



POLICIES AND PROCEDURES HANDBOOK

We are very pleased you will be living at Sunchase. In an effort to make your time here an enjoyable experience for you and your neighbors, we have compiled this handbook. **Upon the signing of your lease agreement, you, your guarantor and your guests acknowledge the policies and procedures specified herein.** These 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!

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

- The Virginia Residential Landlord Tenant Act
- The Lease signed with Sunchase Apartments
- 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: 9:00 a.m. to 6:00 p.m.

Saturday-Sunday: 12:00 p.m. to 4:00 p.m.

Office (540) 442-4800
After Hours Maintenance (540) 383-3815 - For emergencies and lock outs
Fax (540) 442-4815

TABLE OF CONTENTS

1- Introduction	9- Appliances, Plumbing, & Walls
2- Important Contacts	10- Lease Takeovers, Subleases, and Transfers
3- Paying Rent	10- Occupancy Standards
3- Renewing Policies	10- Safety & Services
4- Emergency Maintenance Service	11- Exterminating
4- Cold Weather Reminders	11- Packages
5- Maintenance and Management Entry	11- Alterations
5- Conduct and Noise Complaints	11- Clubhouse and Amenities
6- Smoke Detectors	12- Pool Policies and Amenities
6- Lockout Service	13- Overnight Guest(s)
7- Pets	13- Security Deposit Return
8- Trash & Recycling	14- Condition Reports
8- Parking & Vehicles	14- Vacating Guidelines
9- Bicycles, Motorcycles, and Mopeds	15- Cleaning Guidelines
9- Utilities	16- Mold and Mildew Prevention

POLICIES AND PROCEDURES

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.

IMPORTANT CONTACTS

Emergency Services	911
Police Department (Non-Emergency)	(540) 434-4436
Fire Department (Non-Emergency)	(540) 434-6452
Poison Control Center	(540) 433-9706
Admiral Security (On Call Cell)	(540) 236-4536
Animal Control	(540) 437-2671
City of Harrisonburg	(540) 437-2670
Daily News Record	(540) 574-6200
Department of Motor Vehicles	(540) 433-8009
Elauwit (Cable and Internet)	(800) 611-9837
FedEx	800-GOFEDEX
Harrisonburg Electric Commission (HEC)	(540) 434-5361
HEC After Hours	(540) 434-5363
JMU General Information	(540) 568-6211
K.A.R. Towing	(540) 908-4424
Recycling Department	(540) 434-5928
Rockingham Memorial Hospital	(540) 433-4100
UPS	(800) 782-7892
US Post Office	(540) 574-4436
Voter Registration	(540) 433-2150

PAYING RENT

During office hours you may pay rent at 1941 Sunchase Drive, inside the clubhouse. After hours, you may drop your payment in the labeled Rent drop slot located in the 24-hour mail room. You can also make payments through your online Resident Portal accessible through Sunchase.net. Service fees apply for credit and debit transactions, E-Checks are FREE. If mailing rent, please send in advance to:

Sunchase Apartments
1941 Sunchase Drive
Harrisonburg, VA. 22801

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 10% late fee plus attorney's processing fee of \$40.00 are automatically charged on the 6th of the month for any balance. Please remember to allow extra time for holiday and weekend mail delivery. Also remember you are rent responsible for your apartment from the lease start date until the end date, regardless of whether you are occupying the apartment or not. Rent is considered late if received after the 5th regardless of weather, holidays, or other delays.

Installment Leases: Your rent will be paid in 12 equal installments. **Rent is due the 1st of every month.** For example, if your lease starts on July 15 your first month's installment is due to the office on July 1 and if your lease ends on July 5 your last installment will be due the preceding June 1. Please contact the leasing office for further information for your specific lease agreement.

Please write your building number, apartment letter and bedroom number on your payment. No cash or post-dated checks will be 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 or cashier's check must be submitted. Any partial payments to your Sunchase balance will be accepted with reservation.

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 or emailed from Sunchase upon notification from our bank. In addition to a returned check fee, late fees will be applied in accordance with your lease. Your account will be considered delinquent until all rent and fees have been collected. **Sunchase reserves the right to refuse personal checks if the resident or guarantor has had a check returned due to insufficient funds**

Financial Aid Addendum: If you are a full time student, and are reliant upon financial aid to cover your living expenses, you are still required to make all rent installment payments on time. Sunchase does offer a Financial Aid addendum so a student may defer payments until they receive their refund portion of the Financial Aid award for the Fall and Spring semesters. Please contact the office for more details, or to request a Financial Aid Addendum. Sunchase cannot reverse any fees or fines resulting in non-payment of rent if you are reliant on financial aid and do not contact the office in advance.

RENEWING POLICIES

If you have renewed your lease with Sunchase, please adhere to the following policies:

In the event that all current co-residents residing in the premises do not renew for the additional term, I do hereby agree to the following policies regarding the shared-leased premises and common area:

Inspection of the Premises: Sunchase Apartments will inspect the premises when the vacating co-resident(s) current lease expires, and it will be inspected upon such time as the tenancy is terminated and upon delivery of possession of the Premises to Sunchase Apartments.

Charge to Deposit: Any renewing resident may be responsible for the pro-rata share of the cost to repair any damages to the shared premises.

Timing of Inspection: Sunchase Apartments will retain the full amount of the security deposit until the expiration of the renewal lease, and any subsequent renewal leases, and until termination of tenancy and delivery of possession of the Premises is granted to or recovered by Sunchase Apartments.

Monthly rent installments are payable by the first day of the month, even though your renewal lease may start in the middle of the month. In the event a monthly payment is received on or after the 6th of the month, Resident agrees to pay the late fee.

Lease Terms: Landlord hereby leases to Resident, and Resident hereby rents and hires from Landlord, upon the terms and conditions herein set forth, the Bedroom, Bathroom, and the Shared - Leased Premises, both as defined herein and sometimes referred to collectively as the "premises", for the term commencing at noon on (see renewal contract), and ending on (see renewal contract).

EMERGENCY MAINTENANCE SERVICE

We provide emergency service after normal business hours for the situations listed below. Please call (540) 383-3815 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 HEC)
- Loss of heat
- Burst plumbing or flowing water
- Sewer back up
- Heavy rainwater leak
- 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:

- Loss of hot water
- Inoperable refrigerator
- Inoperable range
- Clogged commode (residents are asked to plunge first)
- Stopped-up sink
- Stopped-up tub
- Loss of A/C-Response will be at the discretion of management

OPTION 3:

Non-Emergencies: 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

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 in the winter. **Management reserves the right to set the thermostat to 65 during the winter if the resident(s) have the heat set below that.**

•Lack of heat is considered an emergency; please call our emergency maintenance at (540) 383-3815. 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 the heat will be sure to reach the pipes when it is 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.

•If your thermostat is indicating it is using “Emergency Heat” for an extended period of time, or your HVAC unit’s fan does not cut off, please contact the office immediately. This means your system is using only electric to produce heat. This will lead to substantially higher electric bills.

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 away from the sidewalk so that we may be able to fully access all sidewalks to be cleared. As most vehicles are front wheel drive, please back into a parking space before the snow fall begins. Sunchase is not responsible for damage to any vehicles that could not be properly parked due to stormy conditions or that are parked with the vehicle hanging over the curb.

•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 and current parking spaces. Do not put snow from your vehicle or parking spot onto a sidewalk. Please push all snow into the parking lot to be moved by the snow plows. Residents found to have pushed snow from their car onto the sidewalk are subject to at least a \$50.00 fine, and persons parked in labeled guest spots may be towed at owner’s expense.

24 hour emergency maintenance is available; please call 540-383-3815 for an emergency situation (night or day) regarding any heating concerns or the possibility of frozen pipes.

MAINTENANCE AND MANAGEMENT ENTRY

The Sunchase Maintenance and Management Staff, as well as contracted employees, have the right to enter apartments for inspections, repairs and cleaning. Notice will not always be provided; however, they will always knock first and announce upon entry. Keep this in mind if one or more of your roommates has turned in their keys and moved out, our Turnover staff will begin preparing the vacant bedroom(s) for the incoming resident(s). Any vacant room found to have an unauthorized occupant will cause the current residents in the apartment be subject to a fine equal to at least one month’s market rent of the room or \$500.00, whichever is greater. That unauthorized occupant must vacate the premises immediately. The current residents of the apartment will then be liable for the entire cost of turnover on that room, including any damages and utilities in full. The Common Area will be assessed for damages at the time any one or more of the roommates’ lease ends. Copies of the Turnover Calendars are available upon request starting in May preceding the first June move outs, so residents may have an idea of when to expect staff and contractors in their apartment.

CONDUCT AND NOISE COMPLAINTS

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

(See Section 21 of your lease, “Quiet Enjoyment/Use of Premises”.)

Most noise complaints result from boisterous behavior or loud stereo systems. Noise of this nature travels 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 travels.

There is a noise ordinance in the City of Harrisonburg. We will provide a copy of the Harrisonburg 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 relatives and any uninvited guests who might enter Sunchase whether such actions are known by you or not. All costs incurred by the Landlord to repair any damage including but not limited to any leased space, common areas, exterior of the building, other rooms in your apartment, etc. as a result of a party or gathering, or the actions of your guests whether invited or not will be your responsibility.

SMOKE DETECTORS

You are responsible for making sure that your smoke detector stays in good working condition during your occupancy of the premises. Smoke detector alarms are installed to give you early warning of dangerous smoke. Your smoke alarm is equipped with a back-up battery. If a back-up battery should fail during your occupancy, you should replace the 9 volt battery or if you need further assistance, 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. We appreciate your cooperation.

FIRE ALARMS: In the event of a fire, pull the fire alarms located in the breezeways of each building. **This alarm does not automatically call the fire department so you will need to call 911.**

LOCKOUT SERVICE

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

During business hours: A key may be borrowed from the office. This key may be used free of charge but must be returned by the close of business that day. Failure to return this key within the allotted time can result in the replacement of the lock and you will be charged for the cost of the re-key (minimum \$65.00). You will need to bring in a photo ID to borrow a key and this ID will be held by the management office.

After business hours: Please call (540) 383-3815. A Sunchase representative will respond to your call as soon as possible. **A minimum fee of \$65.00 will be charged to your account for this lockout service.** Only residents on the lease may obtain a key and must provide identification. Attempting to gain entry by other means is prohibited.

When a change of resident(s) 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 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. Proper identification will be required 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.

Important: 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 prior to your return to make arrangements for obtaining your new key.

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:

A maximum of two (2) pets are allowed per apartment on a first come first served basis. All residents in the apartment must sign a Pet 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 dogs, cats, and rabbits.

Certain breeds of dogs are NOT permitted on the Sunchase premises:

- Pit-bull/Pit Bull Terriers, Staffordshire Terriers
- Rottweilers
- Doberman Pinschers
- Chow Chows
- Wolf – hybrids
- Alaskan Malamute
- Presna Canarios, Canary Dog (different name same breed)
- Cane Corso

We do not require a pet addendum for caged/enclosed animals such as: fish, birds, hamsters, gerbils, guinea pigs, etc.; however, the Pet Approval/Objection Form is required before you bring these animals onto Sunchase property. All of these types of animals must be housed in a pet specific container. Furthermore, residents understand that they are responsible for any damage caused by any animal whether approved by management or not.

Fish tanks cannot exceed a total volume of 20 gallons.

In signing a Pet Addendum (required for dogs, cats and rabbits), resident must agree to the following:

•Resident agrees to pay Landlord a one-time deposit of \$150.00 at the signing of this lease addendum. This acts as an additional security deposit for pet related damage. In the event of other damages or unpaid rent/fines/fees, landlord reserves the right to apply the Pet Deposit towards those charges on the resident's account.

•Resident agrees to pay Landlord an additional pet rent of \$25.00 PER MONTH + rent for the privilege of keeping domestic pets on the premises. Pet rent 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.

•**Unregistered pets (not registered through the office) will result in a \$500 fine** to the resident in addition to paying the fees/deposit as stated, and sign the Pet Addendum, or remove the pet from the premises.

•No more than 2 pets are allowed in any apartment.

•No aggressive-breed dogs, reptiles, or ferrets are allowed at Sunchase. Management reserves the right to turn away animals based on behavior.

•Puppies under 1 year of age are not permitted but will be considered for approval under the discretion of management and are subject to additional fees.

•Resident agrees to take full and complete responsibility for the behavior and actions of the 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 30 days after the written notice.

•Resident (Owner) 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 and on a leash. Dogs may only be unleashed in the Bark Park (located between 1940 and 1948).

•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.

•Cleanup of dog feces is the Resident's (Owner'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's (Owner's) account.

•Pets are required to wear identification tags at all times, on which the owner's name and phone number/address should be listed.

•A color photograph of the pet must be submitted to management.

•Pets are not permitted in the clubhouse, fitness center, business center, or pool.

•Pets are not permitted to stay overnight or for any period of time without completion of the pet addendum, paying the \$150 pet deposit (to be retained until the end of the lease agreement), and paying the \$25/month pet fee.

TRASH & RECYCLING

Dumpsters are located by the main entrance, on Chase Court, next to building 1933 and in front of building 1948. Garbage is to be removed from your apartment twice a week to prevent health hazards. Costs incurred in Landlord removing trash not placed in the proper receptacles will be charged to the resident. The charge for trash removal is \$50.00 per bag to the apartment responsible. The charge for glass, cigarette butt, and biological waste removal is \$500. If a cigarette butt causes any type of fire, regardless of damage, an additional \$500 fine will be charged. Any trash items found in the breezeways or anywhere on the property will be charged accordingly to the residents.

Sunchase has provided recycling containers at each end of the community. These containers are located in the corrals near building 1913 and building 744. The recycling dumpsters are labeled with what can and cannot be recycled.

PARKING & VEHICLES

Each Sunchase resident will receive one parking sticker for their registered vehicle. To obtain a parking sticker each resident must provide a valid driver's license and a vehicle registration to the management office. The parking is not guaranteed and is available on a first-come, first-serve basis. Sunchase does provide a limited number of guest spaces. The guest lots are located at: around the clubhouse main entrance extending around to the maintenance shop, the lower lot between 1914/1916 and the annex buildings (720-744), the lower section of the annex parking lot by the dumpsters, the upper section of the annex parking lot by the bus stop. The guest spots are accordingly labeled. There is a 72 hour maximum Guest parking limit.

Any vehicle parked illegally, even with a sticker, can be towed at any time without notice at the vehicle owner's expense. Unfortunately, towing is necessary to keep fire and traffic lanes clear.
SUNCHASE WILL NOT REIMBURSE FOR TOWING.

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. Please note: we do not allow R.V.s or trailers to be parked on our property.

A temporary parking pass is available to residents in the event they have a temporary vehicle or for a visiting parent or guarantor. All other guests must park in a guest spot. These passes are available in the management office during office hours or in the clubhouse until midnight and are good for one week. A vehicle registration and ID are required to obtain a temporary pass.

BICYCLES, MOTORCYCLES AND MOPEDS

Bicycles should be properly stored on Sunchase property. Bike racks are provided throughout the property for bike storage; otherwise, residents should store their bikes in the utility room of their apartment. At no time can they be stored 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. Sunchase reserves the right to cut the chain and remove any parked bicycles or mopeds found in the breezeways. Sunchase will not reimburse the resident for the chain. Bicycles that appear to be abandoned will be removed during the summer months. Mopeds and motorcycles are prohibited inside apartments.

UTILITIES

All of your basic utilities are included in your lease with the exception of electricity. Electricity will be billed to each resident's online Resident Portal. You will receive an invoice in your Sunchase mailbox every month with your balance owed. Any unpaid balances may incur late fees in accordance with Sunchase late fee policy. You may pay your rent and electric bill at one time either in person or online with your Resident Portal.

Please note that you are responsible for the electricity 5 business days after your lease expiration date so that any work attributable to you (i.e. cleaning, floor work, etc.) can be done.

INTERNET AND CABLE ACCESS

Cable and internet lines, ports and service inside the apartment are neither maintained nor altered by Sunchase. Boingo Networks is our provider. Sunchase is not responsible for any loss of service or interruptions. Contact Boingo at (800) 611-9837 for any questions or problems. **Alterations or additions such as phone jacks may be installed only with your property manager's approval.** Each bedroom has a cable jack and wireless internet (property wide access), and each common area has a cable jack. Sunchase does not provide Ethernet ports in the common areas or guarantee service to the ethernet ports in each individual bedroom. Boingo provides property wide Wi-Fi service for Sunchase residents and their guests. Residents may not set up or use their own personal router. Upon moving in, residents must set up a free account with Boingo and register each of their devices (up to 8 per resident) to use the service. Visitors and Guests may create a guest account that must be renewed every 24 hours. Please contact the office for more instructions on how to set up a new account to use Wi-Fi. If your TV is not capable of receiving digital signals, please purchase and bring your own QAM converter. Newer TV's do this automatically, but some older models do not.

APPLIANCES, PLUMBING & WALLS

Apartments are equipped with a washer and dryer, dishwasher, microwave, range, refrigerator and appropriate locks. No other major appliance or other equipment may be installed in any apartment home without written permission of the Landlord. You are responsible and will be charged for any misuse or abuse of the appliances, furniture 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 (540) 383-3815 for assistance. **Do not flush paper towels, cotton swabs, tampons, condoms, diapers or any foreign object down drains.** Sunchase reserves the right to charge for unclogging toilets when it is determined any of the items listed above caused the clog. There may be a charge for removal of any foreign objects as well as any resulting damages.

Walls: When hanging anything on the walls please use nails and screws only. Double-sided tape, poster putty and glue are strictly prohibited and the removal of it can cause damage to the walls that will be charged back to you. Nails, screws, and tacks only please.

LEASE TAKEOVERS, SUBLEASES AND TRANSFERS

There are options available to you in the event that you wish to vacate your apartment early or do not wish to occupy your apartment for your signed lease period. In any circumstance, the tenant will be required to find their own takeover or sublease tenant. The tenant is not released from any financial or legal obligations until the takeover or sublease paperwork is completed by all parties and approved by the Property Manager. There are specific fees associated with takeover and sublease procedures due before paperwork approval and completion. Any resident that has an unauthorized/unapproved Sublease or Takeover occupying their room will cause the current resident to be fined either one month's market rent on the room or \$500.00, whichever is greater. That unauthorized occupant must then vacate the premises immediately. Please contact the Leasing Office for more information on Lease Takeovers or Subleases.

TRANSFERS

A transfer will be done in any situation in which the current resident needs 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.

A current resident wishing to move to another room/apartment will be required to pay a new deposit and restoration fee in addition to a transfer fee, and will be required at the time the transfer is requested. If a replacement is found for the original apartment this fee may be waived.

A future resident (pre-leased) can move to an available room at no additional cost.

OCCUPANCY STANDARDS

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

Four Bedroom - occupants related - 2 people per bedroom/ Maximum of 4 people

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 months.

SAFETY AND SERVICES

There is a maximum occupancy limit of 20 per apartment for all gatherings. Residents may have no more than 20 people in the apartment at one time and no more than 6 on the balcony at one time.

The entire apartment should be kept free of trash and debris, including all doorways, hallways, utility rooms, balconies, entry landings and stairways. No dangerous or flammable fluids should be kept inside the apartment

and especially not stored in any utility room. 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, bikes, large boards, banners, signs, 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, loosened or removed by anyone.

Broken windows or doors 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 (540) 442-4800. Please do not run any wires across any doorway or any floor.

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 resident request** which will allow residents to restrict the window opening. It is reported that children 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 residents 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 (540)-442-4800 if you have any questions or concerns about window stops, window safety or additional window protection.

EXTERMINATING

If you would like to have your apartment exterminated at any time during the year, please call (540)-442-4800. We provide preventive pest control throughout the year. If the premise needs to be exterminated at any time due to, but not limited to, fleas or bed bugs, the resident(s) will be charged for any and all treatments.

PACKAGES

Sunchase is happy to accept a package for you if you or your roommates are not home during the time of delivery. You may need to leave notice for the carrier to leave your package with Sunchase. Please make sure that you pick up your package within 5 days of delivery and have your ID with you. Packages not retrieved within 5 days could be returned to sender. Sunchase is not responsible for the delivery of any packages. Sunchase will attempt to notify you over email and text message when a package is received for you in the office, however we cannot guarantee we will always be able to send texts or emails. If at any time you wish to have a package forwarded to a different address, Sunchase will charge a minimum \$50.00 forwarding fee to the resident's account that must be paid before we attempt any package forwarding

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 at the end of your lease term. No signs, lights, sheets, blankets, cardboard, banners or antenna wires, etc. may be installed on the exterior premises, sprinkler heads, or in the windows.

Should the resident choose to paint their leased apartment/room, the resident is responsible for returning the walls to their original condition and color.

CLUBHOUSE AND AMENITIES

As a Sunchase resident, you are entitled to use the Sunchase Clubhouse and amenities at no charge. There is however a charge to rent the clubhouse for individual functions. The Sunchase Clubhouse includes: a business center, clubroom and kitchenette, gaming table, gaming systems (Wii, Xbox 360) and a 24 hour fitness center. Sunchase exterior includes: the swimming pool, grilling station, and fire pit. All of these amenities and clubhouse facilities are for the use of residents only. Any guests must be accompanied by the resident at all times. The resident is responsible for the actions of their guests while on the property including but not limited to use of the amenities/clubhouse facilities.

POOL POLICIES AND REGULATIONS

POOL HOURS: Monday-Friday 9:00am – 10:00 pm Saturday-Sunday 12:00pm – 10:00pm

GUESTS: In an effort to allow all of our residents to enjoy the pool, we require all guests to be accompanied by a resident. Each resident is permitted to bring **1 (one)** guest per day at a guest pass fee of \$2.00 charged to their account (no cash please).

- All residents must have their Sunchase Pool Pass while at the pool. Residents must also sign in their guests and their guest must wear their guest wristband while at the pool. This wristband must be purchased for the day.

- Residents will be held responsible for all actions of their guests in addition to themselves. Remember, the pool area is for your enjoyment and management will respond quickly to any problems that might interfere with your enjoyment.

- Please help keep the pool area clean by placing trash in the receptacles provided. Do not extinguish or leave cigarette butts on the deck of the pool. Cigarette disposals are provided.

- No one will be permitted in the Clubhouse, Leasing Office, or Exercise Room (other than to use the restrooms) in wet bathing suits. Shirts and shoes are required inside the clubhouse and Leasing Office. Do not enter the clubhouse with wet clothing/bathing suits or sit on any clubhouse or office furniture with wet clothes/bathing suits.

- Anyone in the pool area after closing will be considered “trespassing” and will be treated as such. Violators will be prosecuted and pool privileges will be revoked.

- The management assumes no responsibility for articles left in the pool area of the clubhouse.

- THERE WILL BE NO LIFEGUARD ON DUTY, All persons using the pool or clubhouse do so at “THEIR OWN RISK”. Sunchase management accepts no responsibility for any loss or damage of life, limb, or property. In the instance of property damage, resident will be responsible for any damages caused by themselves or their guests.

- NO DIVING, RUNNING, JUMPING, OR HORSPLAY OF ANY TYPE WILL BE ALLOWED in the pool area. Loud music, profane and/or abusive language will not be tolerated and may result in the loss or the resident’s pool pass. Sunchase management will determine the period of revocation for a time up to lease expiration.

- NO FLOATING DEVICES other than life preservers or “water rings” are allowed in the pool area. NO BIKES, SKATEBOARDS, ROLLER SKATES OR ROLLER BLADES, ETC. will be permitted inside the pool area at any times.

- NO PETS are allowed in the swimming pool area.

- PROPER SWIMMING ATTIRE must be worn by all persons at all times.

•No glass containers or alcohol allowed in the pool area. All coolers will be checked by Sunchase Management. Any damages or issues caused by glass in the pool area will lead to the responsible resident being billed for repairs, pool draining, chemicals, etc.

MANAGEMENT’S RIGHTS:

The management reserves the right to close the pool at its discretion in consideration of health and safety of the residents. The pool will be considered closed during any active thunder, lightning, or high/severe wind event.

The management has the authority to deny the use of the pool to any person failing to comply with these RULES AND REGULATIONS.

THESE RULES AND REGULATIONS ARE DESIGNED FOR THE SAFETY OF EVERYONE WHO USES THE POOL AND THE POOL AREA. PLEASE HAVE A SAFE AND ENJOYABLE TIME!

OVERNIGHT GUEST(S)

Guests of residents may not occupy the leased premises for more than seven days of continuous occupancy, or 15 or more days within any 30-day period, without Management’s prior written consent. Otherwise, any guest who occupies the leased premises for more than the above without prior written consent shall be deemed to be an unauthorized occupant and said resident shall be in breach of the subject lease agreement and subject to a fine equal to at least one month’s market rent of the room or \$500.00, whichever is greater. That unauthorized occupant must vacate the premises immediately. In addition, the unauthorized guest shall vacate the leased premises immediately.

SECURITY DEPOSIT RETURN

Please review carefully the condition report that is given to you upon move-in. This list may itemize permanent defects in the apartment that 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.

We strive to return your entire deposit without deductions and want you to understand the type of repairs that you may be deducted from your deposit or applied to your account. **You must provide a forwarding address before we can issue your security deposit refund. Sunchase will not accept any responsibility for a delay in a Security Deposit refund due to an improperly filled out Move-Out Form. Sunchase will charge no less than \$30.00 if a resident fails to properly fill out and turn in a Move-Out Form.**

These damages include, but are not limited to:

1. Holes in walls or 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, windows, and screen doors.
4. Carpet stains, rips, burns and tears or replacement.
5. Stains, cuts, scratches, rips, tears, missing cushions or broken parts to furniture, box spring or mattresses. Please note that additional mattress covers are available in the office.
6. Missing furniture from this list:

Common Area Furniture:

- 1 Entertainment Center
- 1 Sectional Sofa
- 1 End Table
- 1 Dining Table and 4 Chairs
- 1 Coffee Table

Each bedroom:

- 1 Chest with Drawers
- 1 Head Board (Non-renovated units only)
- 1 Box Spring (Non-renovated units only)
- 1 Mattress & Bed Frame
- 1 Night Stand
- 1 Desk
- 1 Desk Chair

7. No keys returned.

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 your move in date and returned to the Sunchase Office, or it will not be accepted.

VACATING GUIDELINES

Upon termination of the lease, Residents shall completely vacate the premises, including the removal of all personal property, trash and furniture. All keys, including front door lock, bedroom door lock, mailbox and exercise room keys, must be returned to the Sunchase Leasing Office at 1941 Sunchase Drive. **ALL LEASES END AT NOON ON THE LEASE EXPIRATION 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
- Bank
- Employer
- The DMV

Each resident, upon returning their 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 resident's 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. All furniture must be returned to the designated room and location outlined on the preceding page. 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.

Move out inspections will be done Monday through Friday 9 am to 4 pm. Please contact the Management Office five days in advance to schedule an appointment. No weekend inspections.

CLEANING GUIDELINES

Management reserves the right to assess the quality of the work the resident has done, or contracted professionally, at move-out; and deductions may occur as a result of poor cleaning or other work performed by the resident for move-out.

It is the resident's responsibility to leave the apartment "broom clean". This means all surfaces are wiped and swept clean. The non-refundable restoration fee pays for the following:

- Steam clean carpets (not to include spot removal or excessive damage)
- Touch up painting (one coat only)
- Clean appliances (not to include scrubbing, scraping of food or spills)
- Clean kitchen cabinets and countertops
- Light cleaning of vinyl flooring in hallway, kitchen and bathroom
- Clean bathroom fixtures and countertops
- Three light bulb replacements
- Clean bedroom windows and blinds
- Sweep clean balcony
- Clean washer/dryer
- Clean shelving in closets, cabinets, etc.
- Replacement of miscellaneous items such as stove drip pans, electrical covers, door stops, and up to 5 Vertical Blind slats

Landlord will retain the non-refundable restoration fee to offset any actual expenses incurred by Landlord in performing certain cleaning and painting duties required in the apartment unit, as further stipulated below.

The nonrefundable restoration fee will not cover the cost for excessive cleaning, repairing pet damage, wall damage, or damage to: carpets, floors, box spring, mattresses, removing trash, debris or personal items and repairing or replacing damaged fixtures including but not limited to mini-blinds, window screens, doors, faucets, sinks, lights, cabinets, tile, countertops and railings. Any excessive cleaning and/or damage will be deducted from the remaining deposit on hand. Damages in excess of the deposit will be billed to the resident. If the resident fails to pay off the balance in an agreed upon timeframe, the account will be written off and sent to a collections agency.

Surchase has all units painted with rollers and brushes instead of sprayers. This is more labor intensive, but does provide a higher quality finish and look. Due to this, if the resident(s) have a custom painted wall and do not paint a full and thorough primer coat over the wall, they are subject to substantial additional paint fees. The

nonrefundable restoration fee only covers one coat of paint. Any additional labor by the painters is charged back to the resident(s) in full.

Any extensive drywall damage caused by the resident or their relatives and guests (i.e. multiple fist sized or larger holes, completely damaged sections) will be repaired by an outside contractor at resident expense.

We have outlined for you the charges that may be deducted from your security deposit if repairs are necessary. We hope that this information will be helpful to you. The items listed below are not all-inclusive and prices are subject to change. Please contact the office for a full list of charge back prices.

REPAIR

General maintenance: \$50/hour plus materials (\$50 minimum)

Dry wall repairs: \$50/hour plus materials (\$50 minimum)

REPLACEMENT

Screens: \$50/hour plus materials (\$50 minimum)

Glass windows/doors: \$50/hour plus materials (\$50 minimum), or full contractor invoice

Interior doors/trim: \$150 plus labor

Flooring: Depreciated cost (5-year schedule) of contractor invoice

Bedding/Sofa set: Depreciated cost (5-year schedule), plus \$50 minimum labor fee

Furniture parts: Material cost plus labor (varies depending on item)

Full Furniture: Material cost plus labor (varies depending on item)

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 temperature of between 60 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 to 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.