



COMMUNITY POLICIES AND RULES

So that all residents may derive the fullest possible enjoyment from their home, each Resident of the community must observe the following rules:

Email Notification

- The Village uses email to communicate with our residents. Management will send various email notifications regarding maintenance, grounds, vehicles, events, newsletters and more. We ask that residents check their email on a regular basis so you are aware of happenings around our community

Smoking

- No smoking is allowed anywhere on the property or in any apartment unit by any tenant or any guest. This includes in your vehicle in the parking lot. Smoking on Pioneer Road would be permitted because you would be on city property.

Pets

- The Village is a pet friendly property. The definition of a "pet" is a dog, cat or any other animal we deem appropriate to live at the Village. Before pets can be brought into your home, there is an application process that must take place, applicable fees paid and renters insurance must be provided. Fish tanks over five (5) gallons are not permitted.
- Pets can only relieve themselves in designated pet waste areas. Violators will be fined and/or are subject to eviction.
- We recommend that all pets be kenneled when owners are not home. All pets should be box or potty patch trained in times of emergency.

Recreational Facilities

These facilities are available for use during the hours posted and are subject to change at any time.

- Policies for each room are established and posted outside each room. These policies reflect local government ordinances as well as sound management practices.
- Smoking and consumption of alcoholic beverages is prohibited inside the clubhouse or anywhere on the outside of the property.
- Children under 14 years of age must be supervised by a responsible adult of 18 years of age or older while using recreational facilities.
- In order for all residents to be able to use the facilities, we ask that you limit your guests to two. You are responsible for the acts and activities of your guests while using the recreational facilities. If you have more than two guests, you must do a paid reservation through the office.
- Resident identification may be requested by the management at any time to ensure that only residents and their guests use the facilities.

The Clubhouse

You may request limited reservation of the clubhouse. Please see management office for details. The following policies must be observed when using the clubhouse for private use.

- Your reservation only pertains to one room of the clubhouse and does not preclude other residents from using the other rooms of the clubhouse.
- Advance reservations for the clubhouse must be made with the office. A non-refundable fee and/or deposit made payable to the Village may be required to reserve the clubhouse.
- The clubhouse will be inspected the day following your function. If a deposit was paid, it may be refunded as long as there has been no damage, the clubhouse has been left in a neat and clean condition and the Rules, Regulations and Policies are observed.
- No overnight stays in any area or room of the clubhouse.
- You are responsible for the acts and activities of your guests.
- No smoking in or outside of the clubhouse or anywhere on the property.
- No alcoholic beverages may be consumed inside the clubhouse.

Parking, Motor Vehicles and Bicycles

- All bicycles are required to have a numbered permit. These are available in the office. Bike racks will be checked periodically and any bikes found without permits will be removed from the bike rack until a numbered permit is obtained and applied to the bike.
- All motor vehicles are required to be parked in designated parking stalls only. Guests should be directed to park only in areas not specifically designated for resident parking. We reserve the right to immediately tow all vehicles parked in areas or stalls not specifically designated for their use. Such areas include yellow or red curb areas, areas marked "No Parking" and/or fire lanes and any areas that obstruct dumpsters, driveways and/or walkways; as well as handicapped stalls.
- While driving in the apartment community, you must not operate your vehicle at a speed in excess of 5 miles per hour. Please be respectful of other tenants enjoying the grounds and obey all traffic signs.
- Automotive maintenance and repairs are not permitted within the community. Inoperative vehicles, which includes vehicles with expired tabs/registration, are not allowed and will be towed at owner's expense.
- Storage of any items in a parking stall or carport is not permitted.
- Recreational vehicles, boats, trailers, and un-mounted campers may not be parked or stored in the community unless Residents receive prior written authorization and space assignment from the Manager. There is a fee associated with storage. Unauthorized or illegally parked or stored recreational vehicles, boats, trailers and un-mounted campers will be towed or removed from the Property at the vehicle owner's expense.
- Owners of cars with gasoline, coolant or oil spillage will be responsible for the cost of asphalt cleanup and/or replacement as deemed necessary by Management.
- Vehicles found to be leaking hazardous materials will be asked to remove the vehicle from the property until problem is corrected.
- A motorcycle may not occupy an entire parking stall unless it is the resident's sole form of transportation. Motorcycles may not be parked on sidewalks, patios, lawns or in walkways in the parking lot. If the resident has a car and a motorcycle, the two vehicles must occupy the same parking space.

Parking, Motor Vehicles and Bicycles continued

- The number of parking spaces available to residents and guests are limited. In order to ensure availability, a maximum of one (1) registered vehicle per licensed resident is allowed.
- Paid, reserved parking is available at one space per apartment. If you choose to have paid reserved parking the Village will do the signage for the space. It is your responsibility to keep the signage free of snow in the winter so others may know it is a reserved parking space.

Patios, Balconies and Common Areas

- You must keep your sliding doors and windows closed and locked during your absence to protect against damage from rain and potential loss due to theft.
- International Fire Code will not allow BBQ grills to be used within 10 feet of any building. You may store a BBQ on your patio or balcony but must never use it there. Violations are subject to fines from the local fire department. We do not recommend storage of BBQ's on 2nd or 3rd floor balconies.
- It is the resident's responsibility to put something under their BBQ grill to protect the sidewalk or concrete. Foil or cardboard are items we suggest for such use.
- Do not dump grease or leftover food in grass, shrubs, bushes or rock beds. Doing so will attract unwanted pests that could enter your apartment. This action will also kill grass and shrubs.
- Do not dump hot ashes or coals in the dumpster. Wait 24 hours and then dump them.
- All stairwells and entryways shall be left cleared for easy access to all apartments.
- Storage of any kind, including bicycle storage, is prohibited.
- Seasonal decorations may be installed or hung from patio areas, provided such decorations do not violate insurance or city fire codes. Seasonal decorations are to be removed at season or holiday end.
- Antennas, wires or ropes for outdoor drying of laundry or other purposes are prohibited. You must keep your patio/balcony in a neat and clean condition. Only patio furniture and accessories may be kept on the patio/balcony. No more than two bicycles may be stored.
- Patio/balcony must not detract from the community's appearance. If storage of any article on the patio detracts from community appearance, resident shall, upon 24 hours notice, remove all such personal property and refrain from storing the same on the patio/balcony. If the items in question are hazardous, flammable or potentially dangerous, management may remove the items after the 24 hour notice has passed without the resident moving said items.
- Residents are not permitted to place aluminum foil, reflective material, dark shades, cardboard or other window coverings on the windows.
- Residents are responsible for bringing into their apartments their personal belongings. Any items left in common areas will be removed from the property.
- All wet garbage shall be wrapped in a plastic bag and boxes shall be crushed before placing in garbage container.
- Diapers are not put outside front or patio doors until resident can get to the dumpster. Please take diapers to dumpster immediately or leave them in your apartment until you can take them. These are smelly, attract pests and cause problems for your neighbors when left outside your door.
- Exterior windowsills and ledges shall not be used for storage of bottles, food, etc.

Patios, Balconies and Common Areas continued

- No sign or placards shall be posted in or about the apartment community without written permission of the management. A community bulletin board is available in the clubhouse. See management office for details.

Keys

- It is required for Management to have a key to your apartment in case of emergency. Should you lose or misplace your door or mailbox key, there will be a charge for each new key. The charge will be \$10.00. If Management has to replace the complete lock/key combination the charge is \$175.
- Locks may not be installed or changed by the resident. Security devices may not be installed by the resident without Management's prior written approval.

Lock Outs

- A fee of \$25.00 will be charged on all lockouts occurring after regular office hours, which are 8 a.m. to 5 p.m. Monday through Friday. If on-site staff is unavailable to assist with lockouts, the resident is responsible for charges incurred for service rendered by a locksmith.

Guests

- Residents are financially responsible for the actions of their guests, agents and invitees.
- Residents and their guests shall not play or run in public halls, stairways, sidewalks, garage or parking areas.
- Guests are required to park in designated "Visitor Parking". Should guests not park in the designated spaces, they are subject to being towed and/or booted.

Appliances and Fixtures

Dishwashers

- Please do not overload dishwasher. Rinse dishes before putting in dishwasher. Use only detergents made for automatic dishwashers; we recommend Cascade powder detergent.

Disposals

- Turn on cold water before starting your disposal and allow water to run at least 15 seconds after grinding is completed. Do not insert fibrous food waste such as cornhusks, artichoke leaves, celery stalks, bones, egg shells, etc. Prevent plumbing stoppage by NOT pouring grease into drains or disposals. If your disposal stops, check the reset button on the outside of the unit before calling the maintenance department.

Range

- When using the Auto Clean feature on your self-cleaning oven, DO NOT place anything on top of the stove. The Auto Clean feature, when activated, will lock the door to the oven and get very hot. Placing any item on top of the stove could cause item to ignite and then causing a fire in the kitchen. The Auto Clean process takes about five hours from lock to unlock. The door will automatically unlock when the oven is cool enough to not hurt someone.

Appliances and Fixtures continued

Refrigerators

- Please do not use sharp objects to defrost your refrigerator, as they will puncture the freezer walls. Please do not use abrasive cleaning supplies to clean your refrigerator.

Washer and Dryer

- Your apartment comes equipped with a washing machine and dryer. Management will explain its operation to you upon move-in if you require it. It is imperative that you do not overload either appliance as appliance failure can lead to either fire or flooding of the apartment. You are responsible for all such damages. You should never operate either appliance without being home for its full cycle.
- Small items such as baby socks or bra pads should be washed inside a netted laundry bag. These items can get sucked into the pump and will cause damage. Netted laundry bags can be found in the same areas as irons and ironing boards in your local department store.
- Cost of any repair or service on appliances and/or fixtures due to their misuse by resident will be charged to that resident; as will any damage caused by misuse.
- The lint filter on the dryer must be cleaned after each use. Failure to clean out after each use could cause clothes to take longer to dry and cause fire.

Waterbeds

- Waterbeds are not permitted.

Water Heater

- According to state law, the water heater in your apartment is set at 120 F. The temperature cannot be altered by Management or Residents.

Fire Supression System

- Per the rental agreement, it is the residents responsibility to keep a working battery in each smoke detector in the apartment. If the smoke detector beeps that generally means the battery needs to be change.
- Some burning food will set off a smoke detector. As soon as the apartment windows are opened and the apartment has aired out, the smoke detectors should stop beeping.
- If there is an actual fire, the sprinkler system will activate and water will come from the sprinkler in the room with the fire. Anytime a sprinkler activates, you can guarantee the apartments below will be flooded. Any flood cleanup is the financial responsibility of the resident causing the problem.

RENTERS INSURANCE IS HIGHLY RECOMMENDED!

In-Window Air Conditioning Units

- In-window air conditioning units are not permitted. Only 2nd and 3rd floor units have central air conditioning. Residents may place a fan in the window on a temporary basis.

Televisions, Stereos and Appliances

- Please respect the privacy of your neighbors. Parties, televisions, stereos or radios that can be heard outside the perimeter of your apartment are not permitted.
- Between the hours of 10 p.m. and 8 a.m., please refrain from vacuuming, using your washer and/or dryer or engaging in other activities that can be heard outside the perimeter of your apartment.

Televisions, Stereos and Appliances continued

- If you find your gathering is running longer than 10 p.m., please move to the clubhouse where such activities are welcome.
- Remember that not everyone keeps the same hours you do. Please be respectful of your neighbors and they will be respectful of you.

General Maintenance

- Please report any needed repairs in your apartment to the leasing office immediately. Requests may be made in person, in writing, on the phone or via Internet through the Village website, www.thevillage-rexburg.com.
- Whenever we enter your apartment to perform work, we will leave a copy of the service request to let you know what was done.
- Emergency maintenance is provided 24 hours a day. **After office hours, call 208-360-0180 for emergency maintenance requests.**
- Each apartment has a new furnace filter at move-in. We recommend these be changed every 30 to 60 days dependent upon usage. Filters can be installed by our maintenance department for \$10.

Move-in Procedure

- Move-in walk through can be performed on a first come, first serve basis Monday through Friday, 9 to 4, with limited Saturday hours.
- You will receive a welcome letter via email approximately 7 to 10 days before your scheduled move-in date with all your move-in information.
- Drivers license or picture ID and vehicle license plate number must be available before keys and parking passes can be given to resident.
- Gas and electric utilities must be transferred to residents name 24 hours before move-in.

Move-out Procedure

- Move-out cleaning will be done according to the Move-Out Cleaning Checklist. If cleaning is not done accordingly, appropriate charges will apply and will be deducted from security deposit. If charges exceed security deposit, tenant will be required to pay the difference. If the difference is not paid, tenant could go through the appropriate legal process.
- Move-out walk through can be done Monday through Friday, 9 to 4, with limited Saturday hours and appointment must be scheduled in advance. Last minute appointments can not always be accommodated.
- Move-out walk through will be completed after apartment is completely empty and cleaned.

Illegal Drugs and Illegal Firearms

- Any use or illegal possession of drugs or illegal firearms or any illegal activity on the property is a violation of these rules, regulations and policies.

Packages

- Management will accept mail or packages addressed to the resident and delivered to the office. Management accepts no liability for resident packages or mail and can refuse to accept them.

Solicitation

- Door-to-door commercial solicitation of any kind is not permitted. Nonprofit charitable solicitation may be permitted with prior written approval of the Manager. Please promptly notify the Management Office if unauthorized solicitors are observed in the Community.

Booting and Rates

- Vehicles that are not parked properly will be booted. This includes but, is not limited to:
 - 1) Cars parked in tenant parking that should be in visitor parking.
 - 2) Cars parked along fire lanes.
 - 3) Cars parked in handicap spaces without proper handicap permits.
 - 4) Cars parked in someone else's paid reserved parking space.
 - 5) Cars without Village tags parked in tenant parking.
 - 6) Trailers parked in a parking space or in the big parking lot west of Bldg 12 & 13.
- These parking rules apply day and night. Rates double for every 24 hours the boot remains on a vehicle.
- Boots are only applied and removed from 8 am to 5 pm.
- 1st Violation- 8 am to 5 pm, \$50
- 2nd Violation- 8 am to 5 pm, \$70
- 3rd Violation- TOWED

Nail Hole Policy

- Absolutely NO nail holes on 3, 4 or 5 month leases.
- No more than 5 nail/screw holes per room (not wall, but room) with a 6 to 12 month lease.
- Any more than 5 and you will be charged.
- Cost for repair of any hole over the first five will be \$25 per hole.
- Walls will be checked at move-out. This also includes when a lease is sold.
- Refer to Rental Agreement Section C, #1 on page 3 for further clarification.

Damage Policy

- Any invoice for any damage to any Village property will have a **15% fee** added to the total cost of the invoice. This is a non-negotiable fee.
- Damage could include but is not limited to vinyl replacement, carpet replacement, holes in walls or doors, appliance repair parts, broke light fixtures and any animal related damage.

We welcome you to your new home and sincerely hope that you enjoy every day of your residency to the fullest. We appreciate your cooperation in making our community a happy home for all. If you have any questions, please contact your Manager. All of the above policies are subject to modification at any time.

Resident

Date

Resident

Date