



General Information:

Maintenance Requests, Lease Key Points, Rules and Regulations

Lease- Key Points

We are looking forward to your tenancy, please review the following key points from your upcoming lease:

- No Smoking allowed. Please do not allow any guest to smoke on the premises of the property at all. We do not allow smokers to rent here.
- If a tenant chooses to leave before the lease is up, there is a lease breaking penalty of either the remainder of the lease, or three months worth of rent. Whichever is less.
- Tenants are responsible for pest control
- We provide maintenance of the property unless it is under \$25 for an apartment or \$100 for a single family house.
- You are welcome to hang pictures, but please keep nail holes to a reasonable size and number, and keep in mind you are required to patch all holes before you move out.
- No satellites on the exterior of the building
- If you are looking to move into another apartment or would like to buy a house, please contact management, we are able to help with this and may be able to give you significant discounts on any related fees if you work with us.

Maintenance Request Flowsheet

- **Please submit all maintenance requests online** using the instructions below to ensure a prompt response. Please give permission to enter for a timely response to your request. In case of emergency only, please call us at 515-619-6991.
- Please ensure all pets are kenneled prior to the maintenance team entering. If pets are left out, our maintenance team will not enter the unit to make repairs.
- When submitting your request: go to “Requests” on the left side bar, then choose “maintenance request”. You can attach pictures, describe the issue, and click “permission to enter” so that we are able to assist you as soon as possible.
- You will be updated about the situation via the tenant portal as well.

Rules and Regulations

The following is a list of rules and regulations that are part of the Lease Agreement. These are for the purpose of maintaining the aesthetic appearance and comfortable living environment of the home and to insure the comfort and rights of all tenants.

Occupancy: Occupancy is limited to those listed on the Lease Agreement. Any additional person(s) staying in the home for a period of more than 14 days must complete an application and be approved for tenancy.

Contact Information: Tenant shall keep the landlord/manager informed of current contact information at all times, including phone numbers, emails, and emergency contacts.

Smoking: No smoking on the property premises. Tenants may not be smokers. Tenants are responsible and liable for the actions of their guests and visitors regarding smoking on the premises. There is a fine for smoking, and legal eviction may occur.

Window Coverings: Tenants may not use bed sheets, blankets, or other similar materials for window coverings. No signage or flags displayed in the windows.

Satellite Dishes/Antennas: Satellite dishes and antennas may not be installed or attached to the building. No wires or cords are to be installed on the exterior of the building unless landlord has

given specific permission.

Walkways/Common Areas: All walkways, stairs, and common areas are to be kept clear and free of debris at all times. Absolutely no storage of personal items in these areas. All brooms, mops, waste receptacles, grills etc. must be stored inside the rental.

Noise: Tenants shall respect their neighbor's rights to peace and quiet and shall keep all noise to a minimum, including keeping voices, music, stereos, vehicles, and television levels to a minimum. General quiet hours are 10pm to 7AM.

Housekeeping: Tenants shall keep the premises clean, sanitary, and neat by performing routine housekeeping at regular intervals. Tenant may not make any permanent changes to the dwelling.

Trash/Garbage Receptacles: All trash and garbage shall be in tied plastic bags and placed in the proper receptacles. Receptacle lids must close completely after every use. Trash and garbage shall never be placed beside or behind the receptacles. The trash and garbage receptacle is for tenant use only. Absolutely no furniture is to be placed or disposed of in or near the receptacles. Each Resident is responsible for keeping the area directly surrounding their home clean. Do not leave garbage bags outside your door even temporarily.

Lockout: If your keypad begins to blink red before turning green and unlocking, please notify management. This means the battery is running low and needs to be replaced. If your keypad stops working, call management for unlocking service. If you would like the code changed, please submit a maintenance request, there will be a fee.

Vehicles: Vehicle repair shall not be conducted on the premises. Vehicles shall only be parked in designated parking spaces. Parking spaces are for tenants only. Vehicles must be operational. Absolutely no obstructing other vehicles, parking on the lawn, sidewalk, or walkways. Trailers, boats, and recreational vehicles shall not be parked on the premises. Vehicles in violation may be towed without further notice.

Maintenance: Maintenance requests must be made in writing. Tenant is liable for all expenses incurred that are a result of tenant misuse or neglect, including that done by guests and visitors.

Plumbing: Tenant shall report all drips and leaks immediately to the landlord/manager. Tenant is liable for all expenses or repairs resulting from tenant stopping of waste pipes or overflow from sinks, tubs, toilets, etc.

Vandalism/Illegal Activities: Vandalism of any kind will not be tolerated. Any tenant or guest who vandalizes the property will have tenancy terminated. Illegal activity in any form will not be tolerated.

Window Screens: The landlord/manager is not obligated to provide screens for windows or doors, although they may be there. Screens can be provided at tenant's expense.

Inspections: Routine inspections of the premises will be conducted with proper notice.

We take pride in keeping our homes quiet, clean, and well maintained, and look forward to working with you to keep this property and our community safe and orderly.

Thank you!

