunchase representative will respond to your call as soon as possible. A fee of \$75.00 will be charged to your account for this lockout service. **Only residents on the lease may obtain a key and must provide photo identification before Sunchase will unlock the apartment or bedroom. Attempting to gain entry through windows or by any other means is prohibited.** Damage occurring as a result of attempting to gain entry by windows or any other means will be billed to the Resident.

In the event that a resident gives a key to another person or persons, front door locks will be changed at the resident's expense. Keys are not to be given out to others. All guests must be accompanied with a resident in the apartment at all times upon visiting.

As stated in the lease, residents must notify management if taking a vacation or leaving town for more than seven days. **Important: If you know that someone will be moving out while you are out of town, and it is likely that you will be returning after locks have been changed AND after office hours, please contact the office prior to your return to make arrangements for obtaining your new key.**

A \$100.00 charge will be assessed for any lost, damaged, or stolen key, resulting in a re-key.

PETS

Management reserves the right to approve or deny approval to any resident's request to house a pet. Due to individual living preferences, it is important that you discuss your plans to obtain a pet with your roommates in advance. All residents in the apartment must sign a General Information Form, and you must obtain the Landlord's approval by signing a pet addendum and paying the required fees prior to obtaining a pet.

A maximum of two (2) pets are allowed per apartment on a first come first serve basis. We require a pet addendum for dogs, cats and rabbits.

The following breeds are not allowed at an MSC community:

- Pit-bull/Pit Bull Terriers, Staffordshire Terriers
- Rottweilers
- Doberman Pinschers
- Chow Chows
- Wolf – hybrids



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- Alaskan Malamute
- Presna Canarios, Canary Dog (different name same breed)
- Cane Corsos

If any animal shows aggressive tendencies on our property, regardless of the breed, the owner will be notified to remove the animal.

We do not require a pet addendum for fish, birds or hamsters, gerbils or guinea pigs; however, management and roommate approval is required. All of these types of animals must be housed in a pet specific container (i.e. cage). Furthermore, residents understand that they are responsible for any damage caused by any animal whether approved by management or not.

Resident is allowed to keep fish in the premises. However, fish tanks must be 20 gallons or smaller and must be kept clean and in good condition at all times. Sunchase Management reserves the right to deny or rescind permission for fish at anytime if these conditions are not met.

In the event the Resident violates any of the policies and procedures, Resident must remove the pet within 21 days of the written notice from Landlord and possession of the apartment will be terminated in 30 days.

Visiting pets are not allowed and the resident will be charged \$200 regardless of the length of time the pet was in the apartment.

In signing a Pet Addendum (required for dogs, cats and rabbits), resident must agree to the following:

- Resident agrees to pay Landlord a one-time fee of \$315.00 at the signing of this lease addendum. Resident agrees to pay Landlord an additional fee of \$25.00 PER MONTH with rent for the privilege of keeping domestic pets on the premises. This fee does not cover the cost to repair any damages caused by the pet. The fee will not be refunded to the resident at any time.
- No more than 2 pets are allowed in any apartment.
- No aggressive-breed dogs are allowed at Sunchase (see list above). Management reserves the right to turn away animals based on behavior.
- Resident agrees to provide vet records for the pet.
- Resident agrees to take full and complete responsibility for the behavior and actions of the pet.
- Resident agrees to promptly comply with the policies and procedures herein set forth and such amendments thereto as Landlord may deem necessary or appropriate.
- Resident (Owner) shall comply with all state and local regulations as to licensing, inoculation, etc.
- Dogs shall not be permitted outside the premises except when attended by the Resident on a leash. Failure to follow the leash policy will result in a \$50.00 fine. A repeat offence may result in management requesting that the pet be removed from the property within 72 hours.
- Noise or barking shall not be permitted and such noise or barking shall constitute a justifiable complaint as stated in the original above Lease Agreement.
- Cleanup of dog feces is the Resident's (Owner's) responsibility. Failure to clean up after one's pet may result in a charge of \$50.00 per incident and billed to the Resident's (Owner's) account.
- Pets are required to wear identification tags at all times, on which the owner's name and phone number/address should be listed.



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- Illegal pets (not registered through the office) will result in a \$200.00 fine to the resident and the resident must then pay the fees as stated, sign the Pet Addendum or remove the pet from the premises.
- A photograph of the pet must be submitted to management.
- The following pets are not allowed: any kind of reptile, ferrets, venomous animals, and aggressive breed dogs. (see breeds mentioned above)
- Pets are not permitted in the fitness center, business center, entertainment room, or pool area.

Dog Park Rules and Regulations

Sunchase is a pet-friendly community and is very excited to have a Dog Park for you and your pets' enjoyment. This area is open to all residents and their pets, 7 days a week 24-hours a day. To keep pets and their human's safe, please follow the guidelines listed below.

USE AT YOUR OWN RISK - Owners/Handlers are legally responsible for the actions and behavior of their dog at all times. Sunchase will not be liable for any injury or damage caused by any dog in this area.

- This facility is not for public use and may only be used by residents and their dogs that are documented in the lease.
- The off-leash dog area is for dogs, their handlers and those accompanying them. No other use is allowed.
- All dogs must be legally licensed and vaccinated
- Female dogs in heat, sick dogs and dog showing aggressive behavior are prohibited.
- Dogs must be on leash when entering and exiting the off-leash dog area.
- Dogs must be under the control of their handler and in view of their handler at all times.
- Handlers must "scoop the poop" and fill any holes dug by dogs under their control.
- No food, alcohol, smoking or glass containers are permitted in the dog park.
- Pet treats are not allowed.
- Dogs must be removed from the off-leash dog area at the first sign of aggression.
- Dogs who bark excessively will be removed from the park.
- If a dog is aggressive towards another dog, all dog park privileges will be revoked and the dog will not be allowed to return.

RECYCLING

Sunchase has provided recycling containers in the center parking lot of the property beside building 2227. **The containers are for recycling items only.** Please do not put house hold trash in the recycling bins.

TRASH

Residents will keep the Premises in a neat, clean, good, and sanitary condition. Sunchase provide' s trash dumpsters and recyclable containers throughout the community for your convenience. Do not place trash on the ground around the dumpster. Costs incurred in Landlord removing trash not placed in the proper receptacles will be charged to the Resident in the form of a \$50.00 fine. Resident agrees not to litter or obstruct the public halls or grounds and to dispose from the Premises all rubbish,



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garbage, and other organic and flammable waste in a clean and sanitary manner. Any trash items found in the breezeways or anywhere on the property will be charged \$50.00/bag to the offending apartment.

This includes cigarette butts and any other debris thrown from porches or left on stairways, in breezeways or outside of apartment doors. Any larger trash items found in the breezeways or anywhere on the property will be removed and charged accordingly to the residents.

PARKING & VEHICLES

Each Sunchase resident will receive one parking sticker for his/her registered vehicle. To obtain a parking sticker each resident must provide a valid driver's license and a current vehicle registration to the management office. The parking is not guaranteed and is available on a first-come, first-serve basis. Sunchase does provide a limited number of guest spaces. Residents are responsible for informing guests of parking regulations and where visitor parking is located.

In order to protect all residents, towing is unfortunately necessary to keep fire and traffic lanes clear. Parking is prohibited in front of the dumpsters and where posted. Handicap accessible spots are reserved for those with a DMV permit only. All others will be towed, at the vehicle owner's expense.

Any vehicle parked illegally, even with a sticker or any vehicle without a sticker, can be towed at any time without notice and at the vehicle owner's expense. Vehicles must park in one space only. No sideways or diagonal parking is permitted.

Any vehicle that is in an unsightly state of disrepair, has flat tires, is jacked up on supports, is inoperable or lacks proper state licensing may not remain on the property for more than 72 hours. Any vehicles violating this rule are subject to towing at the owner's expense without warning. We ask that you do not wash or repair your vehicles in the parking area. Please note, we do not allow RV's or trailers to be parked on our property.

A temporary parking pass is available to residents in the event they have a temporary vehicle or for a visiting parent or guarantor. Parent or guarantor must be present to pick up temporary parking permit. All other guests must park in a guest spot. These passes are available in the management office during office hours or in the clubhouse until 10:00 PM.

Reserved Parking: Sunchase gives you the option to purchase Reserved Spaces in the parking lot. These can be purchased for a monthly fee. The Reserved Parking spaces are designated by a numbered parking sign. If you do not pay for a Reserved Parking space, you cannot park in that designated space. The assigned sticker will have a specific color and parking space number, and that number will match the space parked in. If someone is parked in a designated spot upon arrival to the property, please call G-Vegas Towing to have the towing company remove the illegally parked car.

SUNCHASE WILL NOT REIMBURSE FOR TOWING

BICYCLES, MOTORCYCLES

Bicycles should not be improperly stored on Sunchase property. At no time can they be stored on the apartment landings or attached to a railing of any part of the building. Mopeds and motorcycles are prohibited inside apartments. Sunchase has provided bike racks throughout the property for your convenience. We recommend that you lock your bicycles when using the bike racks.



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INTERNET AND CABLE LINES

Internet and cable lines inside the apartment are neither maintained nor altered by Sunchase. Access Media 3 is our provider. Sunchase is not responsible for any loss of service or interruptions. Contact Access Media 3 at 1-(866)-263-3241 for any questions or problems. **Alterations or additions such as phone jacks may be installed only with your property manager's approval.**

LEASE-TAKEOVERS, SUBLETS, AND TRANSFERS

Because of your personal liability and our obligation to act in accordance with The Fair Housing Laws, no advertisement for lease-takeovers or sublets and no agreement to take over a lease or sublet is to be done without the expressed written permission of the Management.

Lease Takeovers: It shall be within the Landlord's sole discretion whether or not to provide lease-takeover or re-rental services to the Resident(s). Residents can not engage in re-rents or lease-takeovers without prior written permission from the Landlord. Please contact the Leasing Office for the current policy details if you wish to pursue a lease takeover or re-rent. The lease takeover fee is equivalent to one months rent.

Subleases: Subleases will be signed for anyone wishing to vacate the apartment for three months or less. The subleasing fee will be \$125.00. If needed, Sunchase will put the resident's name and information in our subleasing directory and process the subsequent paperwork required. Contacts will be made directly to the current resident who will show his/her own apartment. Once negotiations are complete, Sunchase will sign the necessary papers and complete the transaction to ensure the new resident proper access to all of our services. Any resident found to have subleased his/her apartment illegally, without notifying Sunchase of a subtenant and completing the necessary paperwork will be charged a fee of \$250.00.

Transfers: A transfer will be done (provided there are available apartments) in any situation in which the resident wants to move from one room to another, whether within the same apartment or to an entirely new apartment in Sunchase. The transfer fee will be \$300.00. Transfer approval is at the discretion of management.

Anyone wishing to move to another room/apartment will be required to pay a transfer fee of \$300.00, and a new lease agreement must be signed. The original contract will be voided and attached to the back of the new lease agreement.

OCCUPANCY STANDARDS

- Occupants unrelated - 1 person per bedroom
- Occupants related – 2 people per bedroom

Based on the shared living arrangement, management of Sunchase Apartments reserves the right to designate apartment occupancy as all female, all male, or mixed gender.

APPLIANCES AND PLUMBING

Apartments are equipped with a washer and dryer, dishwasher, microwave, range, refrigerator, and appropriate locks. No other major appliance or other equipment may be installed in any apartment home without written permission of the Landlord.

You are responsible and will be charged for any misuse or abuse of the appliances, furniture, and equipment in the apartment. Resident will not overload appliances or utilities furnished by Sunchase.



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In addition, Resident shall properly use and operate all electrical and plumbing fixtures and shall keep all plumbing fixtures as clean and sanitary as their condition permits.

Shower Stalls/Tubs: Do not clean with any abrasive that will scratch surfaces. Always close your shower curtain fully during use to prevent leakage and use a heavy bath mat on the floor. Mold and mildew can be kept to a minimum if you regularly clean and keep your bathroom as ventilated as possible.

Toilets and Drains: Please use a plunger to try to clear a clogged toilet. After making this attempt, call 252-758-8002 for assistance. Do not flush paper towels, cotton swabs, tampons, condoms, diapers, or any foreign object down drains. There may be a charge for removal of any foreign objects as well as any resulting damages.

SAFETY AND SERVICES

There is a maximum occupancy limit of 20 per apartment for all gatherings. Residents may have no more than 20 people in the apartment at one time and no more than 6 on the balcony at one time. Kegs are strictly prohibited from balconies.

Railings on landings, balconies and porches must never be climbed over, loosened or removed by anyone.

The entire apartment should be kept free of trash and debris, including all doorways, hallways, furnace closets, utility rooms, balconies, entry landings, and stairways.

No dangerous or flammable fluids should be kept inside the apartment and especially not stored in any furnace closet. Storage items should be placed at least 3 feet from furnaces and hot water heaters. Resident will not store, install or operate, in or about the Premises, portable heaters any kind.

Balconies and porches are to be kept neat and orderly at all times. No items will be placed on the outer edges of window sills or balcony railings. In addition, Residents are not allowed to shake, hang, or clean any rugs, mops, or other articles in any of the public halls or from any of the windows, doors, patios, balconies, or landing of any Sunchase building. Conventional patio furniture and plants are allowed on the balcony. Unsightly furniture, kegs, trash, laundry, towels, blankets, clothes etc., are NOT to be stored on the balcony or left in the breezeways or property common areas. Glass containers are prohibited on balconies and patios. In addition, nothing is to be thrown from the balcony at any time. If clean up is necessary below your balcony, you will be billed for the time and disposal fees. Discarding or throwing objects from a window or balcony constitutes a safety hazard and will be dealt with accordingly.

Residents are not allowed to have any type of grill at their apartment or on balconies and patios.

Exterior walls, roofs, and railings on landings, balconies, and porches must **never** be climbed over, loosened, or removed by anyone. Such action could result in serious injury or death.

Bird, animal, and insect feeders are prohibited.

Broken windows or doors will be replaced immediately by Sunchase, but at your expense. In most cases breakage is due to abuse, neglect, or carelessness on the part of the residents or their guests. If screens are torn or pulled from the building, residents are charged for the cost of repair or replacement. Do not



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enter the apartment through the screened windows and sliding glass doors. Windows, doors, and skylights that reflect or admit light into passageways or into the common areas will not be covered or obstructed. Screens covering windows have been installed as permanent fixtures – they are not to be removed for any reason. A fee will be assessed for the replacement or reattachment of screens in addition to other penalties. Damaged screens look like easy access to your apartment to people driving or walking by. It is your responsibility to report them promptly to 252-758-8002. Windows coverings, draperies, and shades must present a white exterior coloration.

Window Safety: Window screens are not designed or intended to protect from falls. Please **keep furniture away from windows** to discourage anyone from climbing near windows. It is the resident's responsibility to notify management of any window problems. Please contact us at 252-758-8002 if you have any questions or concerns about window safety.

Exterminating: If you would like to have your apartment exterminated at any time during the year, please call 252-758-8002. We provide preventive pest control throughout the year.

If the premises needs to be exterminated at any time due to, but not limited to, fleas or bed bugs, the resident(s) will be charged for any and all treatments.

PACKAGES

Landlord shall not be responsible for or liable for delivery of messages, telephone answering service, mail or parcel delivery, nor for any service not expressly provided for in this lease. From time to time the Landlord may accept at its place of **business parcel deliveries, however, the Landlord is not responsible for any loss or damage to any parcel delivery that is delivered to its place of business.** The Resident must provide the Landlord with positive proof of identification before any package will be relinquished from the Landlord's place of business.

Please make sure you pick up your package within 5 days of delivery. Packages not retrieved within 5 days could be returned to sender. Sunchase is not responsible for the delivery of packages.

ALTERATIONS

As a Resident, you are prohibited from making alterations, installations (including installation of additional locks or chain latches), repairs, or redecoration of any kind to the premises without the prior written consent of the management. Sunchase does not intend to unreasonably withhold consent, but will require you to return the premises to the original condition at the end of your lease term. No signs, lights, or antenna wires may be installed on the exterior premises or in the windows. Installing or using clotheslines within the apartment community is prohibited. Please do not run any wires across any doorway or any floor. No water-containing furniture is allowed on the Premises. In order to maintain the high quality of Sunchase, it is not permissible to drive nails into the woodwork or walls or to apply contact paper, wallpaper, or mirrors to the walls, ceilings, or shelves nor to change the type or color of paint from that used by Sunchase. Residents will not display any advertisement, sign, or notice, inside or outside the Premises.

Should the resident choose to paint their leased apartment/room, the resident is responsible for returning the walls to their original condition and color. There will be a \$100.00 charge per wall if not returned to original color. Please call the office for paint colors.



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SATELLITE DISHES

Under certain restrictions, the installation of an individual satellite dish within a Resident leasehold is permitted. Before installation you must contact your Property Manager to review the restrictions and sign the appropriate addendum to your Lease Agreement.

FURNISHINGS

Sunchase provides each Resident with a furnished apartment for his/her enjoyment. **Furnishings may not be dismantled or removed from the apartment. Desks, bookcases, closet doors, bedding sets, dressers, etc., are part of the apartment.** A fee will be assessed if it is necessary for our staff to move, repair, or replace any items in order to return the apartment unit to its original condition or to return any room items placed by the Resident in public areas, either during the term of the contract or after. Furnishings should not be placed on the balconies or porches at any time.

EQUIPMENT AND FURNITURE

The Landlord agrees that he will furnish those furniture and equipment listed below:

<u>Equipment</u>	<u>Furniture</u>	
Dishwasher	Chair (1)	Desk Chair (1)
Disposal	Couch (1)	Four-Drawer Dresser (1)
Washer/Dryer	End-table (1)	Full Size Bed (1)
Refrigerator	Entertainment Center (1)	Shelving Units
Icemaker	Bar Stools	Storage Units
Range	Built-In-Desk (1)	
Microwave		

SECURITY DEPOSIT RETURN

Please review carefully your condition report that is given to you upon move-in. This list may itemize permanent defects in the apartment, which will not be repaired or considered your responsibility at move-out. When you move in, you are also given the opportunity to add to this list as part of your permanent file. The guidelines, which are presented in this handbook, represent your responsibilities during your lease agreement and at move out. Deductions from your security deposit will unfortunately result when you fail to meet these guidelines. Management reserves the right to assess the quality of the work you have done or contracted professionally at move out; and deductions may occur as a result of poor cleaning or other work performed by the resident.

You must provide a forwarding address before we can issue your security deposit refund.

We would like to return your entire deposit without deductions and want you to understand the type of repairs you will be expected to pay for. 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 wallpaper damage in excess of normal wear and tear, including, but not limited to, damage resulting from adhesives, nail holes, masking tape, hooks etc.
2. Missing or damaged screens
3. Damage to doors and windows
4. Carpet stains, rips, burns and tears or replacement
5. Cuts, scratches, stains, rips, tears, missing cushions or broken parts to furniture

Any damages exceeding the amount of security deposit on hand will be billable to the resident.



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VACATING YOUR APARTMENT

Upon termination of the lease, Residents shall completely vacate the premises, including the removal of all personal property and furniture. All keys, including door locks, mailbox, pool pass and clubhouse key must be returned to the Sunchase Leasing Office by 12:00 noon on the lease termination date.

Before the moving day arrives, remember to notify the following:

- Sunchase Management office of forwarding address
- Post Office to fill out a mail forwarding form
- Notify all magazine and newspaper publications
- Insurance company
- Utility providers
- Bank
- Employer

Each Resident, upon returning his or her keys, relinquishes all rights and privileges granted under the Lease and returns possession to the Landlord for any and all purposes. These rights include but are not limited to parking, use of the swimming pool and clubhouse, and right of entry into the apartment. The landlord may assume that the condition of the apartment at that time is the condition in which the Resident intended to leave it. In the event that all keys have not been returned by Noon of the Lease termination date, and the apartment has been vacated, possession of the premises will return to the Landlord, and charges for replacing the keys will become the residents' responsibility.

No right of storage is given to residents after the lease agreement ends and Landlord has no duty to protect the Resident's possessions against loss. Residents will be charged for all costs to remove or dispose of abandoned trash and/or property once the lease has ended.

Before departure, the Resident shall turn over to the Landlord the premises, all its fixtures and equipment in good and substantial repair, thoroughly cleaned, and in sanitary condition, reasonable wear and tear excepted. If applicable, all rental furniture must be returned to the designated room and location. Resident may request to be present at the time the landlord inspects the premises to verify the condition of the premises and its contents. Residents shall prepare their apartment for inspection according to the Cleaning Guidelines that follow this section of the Handbook.

SUNCHASE CLUBHOUSE AND AMENITIES

As a Sunchase resident, you are entitled to use the Sunchase Clubhouse and amenities at no charge. There is however a charge to rent the clubhouse for individual functions. The Sunchase Clubhouse includes: a business center, entertainment room (Xbox 360) and a 24-hour fitness center. Sunchase exterior includes: the swimming pool, bar/grill area, sand beach volleyball, and basketball court. All of these amenities and clubhouse facilities are for the use of residents only. Any guest(s) must be accompanied by the resident at all times. The resident is responsible for the actions of their guest(s) while on the property including but NOT limited to use of the amenities/clubhouse facilities.

Access Card

The issued Amenity Wristband is required for entry into the following areas: Pool, Business Center, Fitness Center, Entertainment Room, Volleyball Court and Basketball Court (please refer to your Policy and Procedures Handbook for operating times). In order to gain 24-hour access to the clubhouse and amenities, you will purchase the key fob for a fee of \$10.00 and sign an access key fob



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agreement. Key fobs will only be issued to current Residents, so please bring an I.D. with you to obtain your key.

Please be aware that all of these areas (including the parking lot) are under video surveillance 24- hours a day to prevent damage and destruction of property, unauthorized use and/or vandalism.

The resident acknowledges having reviewed and signed the specific policies of the facilities. Management reserves the right to deny access to these facilities should the resident violate any of these policies. Your access to the 24-hour amenities' will be denied if you are in any breach of the lease agreement.

SUNCHASE APARTMENTS POOL POLICIES AND REGULATIONS

POOL HOURS:

All times listed below are subject to change based on seasonal needs.

Monday-Friday 9:00am – 10:00 pm

Saturday-Sunday 10:00 – 10:00pm

GUESTS:

- In an effort to allow all of our residents to enjoy the pool, we require all guests to be accompanied by a resident. Each resident is permitted to bring **2 (two)** guest per day.
- Residents will be held responsible for all actions of their guests in addition to themselves. Remember, the pool area is for your enjoyment and management will respond quickly to any problems that might interfere with your enjoyment.
- Please help keep the pool area clean by placing trash in the receptacles provided. Do not extinguish or leave cigarette butts on the deck of the pool. Cigarette disposals are provided.
- No one will be permitted in the Clubhouse facilities in wet bathing suits. Outside restrooms are provided for convenience. Shirts and shoes are required inside the clubhouse and Leasing Office. Do not enter the clubhouse with wet clothing/bathing suits or sit on any clubhouse or office furniture with wet clothes/bathing suits.
- After use of the gas grill, please turn off the propane tank and clean area before leaving.
- Anyone in the pool area after closing will be considered “trespassing” and will be treated as such. Violators will be prosecuted and pool privileges will be revoked.
- The management assumes no responsibility for articles left in the pool area of the clubhouse.
- **THERE WILL BE NO LIFEGUARD ON DUTY**, all persons using the pool or clubhouse do so at **“THEIR OWN RISK”**. Sunchase management accepts no responsibility for any loss or damage of life, limb, or property. In the instance of property damage, resident will be responsible for any damages caused by themselves or their guests.
- Children under the age of 14 must be accompanied by a resident.
- **NO DIVING, RUNNING, JUMPING, OR HORSPLAY OF ANY TYPE WILL BE ALLOWED** in the pool area. Loud music, profane and/or abusive language will not be tolerated and may result in the loss or the resident's pool pass. Sunchase management will determine the period of revocation for a time up to lease expiration.

CLEANING GUIDELINES



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The following Cleaning Guidelines are included in your rent. **Sunchase is RESPONSIBLE for the following items prior to move in. Once your lease has begun, you are responsible for maintaining these items in your dwelling:**

- Steam clean & vacuum carpets
- Touch up painting
- Wipe down of all appliances
- Wipe down of all kitchen cabinets & countertops
- Light cleaning of vinyl flooring in hallway, kitchen, and bathroom
- Wipe down of all bathroom fixtures & countertops
- Light bulb replacement
- Clean/replace drip pans
- Wipe down of mini-blinds and windows
- Sweep clean balcony
- Wipe down of washer / dryer
- Wipe down of shelves

The resident will be responsible for the cost for excessive cleaning, repairing pet damage, repairing wall damage, repairing or replacing damaged carpets or floors, removing trash, debris or personal items, and repairing or replacing damaged fixtures including but not limited to mini-blinds, screens, windows, doors, faucets, sinks, lights, cabinets, tile, countertops, and railing. Any excessive cleaning and/or damage will be billed back to the resident.

Management reserves the right to assess the quality of work and deductions may occur as a result of poor cleaning or other work performed by the resident at move out.

MOLD and MILDEW PREVENTION

It is our goal to maintain the highest quality living environment for our residents. To help achieve this goal, it is important to work together to minimize the potential for conditions that could lead to the growth of naturally occurring mold.

Tips for Residents:

Residents can help minimize mold growth in their apartment homes by taking the following actions:

- Open windows. Proper ventilation is essential. If it is not possible to open windows, run the fan on the apartment air-handling unit to circulate fresh air throughout your apartment.
- In damp or rainy weather conditions, keep windows and doors closed.
- Clean and dust your apartment on a regular basis as required by your lease. Regular vacuuming, mopping, and use of environmentally safe household cleaners are important to remove household dirt and debris that contribute to mold growth.
- Periodically clean and dry the walls and floors around the sink, bathtub, shower, toilets, windows and patio doors using a common household disinfecting cleaner.
- On a regular basis, wipe down and dry areas where moisture sometimes accumulates, like countertops, windows and windowsills.
- Use the pre-installed bathroom fan or alternative ventilation when bathing or showering and allow the fan to run until excess moisture has vented from the bathroom.



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- Use the exhaust fans in your kitchen when cooking or while the dishwasher is running and allow the fan to run until all excess moisture has vented from the kitchen.
- Use care when watering houseplants. If spills occur, dry up excess water immediately.
- Ensure that your clothes dryer vent is operating properly, and clean the lint screen after every use.
- When washing clothes in warm or hot water, watch to make sure condensation does not build up within the washer and dryer closet; if condensation does accumulate, dry with a fan or towel.
- Thoroughly dry any spills or pet urine on carpeting.
- Do not overfill closets or storage areas. Ventilation is important in these spaces.
- Do not allow damp or moist stacks of clothes or other cloth materials to lie in piles for an extended period of time.
- Immediately report to the management office any evidence of a water leak or excessive moisture in your apartment, storage room, garage, or any common area.
- Immediately report to the management office any evidence of mold growth that cannot be removed by simply applying a common household cleaner and wiping the area. Also report any area of mold that reappears despite regular cleaning.
- Immediately report the management office any failure or malfunction with your heating, ventilation, air-conditioning system, or laundry system. As your lease provides, do not block or cover any of the heating ventilation or air conditioning ducts in your apartment.
- Immediately report to the management office any inoperable windows or doors.
- Immediately report to the management office any musty odors that you notice in your apartment.

DOMESTIC VIOLENCE

A Resident may give oral or written notice to the Landlord that the Resident is a victim of domestic violence, sexual assault, or stalking and may request that the locks for the apartment in which the Premises is contained be changed. The Resident is not required to provide documentation of the domestic violence, sexual assault, or stalking where the perpetrator is not a tenant in the same apartment. Landlord is to change the locks on the Resident's apartment or give the Resident permission to change the locks within 48 hours.

If the perpetrator of domestic violence, sexual assault, or stalking is a tenant in the same apartment as the Resident requesting a lock change, any tenant of the apartment may give oral or written notice to the Landlord that a tenant of the apartment is a victim of domestic violence, sexual assault, or stalking and may request that the locks to the victim's apartment and Premises be changed. In these circumstances, the following shall apply:

- Before Landlord or the Resident changes the locks, Resident must provide to Landlord a copy of an order issued by a court that requires the perpetrator to stay away from Resident's apartment or Premises.
- Unless a court order allows the perpetrator to return to the apartment to retrieve personal belongings, Landlord has no duty to allow the perpetrator access to Resident's apartment, to provide keys to the perpetrator, or to provide the perpetrator access to his personal property within the apartment once the Landlord has been provided with a court order requiring the perpetrator to stay away from the apartment.



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- The perpetrator who has been excluded from the apartment remains liable under his or her lease for rent or damages to the apartment or his individual Premises.
- Landlord who receives a request to change the locks under this Subsection B. shall change the locks to the protected Resident's apartment or Premises or give the protected Resident permission to change the locks within 72 hours.

The protected or requesting Resident shall bear the expense of changing the locks. If Landlord fails to act within the required time frames, the protected Resident has the authority to change the locks without Landlord's permission. If the protected Resident changes the locks, the protected Resident is to give a key to the new locks to Landlord within 48 hours after the locks have been changed,

We hope this handbook has provided information that is useful to you during your residency at Sunchase. Remember, if you have any additional concerns; do not hesitate to contact the Management Office.

Updated 9/26/2017 – This version replaces all previous versions