

HOLT STREET PARTNERS GUIDELINES

TENANT PORTAL - Our Tenant Portal can be found at rjkpm.appfolio.com/connect, or through a link on our website holtstreetpartners.com. If you do not already have a login, there is a link on the login page request access. If we already have your email address in the system, you should receive an email shortly with instructions to create your password. If your email is not in the system, it will take longer and it may be necessary to contact us by email if you do not have access after a day. Once logged in to the portal, you can use it to pay rent, submit service requests, give notice that you will not be renewing your lease, upload insurance documents, and view your lease documents.

RENT - Rent should be paid online through the Tenant Portal. Payments should be processed by end-of-day on the 5th calendar day of each month. Payments made after the deadline should include a \$25 late fee.

AIR B & B - We do not allow tenants to rent out their apartments on a short term basis.

APARTMENT CONDITION - For the term of your lease you are responsible for the condition of your apartment and for keeping it reasonably clean, free of excessive clutter and safe at all times. All entrances must be kept clear. The grills on all heat sources and returns must also be kept clear of personal belongings and free of dust. If your apartment is heated by radiators, please make sure nothing is placed within 1 foot on either side or in front of any radiator. There cannot be piles of personal belongings that restrict movement in any room or present a fire hazard. Tenants will be billed for damage caused by leaving windows open, setting the heat too low, allowing excess water on floors, holes in cabinets, etc.

DETECTORS - We provide smoke detectors and carbon monoxide detectors and test batteries before you move in. You are responsible for changing the batteries as needed after that. If you have a problem with either detector please let us know ASAP. Disconnecting either instead of dealing with the problem could be a big (possibly deadly) mistake affecting you and your neighbors. Ladders are provided in every basement for your use in changing batteries.

FURNACE FILTERS - If you have access to your furnace you are responsible for changing the filter. We recommend at least quarterly; monthly if you have fur-bearing pets and in the summer if you have central air. We provide the filters; just call if you need more. If you do not change the filters and there is resultant damage to the furnace you may be held responsible for cleaning or repair costs. Clean filters also keep your heating and cooling costs down.

INSURANCE - Our insurance does not cover damage or loss to your property. All of our tenants are required to obtain renters insurance. For dog owners the insurance must include at least \$100,000 liability coverage for dog bites. Current proof of insurance must be uploaded to our tenant portal.

COMBUSTIBLE MATERIALS - Gas powered vehicles, propane tanks, flammable paints / sealers and other combustible materials are not allowed to be stored in our buildings.

GARBAGE DISPOSALS - We do not provide garbage disposals and ask that you not install one on your own.

LIGHTING FIXTURES - Due to safety concerns we do not allow tenants to replace lighting fixtures with their own.

LOCKS - For security purposes we change all apartment locks before a new tenant moves in. If your locks have to be changed while you are living in the apartment (if you lose your keys with ID, etc.) please arrange for us to do so. The charge is \$25 per lock.

LOCKOUTS - We no longer come to you if you are locked out. We will take calls for lockouts between 7:00 AM and 8:00 PM on weekdays only and if we are home we will put keys in an envelope at our front door and you may come to pick them up. Please keep in mind that we are very often not available and it may be many hours before we can set out keys for you. All buildings have an outside key safe with an entry key. The code is the last 4 digits of Ray's phone number. We also provide an extra set of keys and ask that you leave them with someone you trust or put them in a key safe attached to a fence so you have a means of getting in if we are not available. Legally if you lock yourself out it is your responsibility to deal with it. We make no guarantee that we will be available immediately to let you in. For security reasons we never let anyone who is not on your lease into your apartment without your prior written approval, even if we have seen that person with you.

NAILS, HOLES, STICKY STUFF - Please do not put nails, screws, holes, etc. in cabinets or fixtures. Also, do not use tape, especially double sided foam tape, on any walls, cabinets or fixtures. Do not throw darts at walls or woodwork!

NOISE - It's very simple. No one should be annoying to other tenants. We understand that it is not possible to keep all noise from escaping your apartment, but ask that all tenants be considerate regarding stereos and TVs, footfalls on hardwood floors and loud voices in the stairwells. As a rule of thumb, if you can hear it on the landing above or below you it is too loud. The hours between 10:00 PM and 8:00 AM are considered to be noise sensitive, meaning you should be more aware of your noise, (including footfalls) during those times. We also expect your cooperation if a fellow tenant approaches you about noise.

PAINT - Tenants are allowed to paint walls but must return them to their original color before moving. See Painting Guide..

PETS - All pets must be pre-approved in writing. All pet owners must sign and comply with our Pet Rules.

PLUMBING STUFF - Please do not use disposable toilet wands, drop in crystal toilet cleaners, nor any sort of drain cleaner. They screw up the plumbing. Ray and John have lots of manly tools for cleaning drains safely; let them do it!

REPAIRS - You may call at any time for issues that must be addressed immediately such as broken locks, break-ins, and major leaks. For everything else we prefer an email or request through the tenant portal, which can be submitted 24/7. The sooner you contact us the better; emails are checked regularly, even during non-business hours. Please do not contact us via phone for non-emergencies on weekends or after 5:00 PM on weekdays.

REPAIRS - TENANT AT FAULT - If a service call is necessary because of tenant carelessness (Q tips, paper towels etc. flushed down toilet, jewelry dropped down a drain, damage caused by pets, etc.) there will be a \$50 service charge and additional charges if the repair takes more than one hour or materials are required. Service calls will be handled between 8:00 AM and 4:00 PM Monday thru Friday. The service charge for calls that must be made the same day they are requested or outside of these hours will be \$75 plus materials and labor beyond one hour.

SHOWER HEADS - You are welcome to replace the shower head provided with one of your own, but must put ours back when you move. Shower heads should have a Gallon Per Minute (GPM) rating of 2.5 or less. Before changing your shower head you might want to soak it in white vinegar (tape a baggie around it with the head immersed) to improve flow.

SMOKING - All of our buildings are totally smoke free. Smoking is allowed outside the building, but not within 15 feet of any entrance or open window. Marijuana is included in this ban. Smoking in the apartment with one's arm sticking outside through a window or door is not OK. Tenants get only one warning on this. Repeat offences will result in loss of lease.

TELEVISION SERVICES - If there is no cable in your apartment you are welcome to have it installed as long as cables are not run across the front or street side of the building. We provide permission forms for the cable / satellite companies when requested. We only allow satellite service in some buildings. If you are interested in this, ASK.

THERMOSTATS - We do not provide programmable thermostats because we have had too many problems with them. You are welcome to install one at your expense but must put ours back when you move. If a heating or A/C service call is necessary because the thermostat you installed is faulty you will be responsible for the cost of the service call.

TRASH - We provide trash receptacles behind every building. Trash should be kept in your apartment until you take it out. Please do not set it out in the hall or on the back porch or deck, even for 5 minutes. It stinks, may leak, and is unsightly.

WINDOW AIR CONDITIONERS - If your apartment does not have central air you are welcome to install a window unit. We prefer to do the installations on these so they are installed securely and do not damage the windows. We do not charge for this.

LEASE TERMINATION - If you need to terminate your lease at some date other than your lease-end date, please contact us ASAP to see if we can accommodate you. Our decision will be based on the current rental market, the amount of work that has to be done in the apartment and our workload at the time. We rarely let people out of leases between September 1 and Mar 31. If we cannot accommodate you sub-leasing is always an option. Subleasing guidelines are available to view through the Tenant Portal.