



# On - Campus Policy Book

Included within this policy book you will find valuable information regarding your apartment, First Site rules and regulations, and 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.

**Best Customer Service Award 7 Years in a row!**



# Welcome to First Site!

138 E. Beaufort St. Suite A  
Normal, IL. 61761

## **PHONE NUMBERS**

Leasing Office: (309) 888-4444

Fax: (309) 454-5813

Maintenance: (309) 452-9283 (Use Resident Portal App)

## **Leasing Office Hours**

Monday – Friday: 9 am to 6 pm

Saturday: 10 am to 4 pm

## **Maintenance Office Hours**

Monday- Friday: 8 am to 5 pm (Use Resident Portal to submit work orders)

Emergency on-call service- Monday-Friday: starts at 5 pm and 4 pm Saturday/ Sunday

## **Cable TV & Internet (Refer to your lease to see if these services are included):**

Please visit the local MetroNet office: 503 N. Prospect Bloomington, IL 61704.

- Ask questions regarding set-up, trouble shooting, Etc. Visiting the office is always preferred however, you can also call: 309.386.1300
- All equipment will be in the apartment for immediate set-up. Instructions for set-up (Wireless Network/Password) will be included in a flyer inside your folder.
- Your lease includes Basic TV service (1 Receiver) & Fiber Internet (1 wireless Modem/router combo). You can have additional equipment or expand your service at your expense by visiting the MetroNet office.

**PLEASE DO NOT CONTACT FIRST SITE FOR TROUBLESHOOTING. OUR INTERNET PROVIDERS ARE TRAINED TO HANDLE EVERY ISSUE (cable, internet, etc.).**

**Satellite dishes are not allowed on any First Site property.** They will be removed without notice.

**Parking:** All residents with vehicles are required to have a parking sticker in order to park in the parking lot. Please refer to your lease to determine the number of parking stickers you will receive. You may pick up your parking sticker from Joe's Towing (309-454-2481). First Site will notify your apartment as to when you may pick up your parking sticker and when towing will begin.

Parking Decals are to be placed on the **lower, left rear window** of your vehicle. Any vehicle without a sticker parking in the lot will be towed at the vehicle owner's expense. *Parking anywhere besides a marked parking spot will result in your vehicle being towed; DO NOT park in any circular drives or fire*

*lanes, or you will be towed even if you have a sticker. Any parking or decal changes are handled by Joe's Towing. Stickers will be registered to a specific vehicle. Switching a sticker to another vehicle without notifying Joe's Towing may result in both vehicles being towed. Should you have an overnight guest at your unit, please contact Joe's Towing to receive a visitor parking pass. No oversized vehicles, recreational vehicles or diesel vehicles are allowed. Motorcycles are only allowed with a valid sticker in a marked parking space.*

**Parking during the Summer Semester:** No stickers or permits are required to park in your designated parking area/lot. Towing and strict parking enforcement begins the first week of fall semester classes in August.

**Parking at Uptown North or 138 Beaufort:** Please visit the Heartland Parking office in Uptown Station for a digital/scan parking pass ASAP. A fee is required when you collect pass. You will not be able to enter/exit the College Ave Parking Deck without a pass. This is year-round.

**Text Messages/e-mail:** Due to popular demand by our residents, we will send you text messages to alert you of any update to apartment/lease, including but not limited to balances on joint account, emergency community updates, missing lease information etc. If you change your email/phone number for any reason, please let our Office Coordinator know. If you opt-out of the program you will NOT be notified of important updates, apartment showings etc.

**All-Inclusive Lease (1 check pays all rent & utilities):** As noted on your signed lease, you will have an allowance for your utilities. (Please refer to the lease for the allowance amount.) If your apartment exceeds the allowance amount, First Site will bill/invoice residents for any amount over the allowance. If residents exceed their allowance amount close to the expiration of the lease, that amount may be deducted from security deposit. Residents may contact our office at any time to receive updates on the allowance balance.

**Payments:** Payments are due on the 1<sup>st</sup> of every month. First Site allows a grace period until the 5<sup>th</sup> of each month. Payments not received by the close of the business on the 5<sup>th</sup> (regardless if the 5<sup>th</sup> is a Sunday or holiday) will be assessed a 10% late fee. ***Payments are to be made on the Resident Portal Via our website FirstSiteApartments.com – A fee will apply.*** A 5-day notice will be served for non-payment of rent on the 10<sup>th</sup> of the month. If a notice is served, a \$50 service fee will be charged. If payment is not made within those 5 days, legal action will be taken.

Remember, the most popular method of payment can be found via our resident portal on our website ([www.firstsiteapartments.com](http://www.firstsiteapartments.com)), here you may pay using a variety of payment options, including E-check, credit card, automatic withdrawal etc. You can even view your balance. **Remember: If you are on a joint lease, the visible balance will reflect the entire balance for everyone on the lease, not individual portions.**

We recommend you do not wait until the final day of the grace period to submit payment. If you have problems logging onto the resident portal or submitting payment, *please contact the office on or before close of business on the 5<sup>th</sup> of each month, as we will not waive late fee's, penalties, etc. due to issues submitting payment on time via the Resident Portal.*

Unpaid late fees will be deemed to be unpaid rent for the purposes of the 5-day statutory notice requirement for unpaid rent, and any subsequent payments received by First Site shall first be applied to unpaid late fees, damages, and utilities.

For a payment returned for any reason, there will be a \$25 returned-payment fee and, if applicable, a 10% late fee charged to the account. At that point, we will no longer accept certain payment options from that individual without approval from our collections department. The resident is required to submit a new payment in full within 10 days of First Site receiving the returned check. If a payment is not made, a 5 day notice will be served and a \$50 service fee will be charged to the apartment.

**Lease Violations:** If you are in violation of your lease you will be served a 10-day Notice of Termination and charged a \$50 service fee. In addition, any costs incurred for repair / cleaning will be charged to your account and due immediately upon receipt of the bill. Upon receiving your violation notice a meeting will be set up at the leasing office with the Collections Specialist and Leasing Manager. Please review all policies that are listed both on your lease and your policy book to avoid violations. You will also be subject to our *Strike Policy* if a lease or policy book violation occurs.

- **Strike 1: \$150 and letter/phone call to guarantor**
- **Strike 2: \$300 and letter/phone call to guarantor**
- **Strike 3: \$500 and possible eviction**

Follow up to any strike or violation in which damage or fines have occurred will be billed at a preset hourly maintenance rate and charged directly to the offending resident(s).

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 in 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 always keep your home in a sanitary condition. 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.

**Pest Control:** If pest control is called due to unsanitary conditions you are responsible for all costs incurred and it will be charged to your account and due immediately upon receipt of the bill.

- **Noise Violation:** In the event 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. You are required to abide by the Town of Normal noise ordinance. If music or noise can be heard within 50 feet of the apartment, you are in violation and can be fined by the Town of Normal. If a loud party is bothering you, please call the Normal Police Department's non-emergency line immediately.
- **Pet Violation (\$500):** No pets shall be permitted upon the premises. This applies whether the pet is owned by the resident or a visiting guest. If you are found with a 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 pet damage.
- **Trash (\$50 per bag):** Dumpsters are provided for trash removal. 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 trash is picked up near your apartment you will be charged an hourly rate to clean up the necessary items.

**Grills / Fire Pits / Open Flame / Candles:** *Fire Pits are not allowed in the complex.* You may have one personal grill on your balcony or patio, but may not otherwise use a grill inside the complex. The foregoing notwithstanding, in the event a grill is deemed a fire or safety hazard, First Site reserves the right to remove the grill without further notice. Violation of this policy will subject you to a 10-day Notice of Termination and a strike. All fire pits found on the property and all grills found anywhere except your balcony or patio, will be confiscated without warning. Open flames such as candles, kerosene lanterns, and outdoor "tiki" torches are **not** permitted, and will be considered a lease violation.

**Patios / Balconies:** To promote safety of its residents, and habitability of its units, and in addition to such other restrictions and conditions as set forth herein, (a) patios and balconies shall be kept clear of clutter and debris, at all times, and (b) no flags or banners, regardless of content, shall be allowed to be located on, or hung from any portion of the property, including any patio or balcony. The only exception to the foregoing is a small grill; provided the grill must be in good condition.

**Smoke Detectors:** Smoke detectors are positioned inside every apartment. There are also carbon monoxide detectors in apartments that have gas service. These alarms are designed to alert the resident if smoke, fire or carbon monoxide is detected. Please do not tamper or remove these alarms in anyway. Removal or tampering with the sprinklers and or smoke / carbon monoxide detectors is a fire code violation and will be considered a lease violation subject to a 10-day Notice of Termination. The offending tenant will also be responsible for all costs to repair / replace the detectors and all associated charges will be charged to their account, as per the lease agreement.

**Furniture:** All furniture provided in each apartment must stay in the apartment at all times. Please do not store furniture on the patio, hallway, closet or at an off-site storage unit. Waterbeds are not permitted in the complex.

**Bikes, Scooters, Skate Boards, Etc.:** Bikes are not allowed unless they are stored at a designated bike rack on the property. If there is no bike rack on the property, all bikes must be stored inside the apartment. Locking them to stairways, patios, fences, A/C units or any other location within the common areas is prohibited and they will be removed / discarded without notice. Bikes which are damaged and / or inoperable will also be removed / discarded. Scooters (without a valid parking sticker) and skate boards are not allowed on First Site property.

**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.

**Lock-Out and Entry:** In the event that First Site is called to close or reopen the leasehold premises, the residents are liable for a \$40 service charge. If you are unable to make the \$40 payment at the time of service, you will be sent a bill for the time taken to arrive at the unit in addition to the cost of re-entry. You must be able to provide a legal form of photo ID at the time of re-entry.

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

**Guests: All non-residents must be accompanied by a resident at all times while visiting. All residents are limited to four guests per person at a time.** To ensure there is enough parking for all residents, guests are not allowed to park in the property's parking lot. Remember, all residents of the apartment in which guests are visiting are responsible for any and all damage caused by their guests. Guests are also to follow policies listed in the lease and policy book. First Site and its agents may break up any gathering at any time regardless of size.

**Alcohol:**

- **Kegs: NO KEGS ARE ALLOWED ON FIRST SITE PROPERTY.** Any person found in possession of a keg will be charge \$750 *per keg* and become subject to eviction. A second occurrence will result in a \$1000 fine *per keg* with an immediate notice of eviction.
- **Underage Drinking:** First Site prohibits the consumption of alcohol by any resident, or guest under the age of 21 years old. Failure to comply will be deemed a violation of the lease.
- **Open Alcohol:** Open alcohol is not permitted in the common area. If you are 21 years of age or older, please keep all open alcohol inside your apartment. Having open alcohol in an area other than inside an apartment is against the First Site policy and will be considered a violation of your

lease and become subject to a 10-day notice and / or strike

- **Parties / Selling Alcohol:** All parties in the apartment must be small and confined. Selling tickets, cups, or alcohol in an apartment is against the law and any person found engaging in this activity is subject to a 10-day notice and / or a strike.

**Drugs:** First Site maintains a zero-tolerance policy for selling or using illegal drugs. If First Site suspects, or is made aware of any drug activity, we will contact the Normal Police and cooperate fully in their investigation. Any resident selling or using illegal drugs will face an automatic eviction and strike fine.

**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 notate any necessary repairs and the condition of items in your apartment.

**Move-in Inspection:** A First Site agent will complete an inspection of your apartment and notate wear and tear on 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 (with management approval) 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. The First Site Maintenance department will complete any necessary repairs which are 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 schedule a move-out appointment. You will 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 (other inspection forms will also be attached – separate cleaning inspection form, maintenance form, painting form, replacements form etc.). Any repairs necessary that are not considered normal wear and tear, as well as any cleaning/painting required at this time will be charged against your security deposit.

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. In order to avoid charges upon move-out First Site suggests residents not make any alterations to their apartment.

**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 for damages above normal wear and tear deemed necessary at move-out, and any unpaid rent or utilities will be charged to the account. First Site will charge fees for any cleaning, painting, or damages that are done.

If you feel your apartment was charged for something incorrectly during the move-out inspection, you have 7 days after the security deposit return is received to submit a dispute form (no e-mail). **We will not be able to discuss any issues/questions over the phone;** everything must be submitted in writing for review with First Site department managers. The dispute form can be found on our website under the “Resident Resources” tab.

**Common Area:** Common area damages are defined as 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 the buildings, which includes but is not limited 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 placed 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, including cleanup of grills
- Damage to the elevators or surrounding areas.
- Game Room, TV Lounge

**Maintenance Work Orders:** The maintenance department follows our normal business hours for work orders unless it is an emergency. **Emergency on-call service begins at 5 pm Monday – All day Saturday/Sunday.** To report maintenance service request please log-on to the Resident Portal. For emergency maintenance, please call (309) 452-9283. Upon entering an apartment, the maintenance technician will announce themselves and make sure that all residents are aware of their presence. A maintenance tag is hung on the outside doorknob so that a resident who is entering the apartment is aware of the presence of the maintenance personnel. After the work is completed, maintenance will fill out the portion of the tag with an explanation of repair or if additional parts are needed. 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.

**Please do not call maintenance for non-emergency issues after business hours. All non-emergency issues can be reported Monday-Friday 8am-5pm.**

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 (Fee will apply)
- Fires - Call fire department 1<sup>st</sup> (911)

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 over 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. Maintenance repairs such as physical damage to the apartment must also be reported ASAP. All repairs to the apartment will be completed by First Site and/or a hired vendor, **not by residents or hired vendors contracted by residents.** On-call rates are in effect if there is a call placed after 5 pm Monday – Friday and weekends / holidays.

**City Inspections:** Every year, a representative from the Town of Normal will visit each unit to make sure apartments are well maintained. A First Site maintenance technician also attends these inspections and reports any unit that has maintenance issues that have not been reported (broken blinds, missing smoke alarm covers, etc). The resident will be charged to replace/repair these items and it will be added to their ledger without notice.

**Light Bulbs:** Florescent bulbs will be replaced by maintenance. Simply call them to submit a work order. All other light bulbs must be replaced by the residents and must be working upon move-out.

**Toilets:** 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, condoms, paper towels, etc. are to be flushed down the toilet.

**Please do not pour any drain cleaner down any of the drains in your apartment.** Contact the maintenance department at (309) 452-9283 if any drains are clogged. 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.

**Insects:** First Site's policy with regards to spraying for ants, flies, spiders and other common household insects is to try and pre treat before calling a specialist. The residents should use household sprays and traps. If you have tried these methods and have been unsuccessful, then contact First Site Maintenance.

**Air Conditioning / Heating Unit:** 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 a minimum of 70

degrees to prevent pipes within the apartment from freezing. There is a \$50 penalty for apartments, which are found with the thermostat setting on 'OFF', and you will be charged for damage if pipes burst and your heat was not on. In addition, please keep all furniture pulled away from baseboard heaters to prevent fire.

**Renter's Insurance:** First Site does not provide insurance for residents' 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.

**Monthly Payment Breakdown:** Your total monthly payment is calculated based on the leasing/usage of the following:

Example of Monthly Payment Breakdown per resident	1 Bedroom	2 Bedroom	3 Bedroom	4 Bedroom
<b>Utility Usage (Allowance)*</b> (Example – refer to your lease for exact allowance)	\$70	\$60	\$45	\$50
<b>Use of...(Example)</b> <ul style="list-style-type: none"> <li>✓ Cable TV</li> <li>✓ Broadband Internet</li> <li>✓ Furniture</li> <li>✓ HDTVs</li> </ul>	\$181.32	\$122.97	\$110.31	\$106.49
<b>Rent</b>	Whatever balance remains after subtracting expenses above	Whatever balance remains after subtracting expenses above	Whatever balance remains after subtracting expenses above	Whatever balance remains after subtracting expenses above

\*If you exceed your utility allowance, you will be responsible for paying any overages.