



Property Name _____

Apartment Number _____

Move in Date: _____

I acknowledge receipt of the Resident Handbook, which becomes a part of the lease agreement. The policies set forth in this handbook are additions to the rules and policies outlined in the Apartment Lease Contract and apply to all residents, occupants, and their guests.

I understand it is my responsibility to read this handbook, and contact the staff if I have any questions.

Resident Signature _____

Resident Signature _____

Resident Signature _____

Resident Signature _____

Owners Representative

Date



Rainier Management Handbook

Welcome

Welcome to our community. We are pleased that you have chosen to make your home with us.

This resident handbook is designed to orient you to your apartment community. Please keep it handy as most questions that may arise can be answered here.

This community is managed by **Rainier Management, LTD.** Our goal is to provide our residents the highest quality living environment possible. Should you have any comments or questions that cannot be answered by your community staff, please feel free to contact us at:

Rainier Management, LTD.

P.O. Box 4458

Austin, TX. 78765

Rainiermanagement.com

Rainier Management, LTD. is committed to compliance with all federal, state, and local fair housing laws. Your community policies are designed to provide consistent and fair treatment to residents in the spirit of these laws.

The staff at your community has a legal obligation to treat all residents, occupants and guests in a consistent manner. Please do not put them in the difficult position of denying a request for an exception to written policies.

Thank you in advance for your cooperation.

Good Neighbor Policy

All policies in this handbook apply to all residents, occupants, and their guests. Please be courteous of your neighbors and help us maintain a quiet, clean community.

Rent Payments

- Your rent along with your utility payment is due on or before the first of each month.
- Partial payments are not accepted at any time, including but not limited to rent and utility payments.
- We allow a grace period for payment until the third day of each month.
Regardless of whether the third falls on a weekend or holiday, rent is considered late after the third day of the month. All rent received after the third of the month will be assessed an initial late charge of \$25.00, plus \$5.00 each subsequent day until your rent is paid in full.
- A \$25.00 fee plus all applicable late charges will be assessed on all checks returned by the bank for any reason.
- After we receive two NSF checks, we will no longer accept your personal checks. You must pay by cashier's check or money order from then on.
- Payments may be made after office hours by dropping your check or money order in the night slot.
- **All checks must be made payable to the community in which you live.**
- All checks must have your apartment number clearly printed on them.
- **NO CASH WILL BE ACCEPTED AT ANY TIME.**
- Do not mail your rent to the corporate office.
- If you decide to stay on a month-to-month basis once your lease expires, you will be charged market rent plus a \$200 per month, month-to-month fee.

Locks, Keys, and Parking Permits

- We will not give your apartment key to anyone other than parties and occupants listed on the lease without prior written permission.
- Our staff will be happy to make a duplicate of your apartment key or mailbox key.
- If you wish to have your locks changed, we will do so for a \$50.00 charge for a door lock or \$10.00 charge for a mailbox lock.
- If you are locked out after hours, please call our answering service at the After-Hours Emergency Number: 473-6769. A \$25.00 fee must be paid and identification shown to our staff at the time the door is opened.
- Residents may replace the existing deadbolt lock, but a key must be provided to the management staff immediately for emergency use such as maintenance repairs and pest control.
- Parking permits will only be issued to vehicles of residents named on the lease. If a permit is lost, not returned, or additional permits are needed, a \$25 fee will be assessed.

POOLS

The pools are provided for the enjoyment of all residents. Help us keep the pools clean and safe by remembering the following policies:

- Lifeguards are NOT provided. Swim at your own risk. For your safety, please do not swim alone.
- Pool hours are from 10:00 a.m. to 10:00 p.m. daily.
- Diving in the pool is not permitted.
- Pets are not allowed in the pool area.
- **Glass is not permitted inside the pool area.** Please use plastic containers.
- Proper swim attire must be worn at all times in the pool. A swimsuit “cover-up” should be worn to and from the pool.
- Do not remove pool furniture from the designated pool area.
- Respect others by keeping noise at a reasonable level, covering the furniture with a towel when using suntan oils, and disposing of your trash in proper receptacles.
- **IN CASE OF AN EMERGENCY, CALL 911 FROM THE NEARBY SAFETY EQUIPMENT CALL BOX.**
- Management may refuse anyone admission to the pool.
- No one under the age of 18 is allowed to be alone at the pool.

LAUNDRY ROOMS

Laundry rooms are provided for the convenience of all residents. Please report any problems to the office. We will take action promptly and notify the laundry provider.

- Please help us keep the laundry room clean by properly disposing of all trash. Household trash is not allowed.
- Cleaned/dried clothing that is left in a machine unattended can be removed. If you remove other resident’s clothes, we ask that you place these articles on the tables provided.
- Management is not responsible for lost or stolen items.

SECURITY, SAFETY, & LIGHTING

Neither the owners nor management provides for, or guarantees security. Each resident is responsible for his or her own security and the security of family, visitors, guests, and personal property. You are requested to report common area lighting problems, a light that is out, or hazardous conditions to the management staff.

Please be advised that all incandescent bulbs in permanent light fixtures throughout your apartment have been switched to energy-efficient fluorescent bulbs. You are required to continue to use these same bulbs in the permanent fixtures throughout your apartment as they go out. These energy-efficient fluorescent bulbs can be purchased at most major hardware and grocery stores.

Renter's Insurance

Rainier Management, LTD. maintains insurance coverage against losses to our property only. We strongly urge you to obtain a renter's insurance policy to protect your personal property and household goods against accidents, theft, fire, water damage, smoke damage, etc.

Anyone with a fish tank or waterbed, **MUST** have renter's insurance.

Maintenance Requests

Will we respond to maintenance Requests in a timely manner. Non-emergency requests will be completed between 10:00 a.m. to 5:00 p.m. Monday through Friday, excluding holidays. You may either call the leasing office or log onto our website under "Residents" to report your request.

Emergency Maintenance

After office hours, emergency maintenance requests can be reported to our answering service. Please call **(512) 473-6769** to contact the answering service. The answering service will contact the maintenance technician who is on call for your property. The maintenance technician will respond to all emergency calls as quickly as possible in the order received.

Emergency Maintenance Requests

An emergency maintenance request will be honored if any of the following applies:

A danger to a person or person's health is present

- Fire
- No electricity
- Broken or non-working doors, windows, or locks
- No water
- Toilet not functioning (in an apartment with only one toilet)
- No heat (when outside temperatures are below 50 degrees)
- No air conditioning (when outside temperatures are above 85 degrees)

A danger to the property is present:

- Fire
- Flooding
- Broken pipes

Fire

Please test your smoke detectors on a monthly basis. You are responsible for changing the batteries and maintaining the alarms while in your apartment. Do not remove your smoke alarms. In case of an emergency **call 911**. Do not leave candles unattended at anytime.

Pest Control

Rainier Management, LTD. is happy to provide pest control service to our residents free of charge. These products work best if you allow your apartment to be treated every time a pest control service is scheduled by management. We make sure to only use substances that are safe for you and your pets. If you do not allow pest control technicians to enter on a scheduled treatment day, you become financially responsible for pest problems that subsequently develop in and adjacent to your apartment. Please keep your apartment clean to prevent pest problems.

Trash

All trash must be placed inside the provided dumpsters; trash left outside is not only unsightly but also attracts pests. Do not leave your trash outside your apartment door, in laundry rooms, mailrooms, on patios, balconies, or in your backyard. There will be a \$25.00 daily fine for trash and junk disposed of improperly. Personal trash found anywhere on property other than inside the dumpsters will be placed inside your apartment. Dumpsters are for normal household trash only. Large items such as couches cannot be placed inside trash containers. Please secure plastic trash bags & flatten down boxes.

Patios, Balconies, & Backyards

Please make sure your patio, balcony, and/or backyard are clean and neat at all times. Here are some guidelines:

- Only patio furniture and live plants are allowed to be placed outside.
- No household furniture is allowed outside.
- No Personal BBQ grills can be stored anywhere on the community.
- Do not hang laundry, blankets, or towels on your railing or fence.
- Do not leave mops, brooms, boxes, newspaper, or other household items outside.
- We recommend that you store your valuable items such as bicycles and tools inside your apartment.
- Items that appear to be abandoned will be removed.
- You may be fined \$25.00 for a violation of these policies.

Windows

Only window coverings that have a white backing are permissible. Colored drapes, foil, cardboard, signs, stickers, paint, pictures, etc. are not allowed.

No window units or fans may be attached to the window.

Our community does not allow “doggie” doors or pet windows.

No screen doors may be installed.

Satellite Dishes

Satellite dishes are not permissible on any Rainier property. Due to the age of many of our communities, satellite dishes are not easily secured and do not receive adequate signals. They also cause long term damage to the building during the installation process.

BBQ Grills

Fire laws and insurance requirements prohibit the use of barbecue grills in breezeways, balconies, or patios. Use of personal barbecue grills are not permitted on any Rainier property. To prevent possible harm to residents or damage to the premises, any personal grill found on the property will be disposed of.

Rainier Management provides community BBQ grills for all residents to enjoy. Please be considerate of others and clean up after usage.

Parking

Any vehicle parked on a Rainier Managed property parking lot must be registered with the management office and display a valid parking sticker.

- Residents are allowed up to 2 parking passes per apartment. Only persons listed on the lease contract will be issued a parking sticker.
- Boats, campers, and recreational vehicles may NOT be parked on the property at any time.
- Vehicles that are parked illegally or anywhere other than a designated parking space will be towed WITHOUT NOTICE 24-hours a day. Prohibited parking places include but are not limited to fire lanes, sidewalks, grassy areas and in front of or blocking access to the dumpster
- Motorcycles and mopeds MUST be parked in designated vehicle parking spaces. DO NOT park them in the breezeways, sidewalks, patios, or in your apartment.
- Inoperable vehicles (vehicles with flat tires, severe damage, expired license plates, or expired inspection stickers) will be towed at the residents' or visitors' expense at all times.
- Parking permits are issued upon move-in and expire with every lease term. It is your responsibility to maintain a parking permit at all times (expired lease, new car, rental car, etc.). Rainier Management will not reimburse any owner of a towed vehicle at any time under any circumstances.
- Bicycles can not be chained to the railings or stairwells. Please use the provided bike racks. Bicycles will be removed if left on the railings or stairwells. Bikes left with flat tires or in need of repair will be removed and disposed of.
- No motor vehicles are allowed under stairwells or in breezeways; immediate towing will be enforced.

Auto Care or Repair

Auto repair work of any kind is not permitted at any time in the parking lots or anywhere on the property. Car washing is prohibited.

Standard of Occupancy

In reference to these standards of occupancy, the term “occupant” refers to all adults and minors over the age of six months occupying the apartment. The maximum number of occupants allowed in each apartment is as follows:

- Efficiency: 1 person
- One bedroom: 2 persons
- Two bedroom : 4 persons
- Three bedroom 4/5 persons

Our policies require that if the number of occupants in your apartment changes for any reason, you must contact the office immediately. All new residents in our community must meet the same non-discriminatory qualification standards based on income, employment, credit, and rental history.

Minor Occupants

Residents will be held personally responsible for property damage caused by their occupants. Residents may not leave minors under 12 years of age at a Rainier property without adult supervision. We are obliged to report unattended minors and neglected elderly to protective service agencies.

Pet Policies

Our pet policy differs from property to property. You must speak with the management staff prior to any pet moving into the apartment. The staff will provide you with a written pet policy for your community. Residents must keep their animal on a leash when outside the apartment. All pet droppings must be picked up by the pet owner and properly disposed of. A minimum fee of \$25 will be charged to the resident if management cleans up their pet’s waste. Cats are not allowed to be left outside at any time. All pet owners must sign a pet addendum and pay a \$200 pet deposit per pet and a \$200 non-refundable pet fee. No “doggie” doors or pet windows may be installed.

Noise

Noise is normal in any community. However, loud music and other loud noise is prohibited from 10:00 p.m. to 10:00 a.m. Residents and their guests must refrain from activities that will interfere with the rights, comforts, or convenience of other residents.

Social gatherings must not become boisterous or generally objectionable to other residents. Residents, occupants, and their guests are prohibited from playing audio devices, televisions, gaming equipment and musical instruments at a volume that will disturb others in the community. If complaints are received, the accused resident will receive a written warning. After three warnings the resident(s) in violation of the community noise regulation will be asked to vacate or evictions procedures will begin.

Moving

In order to receive a refund of your apartment security deposit, you must follow all of these procedures:

- Fulfill the complete term of your current lease contract.
- Give written notice that you will vacate your residence 60 days in advance of moving.
- Pay all rent and utility charges through the scheduled day of your move-out or lease term.
- Remove all personal belongings from the apartment and clean your apartment thoroughly. If you have changed the décor of the apartment, you must return it to its original condition.
- Provide the office with a forwarding address on or before your move out date.
- Return all keys, gate cards, and parking permits on the scheduled move-out date. If you fail to turn in any of these items on your scheduled move-out date, you will be charged an additional day's rent. Additional charges for unreturned keys, gate cards, and parking permits will be added to your account. It is acceptable to use a rent drop location to drop off your keys and forwarding address.
- Deposit refunds will be returned within 30 days of your move out date.
- Deposit checks will be made payable to all lease holders on the Texas Apartment Association lease contract and sent to one provided forwarding address.

Please see the itemized list of deductions as a guideline to gauge deposit charges.

ITEMIZED LIST OF DEDUCTIONS

Access Gate Key Card	\$25.00	<u>CLEANING:</u>	
Boiler Pan (each)	\$15.00	Bathtub & Shower Stall	\$25.00
Cabinet Door	\$40.00	Cabinets	\$15.00
Cabinet Knobs or Hinges	per cost	Carpet Shampoo: 1 Bdrm.	\$45.00
Carpet	per cost	Carpet Shampoo: 2 Bdrm.	\$55.00
Ceiling Fan	\$85.00	Carpet Shampoo: 3 Bdrm.	\$75.00
Ceiling Fan Blade	\$40.00	Carpet Deodorize	per cost
Ceiling Fan Light Kit	\$40.00	Carpet De-flea	\$75.00
Ceramic Tile Piece	\$15.00	Ceiling Fans	\$5.00
Closet Shelf & Closet Doors	\$45.00	Counter Tops	\$10.00
Counter Top	per cost	<u>CLEANING CONTINUED:</u>	
Dishwasher Rack Replacement	\$40.00	Dishwasher	\$20.00
Dishwasher Roller Replacement	\$5.00	Drawers	\$15.00
Door Knob	\$15.00	Heavy Clean	\$125.00
Door Stop	\$3.00	HVAC Vents	\$10.00
Door Viewer	\$25.00	Mini-blinds (each)	\$10.00
Drawers (each)	\$30.00	Light Clean	\$55.00
Drip Pan-Stove (each)	\$5.00	Light Fixtures	\$5.00
Element Replacement	\$25.00	Oven/Range	\$30.00
Entrance Deadbolt	\$35.00	Patio & Balcony	\$10.00
Entrance Door Threshold	\$30.00	Refrigerator/Freezer	\$30.00
Entrance Door Weather-stripping	\$15.00	Sinks (each)	\$5.00
Exterior Door	\$150.00	Stove	\$30.00
Heading Elements (each)	\$30.00	Switch Plate Covers	\$1.00
Ice Tray (each)	\$5.00	Tile Floors	\$20.00
Interior Door	\$90.00	Toilet	\$25.00
Key-Mailbox Replacement	\$5.00	Trash Removal	\$25.00 and up
Key-Door Replacement	\$10.00	Vacuum Floors	\$15.00
Kitchen Appliance	per cost	Vent-a-hood	\$15.00
Light bulb	\$3.00	Windows (each)	\$10.00
Light Fixture Cover	\$15.00	Woodwork/Baseboards (all)	\$30.00
Light Fixture	per cost	<u>PAINTING:</u>	
Mini-blinds	per cost	Paint per wall	per cost
Mirror-Bathroom	per cost	Paint 1 Bdrm.	per cost
Molding (per ft.)	\$20.00	Paint 2 Bdrm.	per cost
Oven Rack (each)	\$50.00	Paint 3 Bdrm.	per cost
Patio Door Screen	\$75.00	Paint Front Door	per cost
Phone Jack Wiring	\$60.00		

Refrigerator Drawer Replacement	\$60.00
Refrigerator handle Replacement	\$60.00
Re-key Apartment Lock	\$50.00
Shower Curtain Rod	\$15.00
Shower Head	\$25.00
Shower Rod End Piece	\$5.00
Thermostat	\$45.00
Toilet Fixture	per cost
Toilet Paper Holder	\$15.00
Toilet Seat	\$20.00
Toilet Rack	\$20.00
Window Frame	per cost
Window Glass	per cost

**REPAIR OR
REPLACEMENT:**

Carpet	per cost
Clear Garbage Disposal	\$15.00
Holes (per square inch)	\$10.00
Nail Holes	\$1.00
Smoke Detector	\$30.00
Unstop Drain	\$20.00
Switch/Socket Plate (each)	\$1.00
Parking Permits	\$25.00