

# TENANT'S APARTMENT POLICY MANUAL

## MOVE-INS

- 1) Your apartment will be ready for you to occupy on the day your lease begins.
- 2) If your lease does not indicate that Muncie Properties, L.L.C. is paying the utilities, the following list of numbers might be of benefit to you.

<b>Indiana American Water Company</b>	(765) 288-5073 or 1-800-492-8373
<b>Comcast</b>	(765) 284-3357
<b>Ameritech</b>	1-800-742-8771
<b>Vectren</b>	1-800-777-2060
<b>American Electric Power Co</b>	1-800-311-4634

## PLEASE BE CONSIDERATE OF YOUR NEIGHBOR

- 1) Be thoughtful of the noise level of your stereo and T.V. Not everyone appreciates listening to the music or T.V. you select.
- 2) If you have a party, keep in mind the noise level and activity outside of your apartment. Many of your neighbors might be trying to sleep, study, or have a quiet evening. If you have a neighbor whose party has gotten out of hand and wish to complain, you should call the police and report the disturbance. The phone number of the police dispatcher is 747-4838
- 3) If you suspect a neighbor of having a drug problem, because of excessive numbers of visitors, or abnormal behavior, do not hesitate to call the city's DARE program at City Hall, phone 741-1350
- 4) If you have common halls, help keep the area clean and **DO NOT** set trash outside of your doors. This causes odors, attracts bugs, and annoys your neighbors.

## TENANT'S INSURANCE

It is your responsibility to carry TENANT'S INSURANCE on the contents of your apartment. This should protect your contents from water damage, fire damage, storm damage, break-ins, etc. Contact your insurance carrier about getting a policy. Oliver-Dorton Insurance, 765-289-6655, handles these policies locally.

## FIRE

In the event of fire, you should exit the building immediately. Once you are out of the building, call the fire department, **911** or **747-4807**, then call MUNCIE PROPERTIES, L.L.C. at 741-8783.

## REGULAR HOURS MAINTENANCE REQUESTS

During business hours, simply call MUNCIE PROPERTIES AT 741-8783. Calls before Noon are usually handled the same day. You should state your name, street address, apartment number, telephone number and your maintenance request.

## **AFTER HOURS MAINTENANCE REQUESTS**

Emergency maintenance requests **AFTER** business hours should be reported to 741-8783. The following is a list of what is classified as after-hours emergencies requiring immediate attention:

- 1) No heat.
- 2) Water leak **causing damage.**
- 3) Fire
- 4) No electricity – **entire apartment only!**
- 5) Gas leaks.
- 6) Clogged toilets (you will be charged if caused by you).
- 7) Entrance or main door won't open or shut.
- 8) Any situation endangering the health or safety of you or other residents.

***\*\*You will be charged for unnecessary After-Hours calls!***

## **APPLIANCE REPAIR PROCEDURES – REFRIGERATORS**

Unfortunately refrigerators do occasionally malfunction. If this happens to you, here is the procedure to protect your refrigerator's contents. 1) Check to make sure the unit has power. The light should come on. 2) Keep the door closed, refrigerators are well insulated and will keep your food cold for several hours with the door closed. 3) During normal business hours, **call 741-8783. If this is after hours, call the following morning (including Saturday).** 4) If the refrigerator is not cold at all and the frozen contents are thawing, you must store your contents somewhere until we can correct the refrigerator. ***We use an outside contractor for our appliance repair and they do not have 24 hour service.*** They will respond promptly the next business day. Please take action to protect yourself from losses. We apologize for the inconvenience and will respond as quickly as we can to remedy the situation.

## **ADDITIONAL CHARGES**

No electric space heaters or kerosene heaters allowed. Window A/C, washers/dryers, freezers – additional charge of \$35 mo. You must notify the office and add them to your lease prior to installation. A/C must be in safe working order.

## **LOST KEYS**

During business hours (Monday-Thursday, 8:00 to 5:00; Friday 8:30 – 5:30) you should call 741-8783. There is a charge for lost keys of \$5.00, payable at the time of key replacement. There is a \$35.00 charge for after-hours or weekends, payable at the time of entrance. A suggestion to avoid this problem is to keep a copy of your key in your car or with a trusted friend.

## **FURNITURE**

If Muncie Properties furniture and/or property is removed from the unit, tenant is completely responsible for full replacement cost & other fees incurred.

## **RENT**

Rent payments can be mailed (Check or Money Order\_ or put in the drop box at the north side of **Muncie Properties, L.L.C. 502 E. Adams St., Muncie IN 47305**. There are also drop boxes located at the rear of **709 W. Adams** for your convenience. Please make checks or money orders payable to Muncie Properties **ON** or **BEFORE** your rent due date. Payments **NOT RECEIVED** by the due date will be charged a Late Fee of \$5.00 for 1 to 7 days late, and \$1.00 per day thereafter. There is a \$20.00 charge for checks issued with insufficient funds.

## **MOVE-OUTS**

You are expected to fulfill the terms of your lease. If you vacate before the expiration of your lease term, your rent will continue until your apartment is re-leased. The rent payment will be withheld from your damage deposit.

You will be expected to return your apartment keys and fill out a change-of-address form.

## **DAMAGE DEPOSIT**

State law requires that unused damage deposits be returned within 45 days. If you have not filled out a change-of-address form, we will not have any way of knowing your new address.

All apartments shall be left in a clean and neat condition. The following is a list of **MINIMUM** charges for an unclean apartment that requires cleaning:

### **Items you will be charged for**

### **Minimum charge if not done**

1) Vacuum & clean carpet in each room	\$40 / room
2) Mop Kitchen/Bathroom	\$20 / room
3) Clean Stove	\$75
4) Defrost & Clean Refrigerator	\$50
5) Clean Any Sink	\$20 / each
6) Clean Toilet	\$40
7) Clean Tub/Shower	\$40
8) Storage of Belongings	\$25-\$75 / month
9) Trash Removal	\$20 / room
10) Unreturned Keys	\$5 / each

## **LITTER AND TRASH POLICY**

It is a lease violation when trash is not properly disposed of in the appropriate container and continued tenancy will be jeopardized if the area or yard is not kept clean. Trash is to be put out only on trash days, or at the earliest, the night before, in proper trash pick-up areas.

No trash is to be left behind buildings, or to accumulate in the apartment, as this also constitutes a lease violation. If your property has a dumpster, you may put your trash out at any time.

## **EMERGENCY NUMBERS**

Muncie Fire Department	911 – Emergency Only
Muncie Police Department	911 – Emergency Only
Ambulance	911 – Emergency Only

MUNCIE PROPERTIES	741-8783
After Hours – <b>Emergency Only</b>	<b>741-8783</b>

### **OFFICE HOURS:**

8:00 A.M. – 5:00 P.M. (Monday-Thursday)

8:30 A.M. – 5:30 P.M. (Friday)

Closed Saturdays, Sundays and Holidays

### **MUNCIE PROPERTIES, L.L.C.**

502 E. Adams Street • Muncie, Indiana 47305

*We are pleased that you selected a Muncie Properties apartment or house to call your home.*

This apartment and single family policy is designed to help make your move-in through move-out as easy as it can be for you. This policy booklet answers many of the questions that are not addressed in your lease. The lease document is the contract you and the leasing agent of Muncie Properties agreed to.