

Tenant Landlord Connection Inc.

RESIDENT RULES AND REGULATION HANDBOOK

Welcome Home!

Tenant Landlord Connection Inc. and Staff want to extend a warm welcome to you and your family. We pride ourselves in the service and commitment we dedicate to you and your family. Our goal is to provide a comfortable environment that you can be proud to call HOME! Thank you for choosing and allowing us to provide the quality of care you deserve.

Introduction: It is important for residents to familiarize themselves with the contents of this Rules and Regulation Guide. Any questions or concerns should be directed to the Property Manager. We may update policies and services over time to better assist residents' needs. Any modifications or changes to the guide shall be effective 30 days from notification to the residents. Notification can be in the form of the web site (tenantlandlordconnection.net) or mailing.

Chapter 1 - Resident Safety

1.1 Fire Prevention & Hazards: Residents shall not engage in any hazardous activity that might cause fire or encourage a fire hazard. Report all fires immediately no matter the size, by dialing 911. Resident is responsible for all repair costs because of damage caused by negligence or the negligence of any person on the premises with consent or permission of the resident. If the premises become uninhabitable by reason of fire not caused by negligence or intentional, the resident will be required to find temporary shelter (hotel, friend etc.) which will not be expensed by the owner of the property. Compensation will be deducted from the rent from the day the home becomes uninhabitable and reactivated once the home is habitable.

- Please take care not to block exits, including windows
- Gas grills, barbecue grills and fryers may only be used in accordance with local safety codes and regulations. It must be at least 10 feet from any structure and attended to at all times. If using a charcoal grill, when finished extinguishing the used coals with water.
- No open fires, portable outdoor fireplaces or (fire pits if only permitted by city code)
- Never leave a stove unattended while cooking
- Candles must never be left unattended or near any combustible materials.
- Clean out dryer lint vents after every use.
- Do not overload circuits or have frayed electrical cords.
- All homes are equipped with smoke detectors and carbon monoxide detectors, which should not be deactivated or removed. Always change batteries during Day Light Savings

1.2 Poisons: Every household contains poisons or medications that are extremely hazardous to children. Always keep them safely out of a child's reach and completely inaccessible. Utilize child cabinet locks (preferable non damaging type). Also be aware that medications can pose a risk to children or the elderly. Always keep the poison control number handy 800.222.1222.

1.3 Water Hazards: Water Heater temperature has been set to 120 degrees Fahrenheit. This should provide adequate hot water for you. Be advised that water temperatures above 120 degrees Fahrenheit can cause severe burns. Never adjust the water temperature yourself, please contact us to schedule a maintenance tech to adjust it. Never leave a small child unattended in a bathroom or tub.

1.4 Neighborhood Safety:

- Lock all doors and windows, never leave the home unlocked when not at home.
- Report any needed repairs of locks, latches, doors, or windows to maintenance.
- Never leave keys in suspicious places (under the door mat).
- Do not warm up vehicles in the garage. The fumes emitted are a common cause of carbon monoxide poisoning and can be life threatening.
- Report any street pole lights that are out to the Watertown DPW immediately.

Chapter 2- General

2.1 Office hours: Monday - Friday 8:00 am to 5:00pm. Contact number 315.486.6755
Emergency number 315.486.6755 Please see Chapter 3 what constitutes an emergency.

2.2 Post Move-In Evaluation: Staff will accompany the new tenant in conducting a walk-through inspection of the property. Each room interior and exterior will be examined. Tenant will be given a "Post Move-In Evaluation" which will be served as a basis to determine if any other deficiencies are in the property that was not noted on the initial condition report. This report is time sensitive and must be returned within 5 days after the initial move-in.

2.3 Lease: The Lease outlines the responsibilities for all occupants residing at this property and establishes the rental payment to Tenant Landlord Connection. The Head of Household and or Co-Tenant over the age of 18 must sign the lease.

2.4 Notice to Vacate: A 30-day written notice is required for notice to vacate. If a 30-day notice is not received, the resident is financially responsible for 30 days of rent from the time notice is received. 30-day notices are taken at the first day of the month in which the intent to move is received.

2.5 Military Clause: As the tenant is a member of the United States Armed Forces and covered by the Service Members Civil Relief Act, he/she may terminate the lease on thirty day written notice beginning the first day of the month following the military original orders received if the service member is released or discharged from active duty or receives Permanent Change of Station (PCS) or Deployment. A copy of orders must be received.

2.6 Access: Tenant Landlord Connection shall retain key(s) to the property. Key(s) are always under secure control. A Permission to Enter (PTE) form is included with your Lease indicating permission for maintenance, or sub-contractor (authorized by Tenant Landlord Connection) for access into the property to conduct work.

2.7 Noise / Quiet Enjoyment: To secure the right to quiet and peaceful enjoyment please refer to village and or city code enforcement.

2.8 Minor Violations: All violations are taken into consideration and dealt with accordingly. The following only involve a written or verbal notification to the Resident(s). Repeated violations may result in more serious outcome. Failure to maintain curb appeal, Failure to remove snow from driveways and sidewalks, Pet policy violations, Unauthorized vehicle maintenance, Unauthorized alterations, Unauthorized vehicles, RV, ATV, trailers or boat storage (without having written permission), Poor sanitary practices and Failure to allow maintenance access to home for scheduled needed work.

2.9 Major Violations: Serious misconduct includes without limitation the following, Domestic disturbances, Felony convictions, Unauthorized weapons, Drug Activity, Misconduct which causes injury or property loss, Criminal activity by any member or guest, Failure to pay rent, Sublease assignment and Failure to comply with a Letter of Warning for a minor violation.

2.10 Guest Policy: Residents may have visitors in their homes; however, visits of more than 30 days require written permission from management. Residents are responsible for all Family members, guests and any other persons affiliated with the resident.

2.11 Absence from the Home: Residents are obligated to notify the Property Manager any time they expect to be away from the house more than two weeks. The reason for this, if the home is vacant for a long period of time, it should be monitored to ensure the temperature is set at a setting where possible water damage occur. Lawn and snow removal services need to be arranged.

2.12 Pest Control: Best practices is to maintain good housekeeping habits. This minimizes pests in homes. Home should always be kept in clean and sanitary condition. If pest treatment is necessary, the resident may be required to prepare the home prior to treatment. A licensed pest control service will be contacted if treatment is necessary. Bees and other insects are natural in our environment, therefore household sprays are recommended for the resident to purchase and use.

2.13 Weapons and Firearms: It is against the law in New York State to own a handgun and have it on your person, in your home or vehicle without a New York State license. You may obtain privately owned weapons and ammunition. These include any weapon that does not require a New York State license to obtain. All weapons must be kept in a locked container with ammunition stored in a separate container.

2.14 Housekeeping: It is the resident responsibility to ensure the home is maintained in a clean, safe, and sanitary condition. Poor housekeeping resulting in unsafe and unsanitary conditions can be considered a minor violation depending on the severity and then it would fall under a major violation of your lease.

Chapter 3 - Maintenance Repair

3.1 Maintenance and Repair: In order to maintain the comfort and safety of the home, we ask you that you contact us immediately when maintenance is required. We will schedule an appointment depending on the urgency of the work order.

There are 3 categories of a Work Order Response Time:

EMERGENCY RESPONSE TIME: (IF IT DOES NOT REQUIRE A 911 CALL) Maintenance or Sub-contractor will be contacted immediately. URGENT RESPONSE TIME: 1-2 DAY (DEPENDING ON URGENCY) ROUTINE RESPONSE TIME: 3 TO 4 DAYS (DEPENDING ON WORK REQUIRED)

3.1b Urgent: This is not an emergency, but has the potential to become one, Contained water leak, All toilets are clogged, Functioning furnace or water heater that is not performing to specification, Inoperable appliance.

3.1c Routine: These do not warrant as an emergency or urgent but need to be addressed within a reasonable amount of time. Leaky Faucets, Light switches, Garage Door, Clogged drain (if one side of the sink is draining).

3.2 Trash / Recycling: It is the Resident responsibility (otherwise stated in lease) to provide for trash and recycling disposal. Please keep ALL trash in a closed lid trash container. Recyclables should also be kept in a container with a lid (to prevent items from blowing out of). To prevent scattering of trash or recyclables by animals or weather, it should not be left outside the night before scheduled pick up. All receptacles should be kept inside or in a conceal shed. For bulk pick-ups, see village calendar for upcoming disposal sites or curbside pick-up.

3.3 Plumbing: The plumbing in the home should be treated with care. It is important that toilets and other water sources be used for any purpose other than what they are intended for. Do not dispose of grease in drains. Always use COLD water when operating the garbage disposal. Never dispose of feminine products, baby products, wipes, paper towels or any improper articles. Those with septic systems must take heed to proper care to prevent back-up or plumbing problems.

3.4 Snow and Ice Removal: Residents are responsible for removing snow from driveways, sidewalks, steps, and any pathway leading to the home. City / Village sidewalks that are not maintained can have fines imposed. Maintain ice and snow build up on roof overhangs and ice dams. Large hanging ice cycles need to be removed before they cause damage or injury. During the winter months homes will be checked to make sure these requirements are done. Please note service work orders will not be performed if access to the home is not cleared for technicians. Recommended to keep on hand Magnesium chloride to reduce the hazards of ice buildup. Magnesium chloride is more effective than rock salt in temperatures below 20 degrees. NOTE: If you vacate the property before the end of your 30-day notice, you are still responsible for outside lawn care and snow removal. Plan to have it maintained up to the initial termination of your lease obligations.

3.5 Home Improvement Request: Residents are asked not to make any improvements to the property without written request. Home Improvement Request forms are available on the website, or they can be emailed if requested.

Chapter 4 - Care and Use of Property

4.1 Satellite Dish: Residents are not allowed to install satellite dishes without written permission.

4.2 Mold Prevention: Molds are forms of fungi that are found common both indoors and outdoors. Moisture and humidity cause mold overgrowth. People can have allergic symptoms, although most people are not affected by mold in their environment. It is important that the resident reads the Mold Prevention pamphlet provided with your move-in package. Residents are responsible for any damage caused by excessive mold resulting from their negligence.

4.3 Freeze Warnings: During winter months, temperatures may drop low enough to freeze pipes. To minimize the risk associated with this, residents are responsible to perform the following tasks prior to November 1. Remove all garden hoses from outside spigots or exterior faucets, Keep attached garage overhead doors closed, Remove all window air conditioners, Secure windows by locking them to help minimize cold air access, Apply weather strip to worn door areas, Maintain a minimum temperature of 60 degrees at all times. On extremely cold nights (-10-30 degrees) leave cabinet doors to water sources open for excess heat. Helpful tip to leave cold water faucet at a trickle, to help prevent pipe from freezing.

4.4 Outdoor Furniture: Only furniture intended for use outside is permitted. Mattress, old car seats, stuffed furniture etc. are not allowed.

4.5 Installation of Privately owned Equipment: Security devises, cameras are permitted if they do not penetrate the structure of the home or roof. Please seek permission first.

4.6 Curb Appeal: Residents are responsible for maintaining good curb appeal by not defacing the general look of the property by having debris, broken furniture, scattered toys, and pet kennels. Property must be maintained to ensure presentable general upkeep.

4.7 Swimming Pools: Properties with swimming pools must be maintained and used in a safe and responsible manner. Gates (if applicable) must be locked and maintained. Opening and closing of pools are to be done by a Professional Pool Service Company, unless otherwise stated in leases. Residents are responsible for ALL safety risks.

4.8 Swimming Pools inflatable or store purchased: Wading pools must be maintained during use and must be emptied when not in use. Grass damaged from pool must be restored to its original state when removed. Residents are responsible for ALL safety risks.

Chapter 5 - Miscellaneous

5.1 Renters Insurance: The resident's sole expense, to obtain a standard Renter's insurance policy, with minimum limits for personal liability covering bodily injury or property damage and contents coverage and a waiver of subrogation clause in favor of the Landlord and Landlords agents. This policy should include \$300,000 general liability coverage to cover the loss of or damage to all property in the Apartment, and all other perils commonly insured of the property rented. Tenant shall name the owner or property manager, as an additional insured and provide a current certificate of insurance evidencing such coverage prior to taking possession of the leased premises. Resident should make it known to his/her insurance agency that the property has a wood burning fireplace or a in ground swimming pool for extra insurance precaution.

5.2 Use and Occupancy: The residents shall personally use and occupy the premises and will do so as a private dwelling. The resident agrees that the number of residents will not exceed the number of occupants shown on the original lease without notifying the property manager of the changes.

5.3 Home Businesses: Residents will not engage in any Home Business that involves any increase traffic to the property (childcare service). Internet based businesses are permitted if they are of legal nature.

5.4 Pet Policy: Any violation of the pet policy may result in fines, loss of pet or eviction. Only pet(s) permitted are those that are noted on the lease at move-in. Before obtaining any new pet(s) you must notify the property manager. All dogs per the pet policy must be licensed and up to date with required shots. Copy of this record is required. All pets must be accompanied when on leash unless the property has a fenced in yard. All feces are to be picked up immediately and properly disposed of. All dogs are to be kenneled while a maintenance technician is servicing a work order. Reports of unprovoked bites, aggressive and nuisance behavior may be cause for removal of the pet.

5.5 Vehicles & Parking: Most city and village street parking is prohibited between November 1sts. to April 1st. Parking on lawns and sidewalks are prohibited. Recreational vehicles (travel trailers, ATV's, boats, etc.) may not be permanently parked, stored on streets, driveways, yards without written permission from property manager. All vehicles must be registered and insured. No unregistered or uninsured vehicles are permitted. No maintenance to vehicles is permitted other than changing of a flat tire.

5.6 Lockouts: If a lockout occurs, please refer to your lease for charges of being let in. Upon assistance proper identification is requested. Residents are not allowed to change or in any way alter the locks installed on the doors of the property. In the event of lost keys, the resident will be charged \$5.00 per key replacement.

5.7 Utilities: Residents are required to obtain utility services per their lease requirement. Account identification is required prior to moving in.

5.8 Exterior Decorations: Holiday decorations that are fire rated are only to be used interior and exterior of the property. Decorations must not be installed more than 5 feet of the ground due to safety concerns. No interior or exterior extension cords are to be strung randomly where it possesses a safety hazard. Use only exterior extension cords for outside. Timers are good and help conserve energy. Remove all decorations no more than 3 weeks after the holiday.

Chapter 6 - Move-Out

6.1 Move-Out Procedure: When proper notice is received of intent to vacate, the resident is given a checklist of important clearing reminders to complete prior to vacating. This is available on the website, or you may ask to have one emailed to you. A pre-move-out assessment is optional and offered for the convenience of the resident departing. The purpose of the pre-move-out assessment is to identify potential damages or charges that require corrective action prior to the final move-out assessment.

6.2 Move-Out Inspection: A thorough inspection will be conducted on the day of move-out. Any damages will be addressed and written on the inspection sheet. The home is to be returned in the same manner it was received. All parties will sign off once the walk through has been completed.

6.3 Conflict Resolution: In the event of a dispute over move-out charges, if resident can supply proof (photo, video) that the charged item(s) in question are not justified then the property manager will take that into consideration. This does not include normal wear and tear, that is stated in the "Security Deposit Policy".

6.4 Refund of Security Deposit: Once the final assessment has been conducted, the charges (if applicable) will be deducted from the security deposit. New York State allows up to 30 days after move-out has occurred and all keys have been surrendered to the property manager or authorized personnel. Security Deposit will be forward to the vacating tenant at the forward address given at move-out.

Management of Tenant Landlord Connection Inc. reserves the right to make changes to the Rules and Regulation given a 30-day written notice to Resident's either by email, regular mail or posted on the website.

QUICK REFERENCE NUMBERS

EMERGENCY NUMBER	911
JEFFERSON COUNTY FIRE & EMERGENCY	315.786.2601
STATE POLICE DEPARTMENT	315.782.2112
POLICE NON-EMERGENCY	315.782.2233

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all information is current as of November 01, 2018