



# HANDBOOK OF RULES AND REGULATIONS

---

We at Mi-Place at Downtown would like to welcome you to your new home. We believe very strongly in providing our residents a top-quality housing experience.

We want our residents to be great neighbors, so we have prepared this handbook, containing the rules, regulations, policies and procedures for your Community. These rules and regulations have been established for the benefit, comfort and safety of all our residents.

Please read this handbook carefully. If you do not understand any of the policies, please ask a member of your Property Management Team for clarification. All of our residents are expected to adhere to these policies at all times.

From time to time, this handbook may be modified; any changes will be sent to you. If at any time you lose or need an additional copy of this handbook, please see a member of your Property Management Team.

Again, thank you for choosing Mi-Place at the Downtown.

Sincerely,

*Your Property Management Team*

---

**Tenant Agrees to comply with the following Rules and Regulations established by Landlord. Tenant agrees to comply with new Rules and Regulations, which may be established in the future by Landlord for the benefit, comfort or safety of all Tenants. Violations of these policies will not be tolerated.**

If you have any questions, please contact the office during regular business hours at

---

Leasing office hours are Sunday – 10:00am-5:30pm, Monday – 10:00am – 5:30pm, Tuesday – 10:00am – 5:30pm, Wednesday – 11:00am – 7:00pm, Thursday – 10:00am – 5:30pm, Friday – Closed, Saturday – Closed

For more information, visit the leasing office or visit the community website at [www.miplacedowningtown.com](http://www.miplacedowningtown.com)

## **EMERGENCY PROCEDURES**

**In such cases as a crime has been committed, there is a fire, or someone needs medical assistance, please contact the appropriate emergency services (police/fire/EMS), or dial 911.**

The following information is presented as a reminder of the importance of proper safety planning. Each emergency is different and may require different actions to ensure the safety of your family. We encourage each resident to review fire and emergency evacuation procedures with each family member, especially children and minors. Review these procedures as frequently as necessary for you and your family's safety. In addition, you may contact the Pennsylvania Emergency Management Agency, the local Fire Department, and/or Police Department for additional information and pamphlets containing precautionary and preventative safety information.

**Members of your Property Management Team are not certified nor qualified to train or instruct residents on emergency procedures.**

### **Smoke/Fire Alarm**

Each apartment is equipped with smoke detectors and a carbon monoxide detector. In the event that either detector goes off in your apartment, immediately proceed to evacuate your unit and call 911. Proceed with caution as you exit the building. Once the Fire or Police Department Official arrives, follow their instructions. **Do not re-enter the building or your unit, until a Police or Fire Official informs you that it is safe to return to the building.**

### **Sprinkler Discharge**

Each apartment is equipped with fire sprinklers. The sprinklers are automatic and do not need to be set or tested by the resident. In the event that the sprinklers discharge, immediately evacuate your unit. Proceed with caution as you exit the building.

Once you have evacuated your building, go to one of the neighboring buildings and alert the residents in that building. Ask one of the residents to dial 911 to alert the Fire and Police Departments. Once the Fire or Police Department Officials arrive, follow their instructions. **Do not re-enter the building or your unit, until a Police or Fire Official informs you that it is safe to return to the building.**

### **Natural Disasters**

From time to time every area of the country can experience a natural disaster. In the event of a natural disaster, follow the instructions of the local authorities, such as Police or Fire Departments. If you are unsure of what to do, contact the Police Department for instructions. In many instances, you can also receive instructions by tuning to your local TV, radio or weather station.

## **MOVE IN/MOVE OUT PROCEDURE**

### **Move-In Procedure**

1. One week prior to moving in, the date and time of the move must be confirmed with your Leasing Consultant.
2. Keys/FOBs/Garage Openers/Access Codes will not be issued without the following:
  - a. Electric Account Number
  - b. Water Account Number (For Townhomes)
  - c. Renter's Insurance Declaration Page
  - d. All move in monies provided to you by your Leasing Consultant
3. Move-ins and move-outs may occur Monday through Sunday. However, no move-ins or move-outs will be permitted between the hours of 10:00 pm and 8:00 am. We suggest you arrive an hour before your scheduled move time to do your move-in inspection and any additional paperwork.
4. Keys/FOBs/Garage Openers/Access Codes cannot be issued prior to 10:00am. Please keep in mind, the office is closed on Saturdays. If you would like to move on a Saturday, your lease will begin on the Friday prior and keys will need to be picked up at that time.
5. All moving boxes and materials must be disposed of or recycled properly. They must be crushed, folded and placed in your recycle bin.
6. Tenants will be responsible for any damage to the property that may occur during the moving process, including damage to the sidewalks, landscape, siding, light fixtures etc.
7. Vehicles are not permitted to park on the lawns and sidewalks.
8. Moving vehicles may not be parked on the property overnight.
9. Moving vehicles and materials may not block neighboring driveways/garages, or prevent other residents from accessing their unit. Moving vehicles may not enter the alleyways behind townhomes.

### **Move-Out Procedure**

1. At least thirty (30) days written notice to vacate prior to move-out date must be received at the management office.
2. The term of the lease must be fulfilled, or you will be held liable for the full term of the lease, except as otherwise stated in Paragraph 21 of the Lease or a SCRA Addendum (if applicable).
3. A week prior to move-out, you must call the leasing office to schedule an appointment for a move-out inspection. The move-out inspection will be completed on your move-out day. Once you have removed all of your belongings from the apartment, a member of the Property Management Team will inspect the unit with you. At that time any items requiring excessive repairs or maintenance will be noted. The costs of repairing these items will be deducted from your Security Deposit. In the event that you fail to be present for the move-out inspection, a member of the Property Management Team will perform the inspection in your absence and you will waive any right to contest any of the items listed for excessive repairs or maintenance.
4. The apartment must be clean, including bathrooms, kitchen, appliances and floors.

Carpets must be steam cleaned/shampooed and a receipt must be provided to the maintenance/property manager. You will be charged if your unit is not left in the same condition as it was when you moved in. In addition, all appliances must be in working order with all accessories intact.

5. You will be charged for any damages to the apartment beyond normal wear and tear.
6. You will be charged for removal of trash, furniture, carpeting, etc., if it is left in the apartment after you move out.
7. Large items must be disposed of properly. They are not to be put in the dumpsters on the property.
8. The keys/FOBs/Garage Openers to the apartment and mailbox keys must be dropped off at the leasing office. Access along with a correct forwarding address for the return your Security Deposit.

## **MAINTENANCE PROCEDURES**

### **NORMAL MAINTENANCE PROCEDURES**

When reporting a maintenance problem, it must be done in writing **ONLY via Active Building**, your resident portal site. Please include your name, apartment number, your home telephone number, your work telephone number and clearly describe the type of problem you are experiencing. No maintenance request will be assigned a work order without written documentation.

### **EMERGENCY MAINTENANCE PROCEDURES**

For after hour emergencies, please call our Service Manager at \_\_\_\_ (732) 239-1133 \_\_\_\_\_. No refrigeration, no heat and leakage from any water supply are the only items considered extreme emergencies. Lack of air conditioning, a problem with roof or siding, failed circuits other than refrigeration, and any accidental loss or damage due to acts of nature are not considered extreme emergencies.

**If locked out due to an incorrect/forgotten smart lock access code, please contact the Leasing Manager at (302) 657-1344 to have your access code reset.**

***For lockouts after property management office hours, please contact Great Valley Lockshop Inc. at (610) 873-6606, and notify your property manager by email.***

For non-emergencies, please submit a work order via your Resident Portal

### **MAINTENANCE BILLING**

Tenants will be billed for any damage caused by the Tenants; their guests or visitors neglect or abuse to the property.

## **SCHEDULED MAINTENANCE**

All smoke detectors, carbon monoxide detectors, and thermostat batteries as well as furnace filter replacement will be scheduled for routine maintenance. All Tenants will receive advance notice of this scheduled maintenance. If at any time Tenant notices a problem with any of these items they are expected to contact the maintenance department immediately.

## **PEST CONTROL**

Pest Control is scheduled by the Maintenance Department. Tenants must notify the maintenance department **in writing** if they are experiencing pest problems so that treatment can be scheduled. If it is determined, that a Tenant's actions are the source of the pest problem, i.e. leaving open food containers in their kitchen, hallways, and balconies etc., the Tenant will be billed for the pest control costs. All Tenants are expected to keep their apartments in a clean and sanitary condition.

## **COMPLAINTS, ACCIDENTS AND OTHER INCIDENTS**

If at any time, you experience or witness a problem, please contact a member of your Property Management Team as soon as possible. You will be required to fill out a complaint/incident form. Every complaint/incident will be investigated. Based on the investigation, warnings and or violation notices may be given out. Habitual and/or repetitive problems or intolerable behavior may result in eviction.

## **TENANT INFORMATION**

Your privacy and security are very important to us. For this reason, no resident information or phone numbers will be released to any party without your prior written consent. Please make sure that all guests have your correct apartment number, address and/or phone number before they arrive at the property.

## **LEASE, RENT PAYMENT AND RENEWAL**

Your occupancy is governed by your lease and the rules and regulations set forth in this handbook. Please read your lease completely and contact a member of your Property Management Team with any questions you may have.

## **SECURITY DEPOSIT**

Additional information can be found in your Lease.

Upon moving out of your unit, the costs of any repairs and outstanding charges will be deducted from your Security Deposit. The balance will be returned to you within 30 days of moving out. Any unpaid Rent, Additional Rent or other outstanding charges and repair bills will

be deducted from your Security Deposit. You will receive an itemized statement showing the deductions.

Your security deposit cannot be used to pay your monthly Rent, repair bills or other monthly charges.

Security deposits will be mailed to your new forwarding address, they cannot be picked up. Please make sure to provide the leasing office or main office your forwarding address. The return check will be made out to the Tenant listed on the lease. Return checks will not be split between Tenants, made out to new Landlords or any other party.

### **BREAKING YOUR LEASE**

Please see Paragraph 21 of the Lease.

### **PETS**

Please see Paragraph 13 of the Lease and separate Pet Addendum.

### **FIRE SPRINKLERS**

Each apartment has automatic fire sprinklers installed in conformance with the applicable legal requirements. The sprinklers do not require any maintenance or setting by the Tenant. The fire sprinklers can be set off by high heat levels and open flames. Tenant will not permit any person to tamper with, touch, modify or destroy the sprinkler system or sprinkler heads provided in the apartment. In the event a Tenant accidentally or purposely sets off the fire sprinklers, the Tenant will be responsible for all damage caused by the sprinklers, including water damage to other units. If you have any concerns regarding the fire sprinklers in your apartment or how they operate, please contact the leasing office.

### **PARKING**

Tenants and guest shall park in designated parking spaces only. Any vehicle double parked, illegally or improperly parked will be towed at the owner's expense. **Commercial Vehicles are not permitted to park on the property overnight.** All vehicles shall be registered and properly insured. No vehicle shall be stored or repaired on the property. Vehicles that are abandoned, leaking fluids, an eyesore or in disrepair shall be towed at the owner's expense. There are no reserved or assigned parking spaces for residents. Parking in the fire lane is prohibited.

**Tenants living in the townhomes must park in their garages.** Street parking is available for additional lease holders and guests. Residents may not park on the aprons/driveways in front of their garages

## **LANDSCAPING/LAWNS AND LAWN SPRINKLERS**

For the benefit of all our residents, please refrain, from cutting and/or picking flower and shrubs. Residents are not allowed to plant flowers, vegetables, trees or shrubs on the grounds. Any Tenant responsible for damaging the landscaping and lawns will be held responsible for the cost of replacing the damaged plants or vegetation.

The lawn sprinklers go on and off automatically. Tenants are prohibited from modifying, tampering with or adjusting the sprinklers. Any Tenant responsible for damaging the lawn sprinklers will be held responsible for the cost of repairing or replacing the damaged sprinklers.

Children's pool, play structures, swing sets, lawn ornaments, bird feeders and bird baths are not permitted to be placed on the lawns and grounds.

## **ENTRY KEYS/FOBS**

On move in day, the Landlord will provide each Tenant on your lease with an apartment key, a mailbox key, and a fob to the building. Occupants may purchase a key or fob from the leasing office. The Landlord will retain a copy for emergencies and other access as allowed under the Lease. The Landlord will not give copies of an apartment's key or mailbox keys to any person other than the Tenant listed on the lease. In the event that you lose any key (unit or mailbox) or break it in the lock, keys will be replaced for a charge of \$25.00. The cylinder will be replaced at a cost of \$125.00. Lost or broken key fobs may be replaced for a charge of \$80.00. Lost or broken garage openers may be replaced for a charge of \$100.00. If you do not return your keys/fobs upon vacating your unit, you will be charged to replace the cylinder and keys/fobs.

## **MAIL BOXES AND DELIVERIES.**

You will be given your mailbox keys on move-in day.

**The Leasing office will not accept the delivery of packages for any Tenant.** Tenants must arrange to have packages delivered at a time when Tenant can accept delivery.

## **TRASH AND RECYCLABLES**

All trash is to be disposed of properly. Tenants are prohibited from leaving garbage in the hallways. Commercial office/off site garbage is not to be placed in the trash containers. Toxic waste and flammable materials are to be disposed of properly and are not to be placed in the trash containers.

Townhome residents will move-in with (1) trash bin and (1) recycling bin. Trash and recycling will both be picked up on once per week on Thursdays. Trash may be put out no earlier than 5:00pm the night before collection and cans must be brought back in by 8:00pm the day of collection. First violation of this policy will result in a warning. Second violation will result in a fine of \$50.00. Third and future violations will result in a \$100.00 fine. A lost

or broken bin will be replaced at a cost of \$50.00.

If a townhome resident has more trash than will fit in their bin, they should use the closest apartment trash container – bags not in a bin will not be taken by trash collectors. Townhome residents are permitted (1) bulk item per week for collection. If you have multiple bulk items, please dispose of them at the nearest landfill: **Lanchester Landfill. 7224 Division Hwy, Narvon, PA 17555**

**For apartment residents, recycling bins are set up in each garbage facility, and each bin is labeled. Please dispose of your recyclables properly.**

## **BUILDINGS, SIDEWALKS, HALLWAYS AND BALCONIES**

Neither the Tenant nor the Tenant's personal property may block or obstruct the sidewalks, halls, passages or stairs. The Tenant may not block or obstruct or place personal property at the entrance doors, leasing office entrance or on lawns or walks. No loitering is permitted in any common area including the leasing office. Bicycles, toys, carriages and carts are not permitted to be left or stored in the common areas, including the hallways, stairways and leasing office. The Landlord reserves the right to remove and dispose of any items left in the common areas, particularly the stairways, passages and entrances. Balconies are not intended for storage. Storage of personal property on the balcony is strictly prohibited.

Clotheslines or other clothes drying equipment shall not be hung or placed outside the apartment or on the balconies. Clothes and/or towels are not allowed to hang on or over the balconies. Potted plants are allowed on the balconies; however, no planter or plant box is permitted to be affixed to the railings or deck.

## **INSURANCE**

Tenants are required to obtain renter's insurance. Please see Paragraph 18 of the Lease. Proof of renter's insurance that meets the requirements of Paragraph 19 of the Lease is required prior to move-in date.

## **RULES AND REGULATIONS**

1. No tenant or occupant shall make or permit any disturbing loud noises by him/her, family, employees, agents, visitors, licensees, invitees and pets (if applicable) at any time.
2. No tenant or occupant shall play or operate any musical instrument, sound reproduction, television or radio or allow same to be played or operated in the apartment in a disturbing manner at any time during the day or night.
3. Any disorderly or boisterous conduct, which will disturb the peace and quiet enjoyment of other tenants in the Community, is absolutely prohibited.
4. No tenant or occupant shall commit or permit the commission of a breach of the peace or nuisance on the premises. All conduct which detracts from the safety, health, quiet, or quality of life of other tenants in the Community is prohibited.
5. Neither the Tenant nor the Tenant's personal property shall obstruct the sidewalks, halls, passages or stairs.



6. Tenant may not obstruct or place personal property at the entrance doors or on lawns or walks.
7. No loitering is permitted in any common area.
8. No bicycle riding, running, or roller- skating is permitted in the common areas.
9. Landlord has the right to retain a duplicate key/fob to the premises.
10. No sidewalks, lawns, or parking areas shall be used for sports, games or other recreational purposes. In addition, wading pools, lawn ornaments, birdbaths, bird feeders and any other item are not permitted in these areas.
11. The toilets and other water apparatus shall not be used for any purpose other than for which they are constructed, and no sweepings, rubbish, rags, towels, toys, hazardous chemicals, paper, ashes other substances shall be throw in them. Any cost for damage resulting to them, from misuse of any nature whatsoever shall be paid by the Tenant who caused it and shall be considered as Additional Rent.
12. There shall be no heating by kerosene stoves or lighting by lamps other than electric.
13. Gasoline, kerosene and other flammable liquids shall not be stored in the Premises or anywhere in the Community. No personal gas, charcoal or barbecue grills of any kind shall be used on the Premises or in the Community.
14. The Tenant agrees to give prompt written notice to the Landlord of any leak, flooding or other defect in the premises. Failure to notify Landlord may result in the Tenant being held responsible for any damage caused.
15. Automobiles operated within parking lots and driveways shall not exceed the speed of ten miles per hour.
16. All automobiles must be legally registered, inspected (where required) and license plates must adhere to applicable law. Failure to do so may result in the vehicle being towed at the owner's expense.
17. There shall be no overnight parking of commercial vehicles permitted on the property.
18. There shall be no repairs of any automobile in the Community.
19. Tenants, Occupants, family members, their agents, employees, visitors, licensees and invitees must give immediate notice to the Management Office of any accident or any injury to any person, or of any damage to the Premises. The Tenant must file an incident report in writing; these forms are available at the Management Office.
20. Tenant shall see that the windows and doors of the apartment are closed and securely locked before leaving the Premises. Tenant will be held responsible for any damage resulting from frost, rain or other causes in violation of this rule.
21. No air conditioning units of any kind are permitted in the windows.
22. Only the Maintenance Department can arrange to have an air conditioning unit or furnace serviced or repaired.
23. Tenant will not permit any person to tamper with, touch, modify or destroy the sprinkler system or sprinkler heads provided in the apartment. Tenant will be responsible for any damage caused by the violation of this rule. In the event that Tenant's actions set off the sprinkler system, Tenant will be responsible for all damages caused by the discharge.
24. Satellite service equipment must be installed as per the Satellite Dish Addendum.
25. Tenant shall report to the Landlord and the appropriate health authority any case of infectious or contagious disease occurring in the premises, and they shall report to the Landlord the presence of insects or vermin on the premises.

26. No signage of any type is allowed to be displayed in the windows, on the doors and buildings.
27. No Tenant or Occupant shall conduct a business in a unit or in the Community.
28. Alcohol shall not be consumed in any public area.
29. Tenants are responsible for the actions of their guests and visitors, including the costs to repair any damage caused by guests and visitors.
30. No RV, boats, personal motor crafts may be parked or stored at the Community at any time.
31. Garages are to be used for parking vehicles and not for storage purposes.

Any tenant who violates these rules and regulations will be fined up to \$250.00 for the 1<sup>st</sup> offense and up to \$500 for the 2<sup>nd</sup> offense and/or any subsequent offense. Any fines will be considered Additional Rent. In addition to issuing fines to a tenant who violates these rules and regulations, Landlord may proceed with Landlord's remedies under Paragraph 23 of the Lease.

Please contact the following utility companies prior to moving in to transfer service into your name.

**You are required to provide us with your account numbers on your move-in day or your keys cannot be released.**

---

**PECO - Electric**

**[Phone number]**

Transfer Date:

Account/Ref#:

---

**Aqua Water (Townhomes ONLY) [Phone number]**

Transfer Date:

Account/Ref#:

**\*\*\* Townhome residents ONLY**

---

***\*Ask your leasing agent for monthly rates for sewer and trash services***

**Name:**

**Apartment or Townhome#:**

**Date:**

*\*Utilities must be transferred into Tenants name prior to moving into premises. Those who fail to transfer utilities into their name will be notified and not only have their account charged back, but will incur an additional \$150.00 administration fee.*

---

**RESIDENT INFORMATION SHEET**



## MI-PLACE AT DOWNINGTOWN MOVE-OUT FORM

Upon Vacating your apartment and turning in your keys and fobs, we will make an inspection of the premises. Listed below are some of the charges that may be assessed if the damage, repair or cleaning required in your apartment exceed normal wear and tear.

*\*\*All items must be out of the unit prior to inspection or the inspection will be rescheduled and additional rent will be charged if applicable.*

**Damage and/or failure to clean will not be considered normal wear and tear. The charges are subject to change without notice and do not encompass the entire range of charges that can be assessed.**

Location	Item	Cost/Labor
<b>Exterior Doors/Sliders/Windows</b>	Entry Door	\$400.00 and up
	Deck Closet Door	\$350.00 and up
	Patio Door (Per Panel)	\$150.00 and up
	Broken Window(Per Sash)	\$100.00 and up
<b>Locks/Access</b>	Lock Out Access(Mon.-Fri. 8:00AM-4:00PM)*	\$25.00 and up
	Lock Out Access-After hours*	\$50.00 and up
	<b>*MUST BE COLLECTED AT TIME OF INCIDENT</b>	
	Entry Knob	\$75.00 and up
	Deck Closet	\$75.00 and up
	Interior	\$25.00 and up
	Lock Cylinder(per lock)	\$125.00 and up
	Keys (per key)	\$25.00 and up
	Key Fobs (per Fob)	\$50.00 and up
	Garage Remote	\$100.00 and up
<b>Lighting Fixtures</b>	Exterior	\$45.00 and up
	Bathroom	\$60.00 and up
	Dining Room	\$65.00 and up
	Flush Ceiling	\$35.00 and up
<b>Electrical Components</b>	Outlets/Switches	\$15.00 and up
	Door Bell/Cover	\$75.00 and up
	Smoke Detectors	\$65.00 and up
	Carbon Monoxide Det.	\$85.00 and up
	Circuit Breaker Box(Cover)	\$50.00 and up
<b>Plumbing</b>	Kitchen Sink	\$75.00 and up
	Missing Sink Stopper	\$15.00 and up
	Kitchen Faucet	\$115.00 and up
	Bath Sink	\$75.00 and up
	Bath Faucet	\$110.00 and up
	Tub Damage(Per Chip)	\$75.00 and up
	Toilet	\$225.00 and up
	Toilet Seat	\$35.00 and up
	Unclog Toilet(plunger only)	\$25.00 and up

	<b>Unclog Toilet using Plumbing Contractor</b>	<b>\$175.00 and up</b>
	<b>Unplug Sink</b>	<b>\$25.00 and up</b>
<b>Heating and Air Conditioning</b>	<b>Thermostat</b>	<b>\$150.00 and up</b>
	<b>Return Grill</b>	<b>\$50.00 and up</b>
	<b>Registers(each)</b>	<b>\$15.00 and up</b>
<b>Appliances</b>	<b>Refrigerator</b>	<b>\$550.00 and up</b>
	<b>Stove</b>	<b>\$450.00 and up</b>
	<b>Dishwasher</b>	<b>\$350.00 and up</b>
	<b>Washer</b>	<b>\$400.00 and up</b>
	<b>Dryer</b>	<b>\$400.00 and up</b>
	<b>Vent Hood</b>	<b>\$60.00 and up</b>
	<b>Cleaning(per appliance)</b>	<b>\$45.00 and up</b>
	<b>Appliance Repairs</b>	<b>\$75.00 and up</b>
<b>Counter Tops</b>	<b>Kitchen</b>	<b>\$450.00 and up</b>
	<b>Bath</b>	<b>\$125.00 and up</b>
	<b>Formica Repairs(per chip)</b>	<b>\$90.00 and up</b>
<b>Cabinets</b>	<b>Doors(each)</b>	<b>\$55.00 and up</b>
	<b>Draws</b>	<b>\$55.00 and up</b>
	<b>Vanities(each)</b>	<b>\$350.00 and up</b>
	<b>Removal of Contact Paper</b>	<b>\$15.00 and up</b>
<b>Screens</b>	<b>Window</b>	<b>\$35.00 and up</b>
	<b>Patio Door</b>	<b>\$65.00 and up</b>
<b>Blinds</b>	<b>36" Or Less</b>	<b>\$45.00 and up</b>
	<b>Double Window</b>	<b>\$65.00 and up</b>
	<b>Patio Door</b>	<b>\$75.00 and up</b>
<b>Interior Doors and Finishes</b>	<b>Single Door (hinged)</b>	<b>\$150.00 and up</b>
	<b>Sliding Door(each)</b>	<b>\$65.00 and up</b>
	<b>Bath Mirror</b>	<b>\$200.00 and up</b>
	<b>Bath Accessories(each)</b>	<b>\$25.00 and up</b>
	<b>Missing or Damaged Door Knobs</b>	<b>\$25.00 and up</b>
	<b>Damage to Door</b>	<b>\$25.00 and up</b>
<b>Flooring</b>	<b>Carpet Spot Clean</b>	<b>\$50.00 and up</b>
	<b>Carpet Cleaning</b>	<b>\$140.00 and up</b>
	<b>Carpet Replacement</b>	<b>\$1,000 and up</b>
	<b>Vinyl Flooring Repair</b>	<b>\$35.00 and up</b>
<b>Cleaning</b>	<b>Vacuuming</b>	<b>\$150.00 and up</b>
	<b>Kitchen</b>	<b>\$50.00 and up</b>
	<b>Trash/Furniture left in unit(per item)</b>	<b>\$75.00 and up</b>
	<b>Dirty Bathrooms(Floors, Toilet, Vanity)</b>	<b>\$50.00 and up</b>

	Dirty Tubs/Tile	\$25.00 and up
<b>Painting/Wall Repairs</b>	<b>Painting(beyond normal wear &amp; tear)</b>	<b>\$100 and up</b>
	Wall repairs(per dent hole)	\$75.00 and up
	Stained/Damaged Ceilings	\$200.00 and up
	Removal of Wallpaper	\$200.00 and up

For items not listed cost will be calculated at a rate of: Material cost Plus Labor (\$85.00/HR; \$150.00/HR After hours)

*\*Please contact management about a payment plan if charges are more than what is being held in security so you can avoid your account going into collections.*

**Apartment #** \_\_\_\_\_

\_\_\_\_\_  
Tenant Signature Date

\_\_\_\_\_  
Tenant Signature Date



We would like to take this opportunity to introduce our company FP Management as the property managers for your new home. As your managing agent, we are confident that you will enjoy living here. Below is key information you will need.

**YOUR PROPERTY MANAGER IS:**

**Deana Turner**

79 Gendry Drive,  
Downingtown, PA 19335

**Phone- (717) 855-8222**

**[DTurner@fernmoorhomes.com](mailto:DTurner@fernmoorhomes.com)**

Leasing office hours are Sunday – 10:00am-5:30pm, Monday – 10:00am – 5:30pm, Tuesday – 10:00am – 5:30pm, Wednesday – 11:00am – 7:00pm, Thursday – 10:00am – 5:30pm, Friday – Closed, Saturday – Closed

**IN CASE OF EMERGENCY - Dial 911**

**PAYING RENT**

Rent is due on the 1st of each month, and may be mailed or delivered to our office. Make checks payable to: **FP Management LLC**

Rent may be paid by personal check, money order, cashier's check, or through your Tenant portal at <https://fp.myresman.com/Portal/Access/SignIn/MPS>.

You may also go to the Mi-Place website at [www.mi-placedowningtown.com](http://www.mi-placedowningtown.com) and click the "Resident Portal" tab to Pay Rent. **NO CASH PAYMENTS WILL BE ACCEPTED.** E-Payments will be reflected in your Tenant ledger immediately after submitting the payment. All other forms of payment may take up to 72 hours to be reflected in your Tenant ledger.

**Remember that late charges are assessed on the 6th of each month. After that time, payments will only be accepted in the form of a money order or cashier's check.**

Please put your name and rental address on your check/money order every time to ensure that you are properly credited with the payment. Be sure checks/money orders are completed with names of payer & payee.

**FP Management will not be responsible for cash or incomplete money orders left on the premises.**