

Policy Book

Included within this policy book you will find valuable information regarding your apartment, Brunswick, rules and regulations along with contact information to help enable an enjoyable residency.

The policies set forth within this book are part of the original lease and any violation of these policies is a violation of the lease.

**Welcome to Brunswick Apartments!**

3205 Brunswick St.

Danville, IL 61832

Email: brunswick1@comcast.net

PHONE NUMBERS

Brunswick Office: (217) 442 – 1212

Emergency After Hours: Laurie (217) 304-0367

 Gary (217) 474-5720

HOURS

Monday – Friday: 10 am to 5 pm

**Utilities & Important Phone Numbers**

**Telephones:** You are responsible for obtaining your own telephone service if you choose.

**Utilities:** Prior to occupying the unit, electric must be turned on and in the name of any one of the lease holders for the entire term of the lease. Failure to pay utilities when due to the utility company will be considered a violation of your lease. In the event that any utility bill is not in your name and Brunswick is sent the bill, it will be charged to your ledger and due immediately upon receipt. Upon move-out, you will be required to contact the utility company and have the electric service put back in Brunswick’s’ name.

**Payments:** Payments are due on the 1st of every month. Brunswick allows a grace period until the 5th of each month. Payments not received by the close of the business on the 5th (regardless if the 5th is a Sunday or Holiday) will be assessed a 10% late fee. ***Payments coming by mail or made online must be received by the 5th, NOT postmarked or initiated by the 5th.***  If payment is not received by the 10th, a 5 day Notice of Termination will be delivered to your apartment. There is a $25 fee for any Notice sent out.

Unpaid late fees will be deemed to be unpaid rent for the purposes of the five-day statutory notice requirement for unpaid rent and any payments received by Brunswick shall first be applied to unpaid late fees, damages and utilities.

Brunswick accepts checks, money orders, and cashier’s checks. Brunswick also accepts online bank payments made through your banking institution. You may also use a credit card, debit card, or your checking / savings account online by going to: **https://firstsite.residentportal.com/resident** and clicking the ‘Get Started’ option. **Please note: any online payments take 72 business banking hours to process so please do not wait until the 5th to initiate payment***.*

For your convenience there is a mail slot/drop box in the door of the office for payments to be dropped off at the office after hours.

**Smoke Detectors:** Smoke detectors are positioned inside every apartment. These alarms are designed for resident safety - please do not tamper or remove these alarms in anyway. Removal or tampering with the smoke detectors is a fire code violation and will be considered a lease violation subject to a ten-day notice of termination and all costs to repair / replace the detectors will be charged to the unit’s account.

**Parking:** Cars shall be parked only in the designated areas. Any cars driven and / or parked on the grass, yards, or sidewalks will be towed at the owner’s expense. Cars must be parked in compliance with the town’s parking ordinances. Parking is limited to 2 spaces per apartment.

**Cable & Internet:** To order cable or internet service you may contact the service provider of your choice. In the event that you choose to initiate satellite dish service please follow these guidelines set forth by Brunswick Apartments. Failure to abide by these rules set forth may result in a fine as well as cost associated with removal and disposal of improperly mounted satellite dishes. Guidelines are as follows:

* The dish may not be attached to the building in any way
* The dish may not be visible to the public in any way
* There may not be any wires hanging loose from the building or windows
* All dishes must have written permission for installation and acknowledged by Brunswick Apartments
* Any dish not removed after tenancy will be removed at the tenants’ expense and cost may be deducted from the security deposit

Brunswick will remove any dishes that are not installed according to the aforementioned guidelines at the tenants’ expense.

**Lease Violations:** If you are in violation of your lease, you will be served with a 10-day Notice of Termination and charged a $25 service fee. In addition, any costs incurred for repair / cleaning will be charged to your account and due immediately upon receipt of the bill. If you are in violation of your lease, a meeting will be set up at the Brunswick office with the Property Manager.

Lease Violations include, but are not limited to:

* Sanitation Violation ($100): you are required to keep your home in a manner consistent with the rights of other residents of the building in accordance with any Federal, State, or local laws or ordinances. You shall not permit rubbish, waste materials or other products to accumulate upon the premises and shall keep your home in a sanitary condition at all times. If you are found with food exposed or aluminum foil on the stove, you will be considered in violation of your lease and issued a 10-day notice.

 In addition, if you are in the process of terminating pests or are about to begin the termination process, all costs incurred for termination will be charged to your account and due immediately upon receipt of the bill.
* Foil Violation ($150): Foil can cause damage to the stove, circuits, and elements requiring it to be replaced. Should Brunswick find foil on your stove, you will be assessed a $150 fine along with a 10-day notice.
* Noise Violation: in the event that a complaint is taken against your unit for disturbing your neighbors, you will be sent a noise violation. After your second noise violation, you will be subject to a 10-day notice and a meeting will be set up at the office with the Property Manager.
* Pet Violation ($500): No unauthorized pets shall be permitted upon the premises. This applies whether the pet is owned by the resident or another individual. If you are found with an unauthorized pet, you will be served with a 10-day notice and a meeting will be set up at the office with the Property Manager. If the pet is not removed within 24 hours of receiving the notice, Brunswick reserves the right to have the pet removed without notice to the resident. The residents will be responsible for any cost associated with restoring the unit from any and all pet damage (smells, dander, hair etc.).
* Trash ($50 per bag):dumpsters are provided for trash removal. Please do not allow garbage and trash to accumulate in your apartment, in front of your unit, or on your patio. Brunswick will charge the apartment $50 per bag for trash removal.

The resident may not make any changes, temporary or permanent, to the unit. In addition, the resident may not install an air conditioner or satellite dish without prior written consent of Brunswick.

**Patio:** Please keep your patio free of clutter at all times. Please do not store any personal belongings or furniture on your patio. Any patio found in an unsanitary condition or with personal belongings on it will be charged an initial fee of $75 plus the costs of clean up or repair.

**Window Screens/Blinds:** Damaged or missing screens/blinds will be replaced at a charge to the resident. Brunswick will replace the screens/blinds without notice to the resident.

**Lost Keys / Re-Keyed Units:** Should you request to have your unit re-keyed or you have lost your keys resulting in a unit re-key, you will be billed for the service.

**Important Information**

**Move-in & Move-out Inspections:** Brunswick performs an inspection with the residents upon their move-in and their move-out. At this time, we will note any necessary repairs and the condition of items in your apartment.

**Move-in Inspection:** A Brunswick agent completed an inspection of your apartment and noted any wear / tear in a detailed inspection form. Please review this inspection form and confirm all notes taken by the agent. You will then be required to sign the form agreeing with its contents and a copy will be given to you. You have 24 hours from the date the inspection was signed to add additional comments to your copy of the inspection form and turn it into the office; please contact the office if there are any necessary repairs which were found during your inspection. If the office does not receive your adjusted copy, we will use the original inspection at the time of your move-out.

**Move-out Inspection:** When you choose to move-out of the unit, you will be required to complete a Vacate Report at least 30 days before the expiration date of your lease. While completing this form you must also schedule a move-out inspection time with the office. If you fail to be present or not ready for the inspection time, **a fee of $100** will be placed on your account. You will also be given a detailed move-out preparation checklist. This checklist is an exact account of what our agents will be inspecting at your move-out inspection. The Brunswick inspector will use the same form completed during your move-in inspection to perform the move-out inspection. Any repairs necessary that are not normal wear and tear, and cleaning and / or painting required at this time will be charged against your security deposit.

Keep in mind, any modifications made to the apartment by a resident will be reversed at the cost of the resident(s). Examples of these items are listed below:

 *Changing blinds to a different color / style*

 *Wall paper / border*

 *Painting*

 *Towel / coat racks*

 *Bathroom racks*

 *Closet organizers*

 *Patching any holes / walls*

When the inspector(s) has completed the move-out inspection, he / she will go over the inspection findings and explain them to you. After the explanation, the inspector will ask the resident to sign the inspection sheet and a copy will be given at that time.

**Security Deposit Charges:** Any charges incurred to your residence during occupancy will be charged to that unit. Brunswick will issue invoices for any charged item. Residents will be billed monthly for damages as they occur- **these items are payable upon receipt of the bill.** Any cleaning charges, repairs necessary for damages above normal wear / tear necessary at move-out, and any unpaid rent or utilities will be charged to the account. Brunswick will charge a fee for any cleaning, painting or damages that are done

**Common Area:**  Common area damages are defined as being anything on the property that would result in either cleaning or repair. Common area charges will be a shared charged to all residents of the complex. Damages include, but are not limited to:

* Damage to mailboxes and / or equipment
* Damage to buildings which is done to siding, doors, fixtures, etc.
* Garbage bags, loose trash, or furniture being left on property and not place accordingly in the dumpster (if Brunswick is unable to determine the unit it belongs to)
* Breaking up parties in parking lots
* Damage to grills or picnic areas

**Maintenance Work Orders**

The maintenance department is available 24 hours a day, **emergency on-call service being at 4 pm Monday – Friday and weekends / holidays.** To report maintenance service request please call the office. For after-hours emergency please call **(217) 474-5720** or (217) 304-0367. Upon entering an apartment, the maintenance staff member will announce themselves and make sure that all residents are aware of their presence. A Maintenance Tag is hung on the outside door knob so that a resident who is entering the apartment is aware of the presence of the maintenance personnel. After work is completed, maintenance will fill out the portion of the tag with an explanation of repair, replacement or period required for completed.

For on-call / after-hours maintenance please call **(217) 474-5720 or (217 304-0367.** We respond to the following requests on-call and after hours:

* Frozen / Broken water pipes
* No heat
* Water leaks causing property damage
* Criminal damage to property
* Broken locks on entry doors
* Lockouts ($25 at the time of service is due. If you are unable to pay at the time of service you will receive a bill for the on-call hourly rate of the maintenance technician which is approximately $80.)
* Fire

Failure to report any maintenance needed in your apartment will result in a 10-day Notice of Termination. Unreported maintenance issues can lead to greater expenses with time so please take advantage of our 24 hour maintenance service. If a work order is not reported to maintenance in a timely manner, residents will incur the charges for repair at Brunswick’s discretion. On-call rates are in effect if there is a call placed after 4 pm Monday – Friday and weekends / holidays.

LESSEE shall have a period of fourteen (14) days from their initial possession date to notify LESSOR in writing of any pests in the leased premises, including bed bugs. LESSOR shall treat the leased premises for pests at its own expense if such notice is received within the fourteen (14) day notice period. However, if no such notice is received from the LESSEE within the fourteen (14) day period, then any future cost of treatment for pests, including bed bugs, shall be at the expense of the LESSEE.

It is strongly recommended that you purchase a toilet plunger. Plunging a toilet is the resident’s responsibility. If maintenance is called to plunge a toilet and foreign objects or excessive toilet tissue is found to be the cause, the residents will be charged for this service. Please remember that no feminine hygiene products and / or paper towels are to be flushed down the toilet.

**Please do not pour any drain cleaner down any of the drains in your apartment.** Please contact the office at (217) 442-1212 if any drains are clogged. Do not use “Drano” or any other drain cleaning product as it is harmful to our maintenance technicians. Brunswick strives to make sure that all aspects of your apartment are functioning properly, so please call the office immediately to unclog any drains.

**Air Conditioning / Heating Unit:**  The air conditioning unit should be set at 72 degrees in order for the apartment to cool slowly. After the apartment starts to cool, the thermostat may be set to a lower temperature. Do not set the air conditioning thermostat to the coldest setting as it will cause the unit to freeze. If the unit freezes it could take a minimum of 24 hours to thaw and the residents will face charges for repairs. During colder time periods, please leave the heat set at 70 degrees to prevent pipes within the apartment from freezing. There is a **$200** penalty for apartments which are found with the thermostat setting on ‘OFF’. In addition, please keep all furniture pulled away from baseboard heaters to prevent fire.

**Renter’s Insurance:** Brunswick does not provide insurance for resident’s personal property. In the even that your personal property is stolen, damages or ruined due to flood, fire, power surge, etc., your personal property will not be covered or reimbursed by Brunswick.

Brunswick recommends renter’s insurance to all residents. Renter’s Insurance is easily obtainable and can be purchased at a low cost with an insurance agent of your choice.