

Enjoy the Good Things in Life!



2011-2012 Policy and Procedure Handbook

Sunchase at Longwood
501 Sunchase Blvd.
Farmville, VA 23901

434-392-7440

www.sunchase-longwood.com

sunchase-longwood@msc-rents.com



POLICY AND PROCEDURE HANDBOOK

We are very pleased you will be living at Sunchase at Longwood. In an effort to make your time here an enjoyable and safe experience for you and your neighbors, we have compiled this handbook. As a Sunchase resident and upon signing the lease agreement, you and your family and guests acknowledge the policy and procedure specified herein. The policies have been implemented with your safety in mind and are subject to change. After you have carefully reviewed this handbook, we welcome any questions you may have about the content and hope that you will direct those questions or any other concerns to the property manager.

Welcome to Sunchase at Longwood!

As a resident of a Virginia rental property you are required to abide by the provisions of each of the following:

- a) The Virginia Residential Landlord Tenant Act
- b) The Lease signed with Farmville, LLC
- c) The Policies and Procedures governing the property as stated herein

Management Office Hours are subject to change during peak and slow business seasons:

Our current hours of operation are:

Monday – Friday 8:30 a.m. to 6:00 p.m.
Saturday 10:00 a.m. to 2:00 p.m.
Sunday By appointment only (as needed)

MANAGEMENT PHONE NUMBERS

Office 434-392-7440
Maintenance, days 434-392-7440
After-hours Maintenance 434-392-7440 (option 3)

IMPORTANT CONTACTS

Chamber of Commerce 434-392-3939
The Farmville Herald 434-392-4151
Department of Motor Vehicles 804-367-6602
Dog Warden (Prince Edward County) 434-392-8837
Fire Department (West 3rd Street)
 Emergency **911**
 Non-Emergency 434-392-6543
Dominion Va. Power 888-667-3000
 After Hours SAME
Longwood General Information 434-395-2000
Hampden Sydney General Information 434-223-6000
Maintenance Calls for Sunchase 434-392-7440
Property Manager for Sunchase 434-392-7440
Blue Ridge Poison Center 800-451-1428
Police Department (114 N. Main Street)
 Emergency **911**
 Non- Emergency 434-392-3332

Farmville-Prince Edward County Library
 Recycling Department
Rescue Squad
 Southside Community Hospital
 Voter Registration
 Arena Trucking Company

434-392-6924
 434-392-9223
911
 434-392-8811
 434-392-4767
 434-392-3997

Community Resources
Farmville area code = (434)

Banks

Bank of America, 201 N Main St. 392-7122
 BB&T, 1304 Main St. 392-8147
 Benchmark Comm. Bank, 1577 S. Main St. 392-9088
 Citizens Bank & Trust, 1517 W. Third St. 392-3078
 Wachovia, 127 N. Main St. 392-6121

Buses

Greyhound, 204 E. Third St. 392-5153

Cable Companies

Charter Communications, Rt. 644 392-8144
 NTC Communications 888-201-8420

Car Care

Amerilube, Perry Drive 315-5500
 B & G Auto, Inc., 806 Buffalo St. 392-1723
 Bailey's Auto Service, 703 N. Main St. 392-9111
 Davis Pontiac, Rt. 460 West 392-4911
 East End Motor, E. Third St. 392-3914
 Fourth St. Motor Co, 210 4th st. 392-3896
 Haley, Inc. Rt. 460 West 392-3164

Furniture Rentals

American Furniture Rental 8 04-550-4801
 Hometown Rentals

Electric

Dominion/VA Power 888-667-3000

Health Clubs

YMCA, Third St. 392-3456

Hospitals

Southside Community, 800 Oak St. 392-8811

Internet Services

Kinex Networking Solutions 392-4804
 NTC Communications 888-201-8420

Taxicabs

CW Taxi 11111 Main St., Dillwyn 983-7620
 Jennings Taxi Service, 1008 S. Main St. 392-4894

Telephone Service

Ntelos 877-468-3567
 Sprint, Farmville 392-3121

Post Office

Farmville, 301 E. Third St. 392-8622
 Longwood Univ., Lankford 130 395-2116

Restaurants

Applebee's, Main Street 315-5581
 Arby's, Main Street
 Burger King, 1004 S. Main St. 392-8909
 Big Dogs, 1506 S. Main St. 392-1646
 Charley's Waterfront Café, 201-B Mill St. 392-1566
 Dairy Queen, Southgate Shp. Ctr. 392-7441
 Domino's Pizza, 2010 S. Main St. 392-3000
 Gim Hay Chinese, Farmville 392-6036
 Hitch-In-Post, Rt. 15 434-223-1234
 Huddle House, 1800 S. Main St. 391-3422
 Kentucky Fried Chicken, Hwy 15 392-5656
 La Parota Grill, 2104 S. Main St. 392-3999
 Papa John's Pizza, 3rd Street 391-6161
 Macado's, 200 E. Third St. 392-8077
 McDonald's, 1800 Perry Drive 392-8986
 Merk's, 2106 West Third Street 392-4746
 Bar 202, 202 High St. 315-8787
 Perini's, 100 High St. 315-0023
 Pino's Pizza, 404 S. Main St. 392-3135
 Pizza Hut, 1510 W. Third St 392-3253
 Shoney's, 1503 S. Main St. 392-5807
 Taco Bell, Main Street 315-8873
 Wendy's, 1809 S. Main St. 392-7419

Storage Companies

ABO Self Storage, 1733 Cumberland Rd. 392-8428
 Atkins Mini Storage, 211 S. Main St. 392-6181
 Dogwood Park I, 198-F Milnwood Rd. 391-3464
 Dogwood Park II, 464 Plank Rd. 392-7011
 Farmville Mini Storage, 203-B E. Third St. 392-6163
 Price Rite Mini Storage, Rt. 636 392-5816

Trains

Amtrak 800-872-7245

POLICY AND PROCEDURE

Policies and Procedures are made for your protection, to assist you in avoiding unnecessary charges and penalties, and to continue to make your property an attractive and comfortable community in which to live.

PAYING RENT

During office hours you may pay rent at 501 Sunchase Blvd., inside the clubhouse. After hours, you may drop your payment in the drop slot to the left of the front door of the clubhouse. If mailing rent, please send in advance to:

Sunchase at Longwood Apartments
501 Sunchase Blvd.
Farmville, VA 23901

Rent is considered to be paid when received by the office, regardless of the postmark date. Rent is due on the 1st day of each month for that month (i.e. January rent is due on January 1.) A late fee of \$40.00 is automatically charged on the 6th of the month regardless of weekends, holidays or office hours. Please allow extra time for holiday and weekend mail delivery.

The first month's rent of your lease is due by the lease start date. For example, if your lease starts July 15th, your first months pro-rated rent is due to the office by July 15th.

If your move-in date falls within the last five days of the month, the prorated rent for the month you are moving in and an additional balance of the next month is due on the date you move to Sunchase.

Please write your building number, apartment letter and bedroom number on your payment. We accept one check per lease. Cash is not accepted. Personal checks will not be accepted for payments received after the 10th of the month if payment is for that current month, a money order, credit card or cashier's check must be submitted.

Checks returned by the bank for non-payment will not be deposited a second time. A notice that your check has been returned will be mailed from Sunchase upon notification from our bank. Returned checks will cause the addition of late fees to your account as well as a \$40.00 returned check fee. Your account will be considered delinquent until all rent and fees have been collected

EMERGENCY SERVICE

We provide emergency service for the situations listed below. Please call 434-392-7440 to report the problem. Emergencies can be classified into one of three options:

OPTION 1:

Emergencies: We will provide an immediate response, 24 hours a day. In the event one of the following emergencies occurs, Sunchase's after-hours maintenance should be contacted right away:

- Total loss of electrical power (you should also contact Dominion Va. Power)
- Loss of heat
- Stopped up toilet, if it is the only toilet in the apartment
- Plumbing problems including flowing water
- Sewer back up
- Any leak including heavy rainwater
- No hot water
- Inoperable refrigerator or oven/range
- Air Conditioning – if the outside temperature is **above** 85 degrees, or there is a medical emergency
- No lights in the common areas, around buildings or hallways
- A noticeable gas smell, or odor, either inside or outside of the apartment
- Any kind of electrical sparking of the stove, electrical sockets, etc.
- Security problems (broken lock, broken glass, broken doors, burned out exterior lights)
- Anything that presents a serious threat to persons or property

OPTION 2:

Semi-Emergencies: Our maintenance staff will respond within 24 hours between Friday 5:00 p.m. and Sunday 5:00 p.m. (If a call comes in on a Sunday – Thursday night, Sunchase maintenance will handle it during normal weekday hours.) In case of the following, Sunchase maintenance should be contacted as soon as possible:

- Clogged commode (residents are asked to plunge first)
- Stopped-up sink
- Stopped-up tub
- Inoperable smoke detector

OPTION 3:

Non-Emergencies: will be repaired by Sunchase maintenance during normal weekday business hours. Non-emergencies include but are not limited to the following:

- Inoperable dishwasher
- Inoperable disposal
- Inoperable washer/dryer
- Inoperable microwave
- Air Conditioning – if the outside temperature is **below** 85 degrees

SNOW

When there is a forecast for snow, please park your vehicle a few inches back from the curb to facilitate plowing and to prevent damage to your vehicle as sidewalks are cleared. Residents are responsible for clearing snow away from individual vehicles.

IMPORTANT COLD WEATHER REMINDERS

We want to take this opportunity to remind you of a few preventative measures that can make your winter experience a pleasant one:

HEATING RELATED REMINDERS:

- Please leave your heat set at 65 degrees or higher. This will help to prevent frozen pipes and possible leaks.
- Lack of heat is considered an emergency, please call our emergency maintenance at 434-392-7440 option 3 should you ever experience a loss of heat. Be sure to select the appropriate option for an emergency situation if you are calling after hours.
- Under extremely cold conditions, leave bathroom and the vanity doors open under your sinks so that heat will be sure to reach the pipes when it's especially cold. By following this advice you reduce the risk of freezing pipes, which can cause a large water leak in your apartment.
- In the event that you turn your water on and no water flows from the faucet please CALL US IMMEDIATELY. This could indicate that your pipes have frozen and a burst is possible.

SNOW REMINDERS

- **FOR YOUR SAFETY WE RECOMMEND THAT IF YOU CAN, PLEASE STAY AT HOME DURING SNOW OR ICE STORMS.**
- If the forecast is calling for snow, please be sure to park your car back away from the sidewalk so that we may be able to fully access all sidewalks. MSC is not responsible for damage to any abandoned vehicles that could not be properly parked due to stormy conditions.
- Keep in mind that even after the roads are clear the melting and run off will continue to freeze at night. These conditions can make the parking lots and sidewalks treacherous late in the evening and early in the morning. Again, we recommend that you not drive during these conditions.
- As conditions permit we will strive to clear parking lots and sidewalks of snow and ice; however, please use caution whenever there is inclement weather.
- Residents are responsible for clearing snow away from their individual vehicles.

Again, 24 hour emergency maintenance is available; please call 434-392-7440 and select the appropriate option for an emergency situation (night or day) if you are concerned with any heating concerns or the possibility of frozen pipes.

MAINTENANCE AND MANAGEMENT ENTRY

Please be advised that it will be necessary to enter your apartment whenever there is a vacant bedroom (s) in your apartment /suite. Sunchase Apartments will attempt to give you as much notice as possible prior to showing or entering the available bedroom(s) and common area. From time-to-time a prospective resident will want to see the actual apartment and we may not be able to give you 24 hours advance notice to enter your apartment in order to show the available bedroom(s) and common area. Furthermore, once the bedroom(s) is rented our employees and/or contracted employees will begin preparing the vacant bedroom(s) for the incoming resident(s). Again, we will do our best to provide you with advance notice; however, due to market conditions and inspection guidelines, we may not be able to notify you prior to our entry into the apartment. The Sunchase Maintenance and Management Staff, as well as contracted employees, have the right to enter apartments for inspections, repairs, and cleaning and they will always knock first and announce themselves upon entry. Please keep this information in mind, in the event that any of the bedrooms are vacant or if you or if one or more of your roommates has turned in their keys and moved out.

CONDUCT AND NOISE COMPLAINTS

Living in a community requires consideration of others, especially where noise is concerned. Residents and their guests are expected to extend common courtesy to their neighbors.

Most noise complaints result from boisterous behavior or loud stereo systems. Noise of this nature does travel very easily. If you encounter noise problems, we ask that you first talk to your neighbors about the problem. Often residents do not realize how clearly sound does travel.

There is a noise ordinance in the Town of Farmville. We will provide a copy of the Farmville Noise and Alcohol Ordinance upon request. Please contact the local police if you are experiencing a serious problem after hours. Also notify management the following business day with the apartment number of the offending resident and the details surrounding the complaint. Please be advised that repeated noise complaints may result in warnings and possibly eviction, should the problem continue.

You are responsible for the actions and damages of your guests and any uninvited guests who might enter Sunchase as a result of your gathering, whether such actions are known by you or not. All costs incurred by the Landlord as a result of a party or gathering will be your responsibility.

During office hours you may contact the leasing office at 434-392-7440 if you are experiencing a problem or after hours you may contact Roger Sudesberry at 434-391-7174.

SMOKE DETECTORS

You are responsible for maintaining your smoke detector during your occupancy of the premises. Smoke detector alarms are installed to give you early warning of dangerous smoke. Your smoke alarm is hard wired and equipped with a back-up battery. If a back-up battery should fail during your occupancy, please notify your property manager immediately.

Please be advised that if this battery is removed from your smoke alarm at any time during your residency, or if the battery is missing at the time of your move-out inspection, you will be billed for the replacement of the battery. Please test your smoke detector periodically to assure it is working properly. This is for your own safety and that of your neighbors in the unlikely event of a fire.

Do not disconnect your smoke detector. You could be held liable for unhooking it during your residency. Please help us utilize this safety feature to its maximum potential by keeping it in good working order at all times. If you have a battery operated detector, an intermittent beeping means that the battery is running low and you should contact the Sunchase maintenance for replacement of the battery. We appreciate your cooperation.

LOCKOUT SERVICE

In the event that you are locked out of your apartment:

During business hours, a key may be obtained from the rental office. If you borrow a key during office hours, you agree to pay a fee not to exceed \$5.00. Keys that are borrowed during office hours must be returned within thirty (30) minutes or by the close of business that day, whichever comes first, or you agree to allow Landlord to re-key the lock. You agree to pay for the cost of the labor and materials to re-key the lock.

After business hours, you can try calling 434-392-7440. We cannot guarantee that after-hours lockout service is available. If a key is delivered after business hours, you agree to pay a fee of \$60.00.

Only residents on the lease may obtain a key and must provide positive identification. Attempting to gain entry by other means is prohibited.

When a change of residents occurs, the front door locks will be changed for that apartment. This is done each time someone moves out of an apartment for the safety of current and new residents. Typically a notice will be placed on the apartment door one business day before the locks will actually be changed, and residents should come to the Sunchase office to obtain their new key. Identification will need to be presented for security purposes. Most locks will be changed in the summer, as this is our heaviest turnover period. As stated in the lease, residents must notify management if taking a vacation or leaving town for more than seven days. If you know that someone will be moving out while you are out of town, and it is likely that you will be returning after locks have been changed AND after office hours, please contact the office to make arrangements for obtaining your new key.

On or before the expiration date of your lease, all copies of the keys to the premises must be returned to the offices of Sunchase Apartments, Farmville, Virginia. Failure to do so will result in a charge to you to replace or re-key all locks.

PARKING & VEHICLES

Sunchase provides residents with convenient parking. Each Sunchase resident receives one parking sticker for his/her registered vehicle. To obtain parking sticker residents must provide a valid driver's license and vehicle registration to the management office. The parking is available on a first-come, first-serve basis. Sunchase does provide a limited number of guest spaces. Residents are allowed to park one vehicle against their building entrance (front or rear of building). Any additional vehicles or guests vehicles must park in auxiliary spaces (not in front of the building).

In order to protect all residents, towing is unfortunately necessary to keep fire and traffic lanes clear. Parking is prohibited in front of the dumpsters and where posted. **Any vehicle parked illegally, even with a sticker, can be towed at any time without notice at the vehicle owner's expense.**

Any vehicle that is in an unsightly state of disrepair, has flat tires, is jacked up on supports, is inoperable or lacks proper state licensing may not remain on the property for more than 72 hours. Any vehicles violating this rule are subject to towing at the owner's expense without warning. We ask that you do not wash or repair your vehicles in the parking area.

No trailers, recreational vehicles, boats, or any motorized vehicle may be stored on premises without prior consent from the property manager.

BICYCLES, MOTORCYCLES

Motorcycles and bicycles should not be stored improperly on Sunchase property. At no time can they be stored inside your apartment, on your balcony, on the apartment landings or attached to a railing of any part of the building. The City and State Fire Codes prohibit the placing of bicycles, motorcycles and trash at entrances or on steps or landings of buildings. Mopeds and motorcycles are prohibited inside apartments. Please use the bicycle racks that Sunchase has provided for storage of your bicycles. Please keep mopeds and motorcycles within a single parking space in the parking lot.

TRASH

Dumpsters are located throughout the community for your convenience. Please put trash in the dumpsters. If you find a dumpster full, please use another one. Do not set trash outside of the dumpster on the ground, as animals will tear the bags and spread the trash. Please do not leave trash bags or other debris outside your apartment entrance. If it is necessary for us to remove trash, your account will be billed. The charge for trash removal is \$50.00 per bag to the apartment responsible. This includes cigarette butts and any other debris thrown from porches. Any larger trash items found in the breezeways or anywhere on the property will be removed and charged accordingly to the residents.

Dumpsters are for disposal of household trash only. Do not dispose of furniture, boxes, moving debris, cardboard, clothing, etc. in these containers. All items other than household trash should be disposed of at the County Landfill or other facility at the expense of and responsibility of the resident. You might also consider donating items to the Salvation Army or other such charity organization, or selling items to second-hand or used furniture business.

Prince Edward County Landfill: (434) 392-3675
Tuggle Road

RECYCLING

The town of Farmville Public Works Department provides recycling curbside service twice a month at Sunchase. Please pick up the blue recycling bags from the leasing office if you would like to participate in the Farmville Recycling Program. Currently blue recycle bags are picked up twice a month. Please place your blue bags in the recycling corral located beside the playground near the clubhouse. All glass, plastic and aluminum can be commingled in one bag and paper products (other than magazines, catalogs and glossy paper) can be placed in a separate bag.

PETS

Management reserves the right to approve or deny approval to any resident's request to house a pet. Due to individual living preferences it is important that you discuss your plans to obtain a pet with your roommates in advance. The general pet guidelines are as follows:

We allow only dogs, cats, fish, birds and possibly other caged animals (see policies below). A maximum of two (2) pets are allowed per apartment. In the case of roommates; all residents in the apartment must sign a Roommate Approval/Objection Form, and you must obtain the Landlord's approval by signing a pet addendum, prior to obtaining a pet. We require a *Pet Addendum* for any pet.

We do not require a pet fee for fish, birds or caged animals; however, the Roommate Approval/Objection Form and Pet Addendum are required before you bring these animals onto Sunchase property.

Fish tanks are allowed but cannot exceed a total volume of 20 gallons. If a larger tank is approved by management, renters insurance will be required.

In signing a Pet Addendum (required for any pets), resident must agree to the following:

- Resident agrees to pay Landlord an additional fee of \$30.00 PER MONTH PER PET due with rent for the privilege of keeping domestic pets on the premises. This fee does not cover the cost to repair any damages caused by the pet. The fee will not be refunded to the resident at any time. No charge for fish or birds or caged animals.
- No more than 2 pets are allowed in any apartment. Only dogs, cats, fish and birds allowed. Other caged animals may possibly be approved, depending on roommate and management approval.
- No aggressive-breed dogs or puppies are allowed at Sunchase (such as Rottweilers, Pitbulls, Dobermans, German Shepherds, Chows, American Staffordshire Terriers, American Bulldogs, etc.). The only breed of Bulldog currently accepted by Management is the French Bulldog. Management reserves the right to turn away animals based on behavior/breed.
- Resident agrees to pay Landlord a one-time fee of \$175.00 per pet at the signing of this lease addendum. No charge for fish or birds or caged animals.
- Resident agrees to take full and complete responsibility for the behavior and actions of his/her pet.
- Resident agrees to promptly comply with the policies and procedures herein set forth and such amendments thereto as Landlord may deem necessary or appropriate.
- In the event the Resident violates any of the policies and procedures, Resident must remove the pet within 21 days of the written notice from Landlord or the lease will be terminated nine days after the 21 day time period ends.
- Resident shall comply with all state and local regulations as to licensing, inoculation, etc.
- Dogs shall not be permitted outside the premises except when attended by the Resident on a leash.
- Noise or barking shall not be permitted and such noise or barking shall constitute a justifiable complaint as stated in the original above Lease Agreement.
- Same apartment letter roommate agreement or objection submitted in writing to the Landlord will be considered valid under the original above Lease Agreement and the domestic pet shall be removed from the premises upon receipt of five (5) day written notice from Landlord if roommates object.
- Cleanup of dog feces is the Resident's responsibility. Failure to clean up after one's pet may result in a charge of \$50.00 per incident and billed to the Resident account.
- Pets are required to wear identification tags including their address and owner.
- Illegal pets (not registered through the office) will result in a \$100 fine to the resident and the resident must then pay the fees/deposit as stated, sign the Pet Addendum or remove the pet from the premises.
- Resident is responsible for paying for any flea treatments during the lease term or at move out.
- Caged animals must remain in a secured cage off of the floor at all times. Cage must be secured to prevent animal(s) from leaving cage.

APPLIANCES AND PLUMBING

Apartments are equipped with a washer and dryer, dishwasher, microwave, range, refrigerator and appropriate locks. No other washer, dryer, portable dishwasher, locks, freezers or other equipment may be installed in any unit without the written permission of the Landlord.

You are responsible and will be charged for any misuse or abuse of the appliances, furniture (where applicable) and equipment in the apartment.

Shower Stalls/Tubs: Do not clean with any abrasive that will scratch surfaces. Always close your shower curtain fully during use to prevent leakage and use a heavy bath mat on the floor. Mold and mildew can be kept to a minimum if you will keep your bathroom as ventilated as possible.

Toilets and Drains: Please use a plunger to try to clear a clogged toilet. After making this attempt, call 434-392-7440 for assistance. Do not flush paper towels, cotton swabs, tampons, condoms, diapers or any foreign object down drains. There may be a charge for removal of any foreign objects as well as any resulting damages.

UTILITIES

Electricity must be connected in your name from the day the Lease begins and must remain connected throughout the lease period. You need to plan for this in advance of your lease start date by contacting Dominion Virginia Power. One resident per apartment must take responsibility for the electric bill. Any electrical service that is not covered under your service account during the lease term will be billed to you by Sunchase to recover our costs for electric service, including connection fees. Administrative fees to cover the cost of processing will also be added.

Telephone, computer and cable lines inside the apartment are neither maintained nor altered by Sunchase. Contact your provider for any questions or problems. **Alterations or additions such as phone jacks may be installed only with your property manager's approval.**

LEASE TAKEOVERS, SUBLEASES, MEDICAL RELEASES AND TRANSFERS

Because of your personal liability and our obligation to act in accordance with the Fair Housing Laws, no advertisement for lease-takeovers or sublets and no agreement to take over a lease or sublet are to be done without permission from management.

Lease Takeover

A lease takeover will be signed when any change in residents is needed for a period longer than three months. A new lease must be signed and the new lease must have the same monthly rent and ending date as the original lease. The apartment must be vacated and prepared for the new resident, unless the new resident agrees to take the apartment "As-Is". The security deposit, less damages, will be returned to the original resident.

A Lease Takeover Agreement must be signed by the original resident and a fee equivalent to one month's rent be paid before a new resident will be allowed to sign the lease & move in. Rent payment obligations under the terms of the lease remain in force until a new applicant is approved and a lease signed.

Sublease

Subleases will be signed for anyone wishing to move anytime during the lease term. The original resident remains obligated to the terms of the lease agreement until the termination of the original lease.

When a resident wishes to sublease his or her apartment, he or she must bring the prospective subtenant to the office and a Sublease Agreement will be signed by both parties. The subtenant is required to complete an application and will be subject to approval under the Sunchase rental criteria. A fee of \$100 is due at the time of signing the sublease agreement.

Medical Release

In the event that a resident is diagnosed with a physical or mental illness and is unable to fulfill the lease agreement the following items will be required:

1. 30 days written notice
2. Forfeiture of Security Deposit
3. Re-rent fee equivalent to one months rent (covers cost of advertising, vacancy loss, apt turn)
4. Documentation from a licensed MD verifying the illness
5. Manager approval

Transfers

A transfer will be done (provided there are available apartments) in any situation in which the resident wants to move from one room to another, whether within the same apartment or to an entirely new apartment in Sunchase. Transfer approval is at the discretion of management.

Anyone wishing to move to another room/apartment will be required to pay a transfer fee of one month's rent and a new lease agreement must be signed. The original contract will be voided and attached to the back of the new lease agreement. A new deposit, restoration fee, and application fee is required at the time the transfer is requested.

OCCUPANCY STANDARDS

Four Bedroom – occupants unrelated - 1 person per bedroom / Maximum of 4 people
Four bedroom – occupants related – 2 people per bedroom

Based on the shared living arrangement, management of Sunchase at Longwood Apartments reserves the right to designate apartment occupancy as all female, all male or mixed gender.

The above referenced Occupancy Standard is in effect. With regard to an “infant,” the infant shall not be counted in the total number of persons to be occupying the subject apartment unit. As used in this Rental Criteria, “infant” shall be defined as and shall include any child up to the age of twelve (12) months.

SAFETY AND SERVICES

The entire apartment should be kept free of trash and debris, including all doorways, hallways, furnace closets, utility rooms, balconies, entry landings and stairways. No dangerous or flammable fluids should be kept inside the apartment and especially not stored in any furnace closet. Storage items should be placed at least 3 feet from furnaces and hot water heaters. The balconies and porches are to be kept neat and orderly at all times. Conventional patio furniture and plants are allowed on the balcony. Unsightly furniture, kegs, trash, laundry, towels, blankets, clothes etc., are not to be stored on the balcony or left in the breezeways or property common areas. **Residents are not allowed to have any type of grill at their apartment.** Railings on landings, balconies and porches must never be climbed over or loosened by anyone.

Broken windows will be replaced immediately by Sunchase, but at your expense. In most cases breakage is due to abuse, neglect or carelessness on the part of the residents or their guests. If screens are torn or pulled from the building, residents are charged for the cost of repair or replacement. Do not enter the apartment through the screened windows and sliding glass doors. Damaged screens look like easy access to your apartment to people driving or walking by. It is your responsibility to report them promptly to 434-392-7440.

In addition, you are responsible for any damage caused to any area of the entire Sunchase Premises whether the damage is caused by yourself, a guest that is invited or uninvited by you.

Exterminating: If you would like to have your apartment exterminated at any time during the year, please call 434-392-7440. We provide preventive pest control throughout the year. Please see pet policies for information on flea treatments.

ALTERATIONS

As a Resident, you are prohibited from making alterations, installations (including installation of additional locks or chain latches,) repairs or redecoration of any kind to the premises without the prior written consent of the management. Sunchase does not intend to unreasonably withhold consent, but will require you to return the premises to the original condition when the lease term is completed. No signs, lights or antenna wires may be installed on the exterior premises or in the windows.

SUNCHASE CLUBHOUSE AND AMENITIES

As a Sunchase resident, you are entitled to use the Sunchase Clubhouse and amenities at no charge. The Sunchase Clubhouse includes: 24 hour business center, clubroom and kitchen, game room, 24 hour fitness center and theater. Sunchase exterior amenities include: swimming pool, horseshoe pit, two grilling stations, playground, volley ball court and basketball court. All of these amenities and clubhouse facilities are for the use of residents only. Any guest(s) must be accompanied by the resident at all times. A resident (leaseholder) is entitled to have two guests with them at one time while using the amenities/clubhouse facilities. The resident is responsible for the actions of their guest(s) while on the property including but not limited to use of the amenities/clubhouse facilities.

OVERNIGHT GUEST(S)

Guests of residents may not occupy the leased premises for more than seven (7) days of continuous occupancy without our prior written consent. Otherwise, any guest, who occupies the leased premises for more than seven (7) days of continuous occupancy without our prior written consent, shall be deemed to be an unauthorized guest and said resident shall be in breach of the subject lease agreement. In addition, the unauthorized guest shall vacate the leased premises immediately.

SECURITY DEPOSIT RETURN

Please review carefully your condition report that is given to you upon move-in. This list may itemize permanent defects in the apartment, which will not be repaired or considered your responsibility at move-out. When you move in, you are also given the opportunity to add to this list as part of your permanent file.

The guidelines, which are presented in this handbook, represent your responsibilities during your lease agreement and at move out. Deductions from your security deposit will unfortunately result when you fail to meet these guidelines. Management reserves the right to assess the quality of the work you have done or contracted professionally at move out; and deductions may occur as a result of poor cleaning or other work performed by the resident.

You must provide a forwarding address before we can issue your security deposit refund.

We would like to return your entire deposit without deductions and want you to understand the type of repairs you will be expected to pay for.

Deductions for repairs will be made for the following items existing at the time of move out. These damages include, but are not limited to:

1. Holes in walls or wallpaper damage in excess of normal wear and tear, including, but not limited to, damage resulting from adhesives, nail holes, masking tape, hooks etc.
2. Missing or damaged screens
3. Damage to doors and windows
4. Carpet stains, rips, burns and tears or replacement
5. Cuts, scratches, stains, rips, tears, missing cushions or broken parts to furniture

CONDITION REPORTS

Please carefully review your condition report that will be given to you upon move-in. The condition report must be completed within five days after you move in to your new apartment. You can return it to the office at 501 Sunchase Blvd., in the Clubhouse.

VACATING GUIDELINES

Upon termination of the lease, Residents shall completely vacate the premises, including the removal of all personal property and furniture. All keys, including door locks, mailbox, pool pass and clubhouse key fob (key and/or code where applicable), must be returned to the Sunchase Leasing Office at 501 Sunchase Blvd. by 12:00 noon on the lease termination date.

Before the moving day arrives, remember to notify the following:

Sunchase Management office of forwarding address
Post Office to fill out a mail forwarding form
All magazine and newspaper publishers
Insurance company
Utility providers
Bank
Employer

Each Resident, upon returning his or her keys, relinquishes all rights and privileges granted under the Lease and returns possession to the Landlord for any and all purposes. These rights include but are not limited to parking, use of the swimming pool and clubhouse, and right of entry into the apartment. The landlord may assume that the condition of the apartment at that time is the condition in which the Resident intended to leave it. In the event that all keys have not been returned by Noon of the Lease termination date, and the apartment has been vacated, possession of the premises will return to the Landlord, and charges for replacing the keys will become the residents' responsibility.

No right of storage is given to residents after the lease agreement ends and Landlord has no duty to protect the Resident's possessions against loss. Residents will be charged for all costs to remove or dispose of abandoned trash and/or property once the lease has ended. Any abandoned property will be handled in accordance with the Virginia Residential Landlord and Tenant Act, Section 55-248 38.1. Please see your property manager for more specific details of this procedure.

Before departure, the Resident shall turn over to the Landlord the premises, all its fixtures and equipment in good and substantial repair, thoroughly cleaned, and in sanitary condition, reasonable wear and tear excepted. If applicable, all rental furniture must be returned to the designated room and location. Resident may request to be present at the time the landlord inspects the premises to verify the condition of the premises and its contents.

Residents shall prepare their apartment for inspection according to the Cleaning Guidelines that follow this section of the Handbook.

CLEANING GUIDELINES

The following Cleaning Guidelines pertain to Sunchase at Longwood (4 bedroom apartments). The \$150 non-refundable fee paid by each leaseholder for the Sunchase at Longwood apartments will cover the following costs:

- Steam clean & vacuum carpets
- Touch up painting
- Wipe down of all appliances
- Wipe down of all kitchen cabinets & countertops
- Light cleaning of vinyl flooring in hallway, kitchen, and bathroom
- Wipe down of all bathroom fixtures & countertops
- Light bulb replacement
- Wipe down of miniblinds and windows
- Sweep clean balcony
- Wipe down of washer / dryer
- Wipe down of shelves

The non-refundable fee will not cover the cost for excessive cleaning, repairing pet damage, repairing wall damage, repairing or replacing damaged carpets or floors, removing trash, debris or personal items, and repairing or replacing damaged fixtures including but not limited to miniblinds, screens, windows, doors, faucets, sinks, lights, cabinets, tile, countertops, and railing. Any excessive cleaning and/or damage will be deducted from the \$100 refundable deposit.

Management reserves the right to assess the quality of work and deductions may occur as a result of poor cleaning or other work performed by the resident at move out.

MOLD and MILDEW PREVENTION

It is our goal to maintain the highest quality living environment for our residents. To help achieve this goal, it is important to work together to minimize the potential for conditions that could lead to the growth of naturally occurring mold.

Tips for Residents:

Residents can help minimize mold growth in their apartment homes by taking the following actions:

- A. Open windows. Proper ventilation is essential. If it is not possible to open windows, run the fan on the apartment air-handling unit to circulate fresh air throughout your apartment.
- B. In damp or rainy weather conditions, keep windows and doors closed.
- C. If possible, maintain a temperature of between 50 degrees and 80 degrees Fahrenheit within your apartment at all times.
- D. Clean and dust your apartment on a regular basis as required by your lease. Regular vacuuming, mopping, and use of environmentally safe household cleaners are important to remove household dirt and debris that contribute to mold growth.
- E. Periodically clean and dry the walls and floors around the sink, bathtub, shower, toilets, windows and patio doors using a common household disinfecting cleaner.

- F. On a regular basis, wipe down and dry areas where moisture sometimes accumulates, like countertops, windows and windowsills.
- G. Use the pre-installed bathroom fan or alternative ventilation when bathing or showering and allow the fan to run until excess moisture has vented from the bathroom.
- H. Use the exhaust fans in your kitchen when cooking or while the dishwasher is running and allow the fan to run until all excess moisture has vented from the kitchen.
- I. Use care when watering houseplants. If spills occur, dry up excess water immediately.
- J. Ensure that your clothes dryer vent is operating properly, and clean the lint screen after every use.
- K. When washing clothes in warm or hot water, watch to make sure condensation does not build up within the washer and dryer closet; if condensation does accumulate, dry with a fan or towel.
- L. Thoroughly dry any spills or pet urine on carpeting.
- M. Do not overfill closets or storage areas. Ventilation is important in these spaces.
- N. Do not allow damp or moist stacks of clothes or other cloth materials to lie in piles for an extended period of time.
- O. Immediately report to the management office any evidence of a water leak or excessive moisture in your apartment, storage room, garage, or any common area.
- P. Immediately report to the management office any evidence of mold growth that cannot be removed by simply applying a common household cleaner and wiping the area. Also report any area of mold that reappears despite regular cleaning.
- Q. Immediately report the management office any failure or malfunction with your heating, ventilation, air-conditioning system, or laundry system. As your lease provides, do not block or cover any of the heating ventilation or air conditioning ducts in your apartment.
- R. Immediately report to the management office any inoperable windows or doors.
- S. Immediately report to the management office any musty odors that you notice in your apartment.

RESERVATION AGREEMENT

Resident understands that the anticipated move in date cannot be guaranteed by Sunchase at Longwood Apartments given the possibility of unforeseen construction delays. Although Landlord agrees to take all steps reasonably necessary to prepare the Premises for occupancy as close as possible to the commencement date of the Lease, Landlord cannot guarantee that the Premises will be ready for occupancy as of such date. Accordingly, Landlord and Resident hereby agree that if the Premises is not ready for occupancy as of the commencement date of the lease, then Landlord shall either (i) provide reasonable accommodations for Resident and Resident's personal property without any abatement of rent or (ii) abate Resident's rent under the Lease until release of the Premises for occupancy.

CONSTRUCTION – RELATED OCCUPANCY RULES

1. **Limitations on Use of the Property:** Resident understands Resident and Resident's household are moving into the Premises although construction is still underway at the Property. Resident agrees Resident and all members of Resident's household and all guests of Resident shall only use and/or enter into areas of the Property completed for occupancy, which at this time are limited to the following: the Premises, the entryway and stairs to the Premises, and the driveway and parking area leading to and in front of the Premises. Landlord will notify Resident in writing as other areas of the Property are completed and available for use.
2. **Non-Liability of Landlord, Management Agent and General Contractor:** Neither Landlord, Management Agent nor the General Contractor for the Property shall be liable for any injury, damage or loss to person or property resulting from Resident or any member of Resident's household or any guest of

Resident using and/or entering into any area of the Property not listed in Paragraph 1 or a subsequent notice from Landlord. Resident hereby (a) releases Landlord, Management Agent and the General Contractor from any damage or loss with respect to Resident and Resident's household and all guests of Resident, arising from any use and/or entry into such prohibited areas.

WINDOW SAFETY

In June 2000, U.S. Consumer Product Safety Commission released safety guidelines to help prevent falls from windows. Sunchase Apartments supports window safety, and has taken the following precautions to assist residents in preventing window falls.

Window screens are not designed or intended to protect from falls. Therefore, window stops will be installed on all windows upon the resident's request only, which will allow residents to restrict the window opening. It is reported that persons 10 years old and younger are most susceptible to accidental falls from windows. Please keep furniture away from windows to discourage anyone from climbing near windows.

Window guards are also available for installation at the resident's request and expense. Window guards screw into the sides of a window frame and have bars set 4" or less apart.

It is the resident's responsibility to notify management of any window problems or if window stops need to be replaced. Please contact us at (434) 392-7440 if you have any additional questions or concerns about window stops, window safety or additional window protection.

We hope this handbook has provided information that is useful to you during your residency at Sunchase. Remember, if you have any additional concerns; do not hesitate to contact the Management Office.

Revised 03/10/2011

