



WHITE OAK VILLAS



White Oak Villa Policy Book

Included within this policy book you will find valuable information regarding your apartment, First Site, rules and regulations along with contact information to help enable an enjoyable residency.

The policies set forth within this book are part of the original lease and any violation of these policies is a violation of the lease.

Welcome to First Site!

138 E. Beaufort St. Suite A
Normal, IL. 61761
Fax: (309) 454-5813

PHONE NUMBERS

First Site Office: (309) 888 – 4444
Maintenance: (309) 452 - 9283

HOURS

Monday – Friday: 9am to 6pm
Saturday: 10am to 4pm

Utilities & Important Phone Numbers

Telephones: You are responsible for obtaining your own telephone service if you choose.

Utilities: Prior to occupying the unit, all utilities must be turned on and in the name of any one of the leaseholders for the entire term of the lease. Failure to pay utilities when due to the utility company will be considered a violation of your lease. In the event that any utility bill is not in your name and First Site is sent the bill, it will be charged to your ledger and due immediately upon receipt. Upon move-out, you will be required to contact the utility companies and have all services put back in First Site's name.

Payments: Payments are due on the 1st of every month. First Site allows a grace period until the 5th of each month. Payments not received by the close of the business on the 5th (regardless if the 5th is a Sunday or Holiday) will be assessed a 10% late fee. **Payments coming by mail or made online must be received by the 5th, NOT postmarked or initiated by the 5th.** If payment is not received by the 10th, a 5-day Notice of Termination will be delivered to your apartment. There is a \$25 fee for any Notice sent out.

Unpaid late fees will be deemed to be unpaid rent for the purposes of the five-day statutory notice requirement for unpaid rent and any payments received by First Site shall first be applied to unpaid late fees, damages and utilities.

First Site accepts checks, money orders, and cashier's checks. First Site also accepts online bank payments made through your banking institution. You may also use a credit card, debit card, or your checking / savings account online by going to www.firstsiteapartments.com and clicking the

'pay online' option. **Please note: any online payments take 72 business banking hours to process so please do not wait until the 5th to initiate payment.**

For your convenience there is a drop box in the window of the office for payments to be dropped off at the office after hours.

Smoke Detectors: Smoke detectors are positioned inside every apartment. There are also carbon monoxide detectors in apartments which have gas service. These alarms are designed for resident safety- please do not tamper or remove these alarms in anyway. Removal or tampering with the smoke / carbon monoxide detectors is a fire code violation and will be considered a lease violation subject to a ten-day notice of termination and all costs to repair / replace the detectors will be charged to the unit's account.

Parking: Resident(s) cars shall be parked only in the garage & driveway of your unit. No cars are allowed to park on Loyalty Way at any time, any vehicles violating this rule will be subject to immediate tow at the owner's expense. Any cars driven and / or parked on the grass, yards, or sidewalks will be towed at the owner's expense. Cars must be parked in compliance with the town's parking ordinances. Unless otherwise stated on your lease or assigned with marked space(s), parking is limited to 2 spaces per apartment.

TVs Throughout Apartment: DO NOT UNPLUG THE CABLE LINE/RG6 CABLE ON ANY TV OR REMOVE A TV FROM THE WALL IN THE APARTMENT AT ANY TIME. Any damage to the TV's or missing remotes may result in additional charges up to the replacement cost of the TV.

Fireplace: Any damage to the fireplace or missing remote may result in additional charges up to the replacement cost of the fireplace.

Cable & Internet: To order cable or internet service you may contact the service provider of your choice. In the event that you choose to initiate satellite dish service please follow these guidelines set forth by Bloomington / Normal Township and First Site Apartments. Failure to abide by these rules set forth may result in a fine as well as cost associated with removal and disposal of improperly mounted satellite dishes. Guidelines are as follows:

- The dish may not be attached to the building or balcony in any way
- The dish may not be visible to the public in any way
- There may not be any wires hanging loose from the building, balcony, or windows
- All dishes must have written permission for installation and acknowledged by an agent of First Site Apartments
- TENANTS MUST HAVE PERMISSION WRITTEN IN THEIR LEASE IN ORDER TO AVOID FINES/ADDITIONAL CHARGES

- Any dish not removed after tenancy will be removed at the tenants' expense and cost may be deducted from the security deposit

First Site will remove any dishes that are not installed according to the aforementioned guidelines at the tenants' expense.

Lease Violations: If you are in violation of your lease, you will be served with a 10-day Notice of Termination and charged a \$25 service fee. In addition, any costs incurred for repair / cleaning will be charged to your account and due immediately upon receipt of the bill. If you are in violation of your lease, a meeting will be set up at the leasing office with the Collections Specialist and Leasing Manager.

Lease Violations include, but are not limited to:

- Sanitation Violation (\$100): you are required to keep your home in a manner consistent with the rights of other residents of the building in accordance with any Federal, State, or local laws or ordinances. You shall not permit rubbish, waste materials or other products to accumulate upon the premises and shall keep your home in a sanitary condition at all times. If you are found with food exposed or aluminum foil on the stove, you will be considered in violation of your lease and issued a 10-day notice.

In addition, if you are in the process of terminating pests or are about to begin the termination process, all costs incurred for termination will be charged to your account and due immediately upon receipt of the bill.

- Smoking Violation (\$100): No smoking or odors of any substance is allowed inside of any building or unit. If you are found smoking, you will be considered in violation of your lease and issued a 10-day notice.
- Foil Violation (\$150): Foil can cause damage to the stove, circuits, and elements requiring it to be replaced. Should First Site find foil on your stove, you will be assessed a \$150 fine along with a 10-day notice.
- Noise Violation: in the event that a complaint is taken against your unit for disturbing your neighbors, you will be sent a noise violation. After your second noise violation, you will be subject to a 10-day notice and a meeting will be set up at the leasing office with the Collections Specialist and Leasing Manager.
- Pet Violation (\$500): No pets shall be permitted upon the premises. This applies whether the pet is owned by the resident or another individual. If you are found with an unauthorized pet, you will be served with a 10-day notice and a meeting will be set up at the leasing office with the Collections Specialist and Leasing Manager. If the pet is not removed within 24 hours of receiving the notice, First Site reserves the right to have the pet removed without notice to the resident. The residents will be responsible for any cost associated with restoring the unit from any and all pet damage (smells, dander, hair etc.).
- **Trash (\$50 per bag): Cans are provided for trash removal. All cans MUST be stored in your garage and cannot be visible to the public.** Please do not allow garbage and trash to accumulate in your apartment, in front of your unit, or on your patio / balcony. First Site will charge the apartment \$50 per bag for trash removal. If a second garbage can is requested then the resident(s) will be subject to additional charges/fees.

The resident may not make any changes, temporary or permanent, to the unit. In addition, the resident may not install an air conditioner or satellite dish without prior written consent of First Site.

Balcony / Patio: **ONLY well-maintained outdoor patio furniture is allowed.** Please keep your balcony / patio free of clutter at all times. Please do not store any personal belongings or furniture on your patio / balcony. Any balcony / patio found in an unsanitary condition or with personal belongings on it will be charged an initial fee of \$75 plus the costs of clean up or repair.

Window Screens/Blinds: Damaged or missing screens/blinds will be replaced at a charge to the resident. First Site will replace the screens/blinds without notice to the resident.

Lost Keys / Re-Keyed Units: Should you request to have your unit re-keyed or you have lost your keys resulting in a unit re-key, you will be billed for the service.

Important Information

Move-in & Move-out Inspections: First Site performs an inspection with the residents upon their move-in and their move-out. At this time, we will note any necessary repairs and the condition of items in your apartment.

Move-in Inspection: A First Site agent completed an inspection of your apartment and noted any wear / tear in a detailed inspection form. Please review this inspection form and confirm all notes taken by the agent. You will then be required to sign the form agreeing with its contents and a copy will be given to you. You have 24 hours from the date the inspection was signed to add additional comments to your copy of the inspection form and turn it into the leasing office; please contact the First Site Maintenance Department if there are any necessary repairs which were found during your inspection. If our office does not receive your adjusted copy, we will use the original inspection at the time of your move-out.

Move-out Inspection: When you choose to move-out of the unit, you will be required to complete a Vacate Report at least 30 days before the expiration date of your lease. While completing this form you must also schedule a move-out inspection time with a leasing consultant. If you fail to be present or not ready for the inspection time, **a fee of \$100** will be placed on your account. You will also be given a detailed move-out preparation checklist. This checklist is an exact account of what our agents will be inspecting at your move-out inspection. The First Site inspector will use the same form completed during your move-in inspection to perform the move-out inspection. Any repairs necessary that are not normal wear and tear, and cleaning and / or painting required at this time will be charged against your security deposit.

Keep in mind, any modifications made to the apartment by a resident will be reversed at the cost of the resident(s). Examples of these items are listed below:

Changing blinds to a different color / style

Wall paper / border

Painting

Towel / coat racks

Bathroom racks

Closet organizers

Patching any holes / walls

When the inspector(s) has completed the move-out inspection, he / she will go over the inspection findings and explain them to you. After the explanation, the inspector will ask the resident to sign the inspection sheet and a copy will be given at that time.

Security Deposit Charges: Any charges incurred to your residence during occupancy will be charged to that unit. First Site will issue invoices for any charged item. Residents will be billed monthly for damages as they occur- **these items are payable upon receipt of the bill.** Any cleaning charges, repairs necessary for damages above normal wear / tear necessary at move-out, and any unpaid rent or utilities will be charged to the account. First Site will charge a fee for any cleaning, painting or damages that are done

Common Area: Common area damages are defined as being anything on the property that would result in either cleaning or repair. Common area charges will be a shared charged to all residents of the complex. Damages include, but are not limited to:

- Fire alarms requiring repair, reset, or replacement
- Damage to mailboxes and / or equipment
- Damage to emergency blue phones and / or false alarms
- Damage to buildings which is done to siding, doors, fixtures, etc.
- Damage to building halls and entry doors
- Damage to windows and / or screens
- Damage to carpet / vinyl in the halls
- Garbage bags, loose trash, or furniture being left on property and not place accordingly in the dumpster (if First Site is unable to determine the unit it belongs to)
- Breaking up parties in halls, entry ways, or parking lots
- Damage to grills or picnic areas

Maintenance Work Orders

The maintenance department is available 24 hours a day, **emergency on-call service being at 4 pm Monday – Friday and weekends / holidays.** To report maintenance service request or emergency please call (309) 452-9283. Upon entering an apartment, the maintenance staff member will announce themselves and make sure that all residents are aware of their presence. A Maintenance Tag is hung on the outside door knob so that a resident who is entering the apartment is aware of the presence of the maintenance personnel. After work is completed, maintenance will fill out the portion of the tag with an explanation of repair, replacement or period required for completed. On this tag is a short survey. **Please return the survey card portion of the First Site office or give to a maintenance staff member.** These cards are used to rate our service and First Site would appreciate any comments you may have.

For on-call / after hours maintenance please call **(309) 452-9283.** We respond to the following requests on-call and after hours:

- Frozen / Broken water pipes

- No heat
- Water leaks causing property damage
- Criminal damage to property
- Broken locks on entry doors
- Lockouts (\$40 at the time of service is due. If you are unable to pay at the time of service you will receive a bill for the on-call hourly rate of the maintenance technician which is approximately \$80.)
- Fire

Failure to report any maintenance needed in your apartment will result in a 10-day Notice of Termination. Unreported maintenance issues can lead to greater expenses with time so please take advantage of our 24 hour maintenance service. If a work order is not reported to maintenance in a timely manner, residents will incur the charges for repair at First Site's discretion. On-call rates are in effect if there is a call placed after 4 pm Monday – Friday and weekends / holidays.

LESSEE shall have a period of fourteen (14) days from their initial possession date to notify LESSOR in writing of any pests in the leased premises, including bed bugs. LESSOR shall treat the leased premises for pests at its own expense if such notice is received within the fourteen (14) day notice period. However, if no such notice is received from the LESSEE within the fourteen (14) day period, then any future cost of treatment for pests, including bed bugs, shall be at the expense of the LESSEE.

It is strongly recommended that you purchase a toilet plunger. Plunging a toilet is the resident's responsibility. If maintenance is called to plunge a toilet and foreign objects or excessive toilet tissue is found to be the cause, the residents will be charged for this service. Please remember that no feminine hygiene products and / or paper towels are to be flushed down the toilet.

Please do not pour any drain cleaner down any of the drains in your apartment. Please contact the maintenance department at (309) 452-9283 if any drains are clogged. Do not use "Drano" or any other drain cleaning product as it is harmful to our maintenance technicians. First Site strives to make sure that all aspects of your apartment are functioning properly, so please call the maintenance department immediately to unclog any drains.

Air Conditioning / Heating Unit: The air conditioning unit should be set at 72 degrees in order for the apartment to cool slowly. After the apartment starts to cool, the thermostat may be set to a lower temperature. Do not set the air conditioning thermostat to the coldest setting as it will cause the unit to freeze. If the unit freezes it could take a minimum of 24 hours to thaw and the residents will face charges for repairs. During colder time periods, please leave the heat set at 70 degrees to prevent pipes within the apartment from freezing. There is a **\$200** penalty for apartments which

are found with the thermostat setting on 'OFF'. In addition, please keep all furniture pulled away from baseboard heaters to prevent fire.

Renter's Insurance: First Site does not provide insurance for resident's personal property. In the event that your personal property is stolen, damaged or ruined due to flood, fire, power surge, etc., your personal property will not be covered or reimbursed by First Site.

First Site recommends renter's insurance to all residents. Renter's Insurance is easily obtainable and can be purchased at a low cost with an insurance agent of your choice.



Satellite Dish Policy Acceptance

In the event that you choose to initiate satellite dish service please follow these guidelines set forth by Bloomington / Normal Township and First Site Apartments. Failure to abide by these rules set forth may result in a strike fine as well as cost associated with removal and disposal of improperly mounted satellite dishes. Guidelines are as follows:

- The dish may not be attached to the building or balcony in any way
- The dish may not be visible to the public in any way
- There may not be any wires hanging loose from the building, balcony, or windows
- All dishes must have written permission for installation and acknowledged by an agent of First Site Apartments
- **TENANTS MUST HAVE PERMISSION WRITTEN IN THEIR LEASE IN ORDER TO AVOID FINES/ADDITIONAL CHARGES**
- **FIRST SITE ISSUED SATELLITE DISH TAG MUST BE VISIBLE AT ALL TIMES, FAILURE TO HAVE DISH INSTALLED WITH VISIBLE TAG MAY RESULT IN REMOVAL WITHOUT NOTICE BY FIRST SITE MAINTENANCE**
- All dishes must have First Site issued tag visible, any dish found without First Site tags will be removed at the tenants' expense
- Any dish not removed after tenancy will be removed at the tenants' expense and cost may be deducted from the security deposit

I _____ (LESSEE) agree to comply with any and all satellite dish requirements set forth in my lease and policy book as they pertain to my First Site unit located at _____ Apt. # _____. Furthermore, I understand that failure to comply with these guidelines set forth may result in the removal of my satellite dish by First Site, without notice, at my own cost. Upon installation, the satellite dish tag must be visible at all times to First Site representatives. Failure to properly remove any satellite dish and components at the expiration of my lease will result in the cost of removal held against my security deposit.

Lessee Signature: _____ Date: _____

Lessee Signature: _____ Date: _____

Agent: _____ Date: _____