



Syracuse Quality Living

Handbook

Syracuse Quality Living

215 Cherry St~Syracuse~NY~13210

Phone: 315-820-0200

Email: Syracusequalityliving@gmail.com

1: GENERAL INFORMATION

A. Rent Payment:

Payments are due on the first day of the month. We extend to each resident a grace period to the 5th of the month. You can pay rent via zelle, venmo, cash app, check or money order. Please make all checks out to Syracuse Quality Living and mail your payment to our office at Syracuse Quality Living, 215 Cherry St, Syracuse, NY 13210.

1. Late Payment and Returned Checks

After the expiration of the grace period a \$50.00 dollar fine is imposed from the 6th to the 15th. If rent is not paid by the end of business on the 15th the fee increases to \$100.00 for the remainder of the month. If late fees are due and are not paid with rent, they will be subtracted from your security deposit.

A returned check fee (\$35.00), plus applicable late charges will be assessed on all checks returned by a bank for any reason. Returned checks must be redeemed by money order or cashier's check within 48 hours of notification. Late charges will be charged from the first late day.

After two returned checks, we will no longer accept checks for your rent payment or any other charges owed.

It is your responsibility to ensure that all rent payments and other charges are paid on a timely basis. All monies received from you will first be applied to any outstanding debts such as delinquent rent, late fees, NSF's, utilities, charges for damage repair, etc. Any remaining monies will then be applied to the current month's rent. If any amounts are deducted to cover a balance, your current month's rent will not be considered paid in full and late fees will be assessed.

2. After-hours Payments

Payments can be made after hours by dropping off your check, money order or cashier's check in the night drop at the management office. The drop box is located under the glass block windows labeled Syracuse Quality Living dropbox. Please make sure to include your name, apartment and room number on the check, money order or cashier's check to ensure timely processing. If late charges are applicable, they will be assessed to your account.

B. Lockouts:

If you inadvertently lock yourself out, please text 315-820-0200. You will be required to provide photo identification and the service personnel must be able to identify. **\$25 during regular business hours. After regular business hours, there will be a minimum lock-out charge of \$50 per lock-out.**

C. Renter's Insurance:

We require all tenants to have renters insurance. You are responsible for obtaining renters insurance for your personal belongings and to protect yourself against any liability. You understand that the insurance in place for the property does not provide coverage for your personal belongings, property damage or bodily injury. If you or your guests suffer a loss due to fire, flood, vandalism, theft, or other cause of loss, that loss will not be covered by the community's insurance.

You must obtain renter's insurance policy with coverage for personal property and at least \$100,000 liability and you must provide evidence of such insurance coverage. You must provide a copy of your insurance binder to the office.

D. Keys and Key Release:

You are not allowed to make any duplicate keys and all keys issued must be returned at move-out in order to get your key deposit returned. **You cannot change the entry locks or otherwise deny us access to the apartment.** If your locks are changed by you or your roommates, you will be fined for the cost of replacement.

If keys are lost or stolen, you should notify us and your roommates immediately. **There is a charge of \$50 for replacement of lost or stolen key(s).**

E. Early Termination Clause:

In the event you should desire to terminate your lease with us early, 50% of the remaining lease is due, and Security Deposit and Last Month's rent are forfeited. Last month's rent will not be discounted.

F. Transfer Policy:

You will be allowed to transfer to a different unit or bed space within our properties provided that the following conditions are met:

- You must have a zero balance on your account prior to approval transfer
- You must do a walk-through of your apartment to insure there are no damages before transfer. If any damages, all damages will need to be paid before moving
- A new lease will need to be signed
- A \$100 dollar transfer fee applies when transferring apartments during your lease
- Your security deposit from the previous apartment will be transferred over minus your restoration fee from previous lease and Your deposit will need to be topped up before moving

G. Sublet:

You are allowed to find a sublet to transfer your lease provided that the following terms are met:

- You must have a zero balance on your account prior to sublet taking over your lease
- There is a \$100 dollar Processing fee that will need to be paid either by the sublet or the tenant prior to a sublet agreement
- You need written consent from all your roommates that they acknowledge and approve of your sublet
- You will need to schedule a meeting with the office along with your sublet to complete the application process and any other paperwork
- Once approved, your sublet will need to put down a new security deposit that is equivalent to lessees rent and key deposit
- You will need to schedule a move out appointment and turn in your keys
- You will receive any monies due back to you at the end of your lease when all financial responsibilities are complete
- Your sublet will need to be a student.

The sublet does not release you from your financial responsibility from your lease. If the sublet fails to pay rent or is evicted, you, the prime tenant, remain liable to the Landlord for the obligations of the lease, including all future rent.

H. Right of Renewal

Tenants will be given first option to renew their lease:

Due to time sensitivity you will have until October 31st of the current year to notify the office of renewal.

I. Guests:

As Stated in your Lease “Landlord recognizes the right of Resident to entertain friends and have guests from time to time, but Resident expressly understands that occupancy of the Premises is limited to Resident...Residents may have overnight guests but no person may stay for more than two (2) consecutive nights or six (6) total nights in any one month. Resident's failure to observe the above requirements shall constitute a default by the Resident and entitle the Landlord to exercise its rights and remedies hereunder.” As a result of Numerous Violations of this Policy we will henceforth be charging a \$50 fine per occurrence for all tenants found in violation of this policy.

- **Residents are responsible for the conduct of their visitors, no visitor is allowed during the absence of a tenant.**
- Prior notice must be given to your roommates
- Never give your key to your guest - **\$50.00 per occurrence will be charged and deducted from your security deposit**

J. Roommate Remediation:

If a conflict arises between you and your roommate, it will not be considered grounds to terminate the Lease. Additionally, it is not our responsibility to resolve the conflict. We will assist you with mediation and finding possible solutions; however, it will be the responsibility of you and your roommate to find a resolution in a conflict. In the event of transfer as a solution, all applicable transfer fees will apply.

K. Network Access Policy:

If you are caught changing the login information from what you were issued, everyone in the apartment will be fined \$25 dollars. Please do not hard reset the router.

II: Your Apartment Home

A. Appearance:

1. Windows:

- Nothing shall be thrown out the windows or doors.
- You cannot leave windows or doors open during inclement weather. You will be responsible for any damages caused by the windows and doors being left open.
- If an open window leads to break in or theft, the violator is responsible for the lost items.

Windows found open during the heating season will constitute an automatic fine of \$ 25.00 per instance

2. Decorating/Painting/Wall Hangings:

Lessees may not alter the interior or exterior of the living area, i.e. wall alterations, repainting, graphics, track lighting, etc, without written permission of the Landlord. Only small nails, curtain rod hooks, command strips, or tacks may be used to affix items to walls or ceilings.

Double-sided Tape, Glue on Hooks/Supports, Velcro and Other Tapes may NOT be Used on Walls OR Floors.

Any damage from LED Light Strips will be deducted from the Security Deposit!

If you want your TV mounted, you will need to have maintenance mount it for you for a \$75 dollar charge. If maintenance does not mount it, you will be charged for the damage of the wall repair.

3. Common Areas:

- Please do not store any personal belongings in the walkways, hallways or entrance ways per code. Any items left in these areas will be removed by management to keep in compliance with fire code.
- Any items left in common areas of the apartment are known to the tenant to be at their own risk, and it is advised that tenants not leave valuable items in these areas.

- Common areas are to be kept orderly at all times, subject to inspection
 - **\$25 dollars per instance will be charged to your security deposit**

4. Grounds:

- Lessee is asked to keep the grounds free of rubbish, waste, and any additional forms of litter.
- Bicycles or other equipment kept outside of the residence by the tenant must be kept clear of walkways and away from entry areas.
- Should your property require a Cigarette butt receptacle we are happy to provide one at tenant request.
- Residents understand they can be fined \$25 per cigarette butt that is littered anywhere on property

B. Apartment Entry

We respect your right to privacy. Without prior written &/or verbal consent, we will not give any person access to your apartment. However, our staff may enter your apartment as follows:

- in case of emergency
- when you have abandoned or surrendered the apartment due to lack of rent payment
- to make necessary/requested repairs, alterations or improvements
- to test smoke detectors and complete health & safety inspections including code violations

Except in cases of emergency and as required by law, we will provide you with reasonable written &/or verbal notice of our intent to enter and entry will be during normal business hours. You may be present; however, entry is not conditioned upon your presence. In case of emergency, we may enter the Premises at any time without prior notice. In such situations, you do not have the right to refuse to open a door and you must allow access.

C. Pets

All Pets must have approval of management **PRIOR** to move in, Additional Pet fees are required. Should we find you to have an Unauthorized pet on our premises You will be Fined \$200 and have the option of removing the pet within 5 business days, or paying (with management's approval) the Additional Pet fee immediately. Pet Fees are \$1000 for the term of your lease.

If you have a pet, you agree to abide by the following rules and regulations:

- Exotic animals are not allowed.
- You must keep the pet on a leash and under your supervision when outside the apartment.
- You must dispose of waste in a sanitary manner. If you do not dispose of waste or pick it up from the property, a \$25.00 fee per incident will be charged.
- Pets may not be tied up or left unattended on patios, balconies or any other areas outside of the buildings.
- You will be responsible for the entire amount of any injury to any person caused by your pet, including all costs of litigation and attorney's fees resulting from such injury.
- Pets may not disturb other residents or damage or destroy our property. You agree to be financially responsible for repairing or replacing any damage caused by your pet.
- In the event you voluntarily remove your pet or in case of death, you may not replace the pet without consent from us.

D. Bicycles

Please carefully store bicycles in your apartment (bicycle hooks are not allowed). Due to life safety concerns, bicycles found in patios, balconies, hallways, breezeways, stairways, blocking public access to exits will be removed and impounded (a fee may be imposed for removal and storage). Always lock and secure your bike.

III: PROTECTING YOURSELF

A. Personal Safety

Though we do our best to provide a safe living environment, no community is immune to crime. The following guidelines will provide you with basic, easy-to-follow tips to help you protect yourself.

1. Inside your Apartment

We recommend you follow the important safety guidelines inside your apartment as follows:

- Dial 911 for emergencies. If an emergency arises, call the appropriate governmental authorities first, and then call the management office.
- Lock your doors and windows – even when you are inside.
- Use night latches or dead bolt locks on the doors while you are inside.
- When answering the door, see who is there by looking through a window or peephole. If you do not know the person, first talk with him or her without opening the door. Do not open the door if you have any doubts.
- If you return to your residence and you think it has been entered illegally, do not enter. Call 911.
- Never give out keys. If lost or stolen, call us immediately to re-key and you must pay a fee for us to re-key the locks.
- Keep a complete list of the serial and identification numbers of computer, television, stereo, etc. This will greatly aid in recovering stolen goods.
- Keep valuables out of sight by drawing curtains or blinds and storing such items away from windows.
- Never leave a note on your door stating you are not home.
- Do not display apartment keys in public or carelessly leave them in the mail area, at the pool or places where they can be easily stolen.
- Do not put your name, address or telephone number on your key ring.
- Check your smoke detector monthly for dead batteries or malfunctions.
- Check your door locks, window latches and other security devices regularly to be sure they are working properly.
- Close and latch your windows while you are gone, particularly when you are on vacation
- Immediately report the following to us in writing, dated and signed: Any needed repairs of locks, latches, doors, windows, smoke detectors, and alarm systems; and Any malfunction of other safety devices outside your apartment such as broken gate locks, burned-out lights in stairwells and parking lots, blocked passages, broken railing, etc.
- Close curtains, blinds and window shades at night.
- Mark or engrave identification on valuable personal property.
- Use lamp timers when you leave for extended periods of time.
- In a residential community, screaming may sound like horseplay. In an emergency, be specific by shouting “Help!” “Police!” or “Fire!”

2. Outside your Apartment

We recommend you follow the important safety guidelines outside your apartment as follows:

- When returning to your apartment late in the evening, if possible, always use the main property entrance or commonly used walkways.
- Lock your doors while you are gone.
- Tell your roommates where you are going and when you will be back.
- Do not walk alone at night.
- Do not hide a key under the doormat or a nearby flowerpot.
- At all hours, carry your door key in your hand when nearing your entry door. You are more vulnerable when looking for your keys at the door.
 - If you notice suspicious persons loitering around the property, report them immediately to the proper authorities.
DO NOT confront them yourself.
- Please report any malfunctioning lights to the management office.

B. Fire Safety

Please call 911 if there is a fire or smoke.

Disabling or tampering with fire extinguishers, smoke detectors is a violation of the law and may lead to fines and possible early termination of the Lease. Prevention is your best insurance against fire. We recommend that you follow these simple safety precautions in your own apartment to prevent fires:

- Let the cooking grease cool and pour into a metal can. Never pour hot grease into a plastic container or down the drain
- Do not put water on a grease fire. Call 911 immediately.
- Do not let grease or oil cook on the stove unattended.
- Properly dispose of all lighted tobacco products in appropriate metal containers. Ensure all lighted tobacco products are out before leaving them unattended.
- Avoid cooking while intoxicated, taking medication or when sleepy.
- Test smoke detectors monthly to make sure they are working.
- Do not store gas-operated tools or vehicles (motorcycles or scooters) inside the apartment or under stairwells, breezeways, patios or balconies.
- Do not burn candles of any kind.
- Do not overload outlets or circuits.
- Do not use halogen bulbs or lamps

C. Fire/Earthquake

If there is a fire, do not rush out of your apartment into the hallway or breezeway. First, feel the door. If it is hot, use another way out. If the door is cool, leave by the nearest exit. If your planned escape route becomes smoky, get down on your hands and knees and crawl – smoke rises, so the cleanest air is near the floor. If you cannot escape your apartment, stuff wet towels, sheets and clothes around the door and vents to keep smoke out. Call 911 and give them your exact location. If no smoke is coming into the room, slightly open a window. Stay low and wave a bright cloth, towel or sheet out a window to signal your location.

During an earthquake, you should sit in a doorway or under a desk or table. Stay away from glass windows, shelves and heavy equipment. If you are outdoors, move away from buildings, utility poles and other structures.

D. Severe Weather Preparations

- You should obey all evacuation orders issued by local, state or federal agencies. Do not wait for instructions from the community.
- Monitor the radio or television for the latest information – check the weather forecast before leaving for extended periods outdoors and postpone plans if severe weather is imminent.
- Prior to the storm, notify family, friends and neighbors as to your whereabouts and your plans. Establish a post-storm communication plan – place and time to meet, etc.
- Remove all items from your porch or balcony and close all windows and doors (draw the shades or blinds on windows).
- During severe weather, go to an inner hallway or small inner room such as a bathroom or closet. Stay away from windows, doors, and outside walls. If necessary, get under a piece of sturdy furniture and use sofa cushions to protect the head and neck.
- Do not use plug-in electrical equipment like hair dryers or toasters during the storm. Do not use land-line telephones during the storm as lightning may strike outdoor lines. If you have a cellular phone, ensure that it is fully charged the night before.
- Stock up on bottled water.
- Stock up on batteries and ensure that you have at minimum one (1) working flashlight (we recommend one per occupant). Most importantly, remember not to use open flame devices such as candles, indoor grills, etc. – these are restricted per the Lease agreement per the State Fire Marshall as they pose significant danger.

- If the storm is severe, collect any forms of identification, credit cards, emergency contact numbers, etc. and keep them with you.
- Keep all medications with you.
- With careful planning, food products can last for several hours in both the freezer compartment and in the refrigerator. The key to ensuring that food doesn't spoil, especially in the freezer, is to minimize the amount of times the doors are opened. You can plan for this by taking out non-perishable drinks that can be stored at room temperature (soda, water, canned or packaged juices). Extra Ziploc bags full of ice cubes are another step to help ensure that items in the freezer stay at the right temperature.

For more information on how to prepare for these types of events and for basic first aid, you can log on to FEMA's website: http://www.ready.gov/make_a_plan.html

E. Freezing Weather

If freezing weather is expected, you should open the cabinet doors under the kitchen and bathroom sinks so that the exposed plumbing fixtures do not freeze.

If a portable heater is used without prior authorization - there's a severe risk of power outage or even fire in the apartment, which will be the responsibility of the tenant using the portable heater. If you are found using one, there will be a mandatory \$50 charge and the heater will be removed.

F. Icicles and Snow

Due to the heavy snow, large icicles will form on all houses, and pose a serious threat to you and your cars. Tenants are forbidden from parking under large icicles, and by signing this acknowledge risk associated with parking underneath icicles as well as walking underneath them at any time. Given this fact, tenants agree to park a safe distance from icicles and not to walk under them. Please contact the office if icicles build up around doorways or sides of properties.

With Syracuse being the snowiest City in the USA, no issue causes more frustration to tenants during your lease than snow removal. Snow removal requires advance planning, hard labor and time. Tenants must expect to handle a shovel many times during winter. We will shovel sidewalks and walkways when snow reaches 2". The following driveways will be plowed permitting there are no cars in the way: 307 & 309 Columbus, 2017 E. Genesee St, 312 Westcott St, 301 & 304 Maple St, 445 Columbus Ave, 135 Lexington Ave, 203.5 and 205 Cherry St, 1533 E Genesee St, 1524 & 1526 E Genesee, 2411/2413 E Genesee St, 2320 E Genesee St, 1924 E Genesee St, 206 and 208 Columbus Ave, 601 S Beech St, 202 Greenwood.

We ask that you be patient as we have many properties and will be working hard to remove all the snow in a timely fashion.

G. Holiday Checklist

- If you plan to travel when rent is due, you should make arrangements for the payment of rent. If you are mailing your payment, make sure you allow ample time for it to reach us by the 1st of the month.
- You should leave emergency contact numbers with the office
- Make sure all windows and doors are locked.

If you and roommates are leaving for break, please notify the office so we can do inspections on the apartment to make sure no pipes have frozen or anything has happened.

IV. MAINTENANCE

A. Service Requests

We offer 24-hour response to emergency service requests. Call 911 in case of fire or other life threatening situations. For After-hours Emergencies (as defined below), please text maintenance at 315-820-0200. If not an emergency, maintenance is typically processed in 24-48 hours.

Rent may not be withheld for maintenance reasons. If you withhold rent for maintenance issues, you will be responsible for any late fees.

In an attempt to effectively manage after-hours calls, we categorize calls into two categories: After-hours Emergencies and Priorities.

- An After-hours Emergency is defined as any breakdown or malfunction in which life, health, or property is threatened if immediate corrective action is not taken. Though it is impossible to list or predict all possible scenarios, the list below includes acceptable on call emergencies.
- Priorities are calls that do not conform to criteria for an After-hours Emergency – in short, they are routine service calls which can wait until morning, at which time the work order will be given priority status. You can be fined for requesting an After-hours Emergency when the call is an obvious routine service call.

B. After-hours Emergencies

Examples of After-hours Emergency requests are as follows:

- No heat when outside temperatures are less than 50 degrees
- Electrical or gas failure of any nature
- Overflowing toilet
- Stopped up toilet if only one is available in apartment
- Water problems such as leaks, severe back-ups, or broken pipes
- Malfunction of an essential appliance (non-working refrigerator)
- No water
- No hot water when affecting more than one unit
- Any unsecured entry
- Any threatening situation such as: fire, flood, severe weather, police action, protecting a crime scene (broken windows, locks, doors, etc.)
- Lock-outs

C. Mold/Mildew Prevention

Leaks and moisture that are allowed to accumulate on apartment surfaces or inside walls or ceilings can encourage mold/mildew growth. Properly utilizing your exhaust fans is the best way to control moisture accumulation (see HVAC Section under Maintenance for usage guidelines). Prolonged moisture can result from a wide variety of sources, such as:

- Rainwater leaking from roofs, around windows, and doors;
- Overflows from showers, bathtubs, toilets, lavatories, sinks, washing machines, dehumidifiers, refrigerator or a/c drip pans or clogged condensation lines;
- Leaks from plumbing lines or fixtures and leaks into walls from bad or missing grouting/caulking around showers, tubs or sinks;
- Washing machine hose leaks, plant watering overflows, pet urine, cooking spills, beverage spills and steam from excessive open-pot cooking;
- Leaks from clothes dryer discharge vents (which can put lots of moisture into the air); and
- Insufficient drying of carpets, carpet pads, shower walls and bathroom floors

You acknowledge that it is necessary for you to provide appropriate climate control, keep the apartment clean, and take other measures to retard and prevent mold and mildew from accumulating in the apartment. You agree not to block or cover any of the heating, ventilation or ducts in the apartment. You should be aware of any leaks in washing machine hoses and discharge lines. You should also leave the bathroom door open to allow moisture to escape.

Humidity that is trapped in your apartment may encourage mold growth. You may want to periodically open your windows on days when the outdoor weather is dry (i.e. humidity is below 50 percent) to help humid areas of your apartment dry out. Be sure you close them before leaving and at night for precautionary measures.

You also agree to immediately report to the management office:

- (1) any evidence of a water leak or excessive moisture in the apartment, as well as in any storage room, garbage or other common area;
- (2) any evidence of mold or mildew-like growth that cannot be removed by simply applying a common household cleaner and wiping the area;
- (3) any failure or malfunction in the heating, ventilation system in the apartment
- (4) any inoperable doors or windows.

D. Plumbing/Lavatories

Lavatories, sinks, toilets and all water and plumbing apparatus shall be used only for the purpose for which they are constructed. Sweepings, rubbish, rags, cat litter, ashes, feminine hygiene products and other foreign substances shall not be thrown in any plumbing apparatus. If tenants cause sewage back up, they will be liable for the plumbing bill (\$175-250 on average depending on severity of clogged sewage line), as well as a \$75 dollar clean up fee (sewage back ups cause lakes of sewage to back up into the basements which require cleaning).

Furthermore, If you have any water leaking faucets/shower dripping, toilets running, or any other plumbing issue that will cause the water bill to be high, it will need to be reported immediately. If we receive a high water bill due to the above issues not being reported, you and your roommates will be responsible for the difference from a high usage water bill to a normal usage. The amount will be divided up among how many people live in the building. It is important that you please report any water issues to maintenance at 315-820-200. Residents are not allowed to use outside spigots. If you are caught there will be a \$25 violation per incident.

E. Heat (HVAC)

Thermostats will be set by management at 70 Degrees. If you need it warmer please text maintenance. **If a tenant is found tampering with a thermostat, they will be fined. Each unit will have a lock box over the thermostat, if the lock box is tampered with or removed, each tenant will be charged \$50 dollars.**

F. Laundry

Laundry facilities are for resident use only. Landlords will endeavor to maintain a satisfactory number of functional laundry machines, but will not be expected to compensate residents for any down time. **Please do not overload the dryer. These are residential machines and please keep in mind that it might take more than 1 drying cycle to dry clothes fully depending on what is put to dry.**

G. Pest Control

If your property requires interior extermination services, you will receive an email notifying you as to when the company will exterminate your apartment and how to prepare.

Maintenance will first set traps and do what they need to prevent the pest from coming in. After a 3rd time, an exterminator will come in. If the property is clean with no visible trash or debris lying around, there will be no charge for extermination. **If the property has trash and debris thrown around there will be a \$25 dollar charge per roommate.**

H. Furniture

The supplied furniture is designed for interior use only and may not be used for exterior purposes at any time. Any furniture provided by you must be removed at the end of your lease term or you will be assessed charges for the removal of such items.

If furniture is damaged beyond normal wear and tear, you and your roommates will be held responsible for the cost to replace that piece of furniture. If the furniture is located in your room, you will be held responsible for the cost of replacement. Please see replacement charges on the charge sheet.

I. Smoke Detectors

The smoke detectors in your apartment have been tested prior to move-in to ensure they are working properly. You are responsible for ensuring that all smoke detectors are working properly. We request that you test smoke detectors on a monthly basis. Please call us if a smoke detector starts “chirping” or if the smoke alarm is not working properly. Do not disable smoke detectors.

Disabling a smoke detector or removing working batteries is a violation of the law and may lead to fines and possible early termination of the Lease.

Missing smoke detectors at the end of the lease will be replaced at the tenants expense determined on the charge sheet. The expense will be split among all roommates and will be deducted from your security deposit. There is a \$100 charge for each missing smoke detector.

V. YOUR PROPERTY

A. Parking

You and your guests are required to abide by all parking regulations established by us, as well as by the local police and fire marshal. These rules apply to all motorized vehicles, including cars, motorcycles and scooters. We are not responsible for any damage to your or your guest's vehicle while parked at the community.

- Any illegally parked vehicles, or vehicles violating the regulations below or any other applicable regulations may be towed at the expense and sole risk of the owner of the vehicle.
- You may not have more than one (1) vehicle in the community at one time, and your vehicle must be properly registered with our office. Additionally, two-wheel motorized vehicles may be allowed, subject to the rules of the community.
- Vehicles may not, at any time, park in a fire lane, in front of a dumpster, in any non-paved area, in crosswalks, in designated handicapped spaces, without legal permission, or in any other unauthorized location. Vehicles may not block entrances, exits or driveways. Vehicles cannot, at any time for any reason, park in reserved parking, whether covered or uncovered, unless assigned by us. Any vehicle parked in any of the above areas may be towed at the vehicle owner's expense and sole risk.
- You may not perform any mechanical repairs or maintenance while on the premises.
- You are responsible for towing and storage charges. We are not responsible for tickets received for parking violations of any area within our community or anywhere else outside our community.

B. Guest Parking

Guests may park on the street. Parking spaces are limited and reserved for tenants.

VI. YOUR CONDUCT

A. Smoking

Syracuse Quality Living is a smoke-free environment. There is **Absolutely No Smoking of any substance, legal or illegal, permitted in any of the buildings.** Should your Property need a Smoking receptacle, we will provide one upon request. **The Fee for smoking inside our Properties is \$50 per occurrence which will be deducted from your security deposit.**

B. Motorcycles & Scooters

All fuel-operated vehicles may only be parked in designated areas and must be properly registered (see “Parking” under Your Community in this Handbook). Due to safety concerns, it is prohibited to store such vehicles inside the apartment, on patios/balconies, stairways, landings, breezeways and walkways. Any of these vehicles found beyond the designated areas may be cited, towed, and impounded at your expense.

C. Pools

Pools are not allowed on premises at any time. If you are caught with a pool, you will be fined \$100 and will be asked to remove the pool from the premises. The City of Syracuse does not allow any pools!

D. Party Registration

All organized parties must be planned in advance with roommates and be approved in writing by the landlord.

You will be responsible for the actions of your guests and for cleaning up all trash, cigarette butts, bottles and glass, etc. caused by your guests, roommates or you, or as a result of your party. If you do not clean up after the party, you will be fined according to the Lease and this Handbook. You will have no more than 20 people inside your apartment and if you exceed this limit or disturb others, your party will be shut down immediately.

Fines

Unless otherwise set forth in this Handbook, all violations of these Rules and Regulations will be treated as follows:

- 1) First Occurrence - Warning,
- 2) Second Occurrence - \$25.00 fine
- 3) Third Occurrence - \$50.00
- 4) All Succeeding Occurrences - \$100.00.

This section does not prohibit us from exercising any of its rights and remedies under the Lease. You will receive a notice with any fines that have been issued through email or dropped off to you within 3 business days.

E. Security Deposit

At any time during your lease your security deposit is used up/gone due to fines that have been issued, you will need to replenish the full amount of your deposit within 30 days.

VII. MOVING OUT OF YOUR APARTMENT

A. Move-Out Process

Prior to the end of the Lease term (if you have not renewed the Lease for the next school year), you will receive an email outlining the move-out process. You will be required to clean your apartment and you will be responsible for payment of damages assessed against you. You will be notified as to the scheduled move-out date and you must turn in all keys and your forwarding address by noon on that date. If you do not meet this deadline, you may incur

additional holdover charges or fees. If you are renewing with us and are moving to a different apartment, you will receive additional instructions for transferring to your new apartment.

Prior to move-out, all late charges, delinquent rents and outstanding fees for damages must be paid or will be taken out of your deposit.

1. Checking Out

- ~ Our Standard checkout procedure is to have a staff member inspect your apartment and note damages prior to the move-out date. You must do a move out inspection the day you are vacating the premises. All appointments will be scheduled a week prior to the move-out date and you must be present for the walk-through.
- ~ We will perform the move out inspection on your room and look at the common areas. The move-out process will not be complete until all residents within an apartment have moved out. Once all residents within an apartment have checked out, the apartment will be inspected for damages, charges will be assessed and split among roommates.
- ~ If you choose to do a contactless move out, please notify the office before you leave. You will leave your keys and forwarding address on your desk and a member from the office will come and inspect your room and apartment.

2. Move-out Cleaning Guidelines

You will be provided with move-out cleaning instructions prior to moving out and when you give notice; however, the following general guidelines must be completed in your apartment prior to check-out:

- ~ Remove all of your belongings from the apartment, patio/balcony and storage room
- ~ Remove all trash and dispose of properly
- ~ Clean all exterior and interior surfaces of the kitchen appliances, including the refrigerator, stove, dishwasher, hood and microwave
- ~ Sweep and mop all floors
- ~ Clean all bathrooms
- ~ Clean all mirrors, ceiling fans and light fixtures
- ~ Clean all window and mini-blinds
- ~ Return all apartment keys
- ~ Please make sure all smoke detectors are put back in place if you removed them or you will be charged \$100 for each one that is missing

B. Damages

We reserve the right to charge for damages beyond ordinary wear and tear to the apartment, furniture, appliances, carpet, blinds and floor coverings. We can also assess charges if the entire apartment, including range, refrigerator, bathrooms, closets, cupboards, furniture and floors are not clean, regardless of condition at the time of move-in. The \$100 restoration fee does not cover any damage to the apartment, furniture or blinds.

C. Standard Damage and Cleaning Charges

See Standard Damage Charges on the following page.

Standard Damage Charges

The following information is provided to assist you in your move-out and expedite the return of your security deposit

2. Turn in all keys, and parking permits upon moving out to the office
3. Supply forwarding address to management for return of security deposit
4. All belongings/possessions must be removed from the unit prior to move out inspection
5. A move out appointment has been completed.

Below is an estimated charges that may be assessed should cleaning/repairs/replacements be required to prepare the unit/bedroom for future occupancy

The \$100.00 restoration fee that is assessed from all security deposits covers light cleaning and painting

These charges are estimates and averages, and may not include specialized labor and parts. If any items are missing or damaged to the point that they must be replaced, when you move out, you will be charged at current cost of the item plus labor and service charges. If owner incurs higher cost for replacing an item, you will be responsible for paying higher cost. There may be additional charges for smoke damage, such as paint, deodorizer, etc. Any upholstery repair or cleaning of furniture may be charged to the residents. All residents will be held responsible for all common areas unless the roommate comes forward.

category	item	price	admin. fee	total	category	item	price	admin. fee	total
Bathroom	Vanity	\$200.00	15%	\$230.00	Furniture Cont.	Stools (per stool)	\$75.00	15%	\$86.25
	Shower Head	\$30.00	15%	\$34.50		Dining Table	\$450.00	15%	\$467.50
	Towel/toilet paper holder	\$45.00	15%	\$51.75		Desk	\$150.00	15%	\$172.50
	Toilet Seat	\$35.00	15%	\$40.25		Dining Chair	\$65.00	15%	\$74.75
	Complete toilet replacement	\$250.00	15%	\$287.50		Desk Chair	\$100.00	15%	\$115.00
	Shower Rod	\$25.00	15%	\$28.75		Couch	\$550.00	15%	\$632.50
	Glass Shower Doors	\$500.00	15%	\$575.00		Mattresses	\$275.00	15%	\$316.25
	Medicine cabinet	\$150.00	15%	\$172.50		Love Seat	\$450.00	15%	\$517.50
	Bathroom Fan	\$150.00	15%	\$172.50	Windows & Mirrors	Faux Wood blinds	\$75.00	15%	\$86.25
	facuet	\$100.00	15%	\$115.00		Bedroom Windows	\$100.00	15%	\$115.00
	Wall tile replacement/tub unit	\$300.00	15%	\$345.00		Mini-Blinds	\$50.00	15%	\$57.50
Furniture	Bed Frame	\$150.00	15%	\$172.50		Closet Mirrors	\$200.00	15%	\$230.00
	Box Spring	\$130.00	15%	\$149.50		Patio Door	\$650.00	15%	\$747.50
	Dresser	\$125.00	15%	\$143.75		Bedroom Screen	\$35.00	15%	\$40.25
	Coffee Table	\$200.00	15%	\$230.00		Patio Door Screen	\$85.00	15%	\$97.75
	End Table (per table)	\$150.00	15%	\$172.50	Walls	Sticker removal	\$50.00	15%	\$57.50
	Furniture removal (per piece)	\$25.00	15%	\$28.75		Holes (1ft or larger)	\$200.00	15%	\$230.00
	TV	\$400.00	15%	\$460.00		Holes (<1ft)	\$50.00	15%	\$57.50

category	item	price	admin. fee	total		category	item	price	admin. fee	total
Cleaning	Bedroom (heavy)	\$100.00	15%	\$115.00		Kitchen Cont.	Microwave Handle	\$50.00	15%	\$57.50
	Trash Removal per bag	\$25.00	15%	\$28.75			Refridgerator Handle	\$75.00	15%	\$86.25
	Stove Cleaning (light)	\$45.00	15%	\$51.75			Oven door Handle	\$75.00	15%	\$86.25
	Stove Cleaning (heavy)	\$100.00	15%	\$115.00			Cabinets	\$250.00	15%	\$287.50
	Refridgerator	\$35.00	15%	\$40.25			cabinet doors	\$100.00	15%	\$115.00
	Bathroom (light)	\$75.00	15%	\$86.25			Drawer	\$100.00	15%	\$115.00
	Bathroom (heavy)	\$200.00	15%	\$230.00			Counter Top	\$300.00	15%	\$345.00
Doors & Locks	Replace lock (each lock)	\$55.00	15%	\$63.25		Lights & Globes	Light Bulb	\$10	15%	\$11.50
	Mailbox Lock Replacement	\$35.00	15%	\$40.25			Ceiling Fan light	\$40	15%	\$46.00
	Door refinishing	\$35.00	15%	\$40.25			Kitchen light fixture	\$100.00	15%	\$150.00
	Door frame replacement	\$150.00	15%	\$172.50		Miscellaneous	Thermostat	\$75	15%	\$86.25
	bedroom/bathroom door replacement	\$175.00	15%	\$201.25			Receptacle Replacement	\$20	15%	\$23.00
	Front door replacement	\$450.00	15%	\$517.50			Switch Replacement	\$25.00	15%	\$28.75
	Door frame repair	\$175.00	15%	\$201.25			Face Plate for Switch	\$10.00	15%	\$11.50
	Door Stops	\$5.00	15%	\$5.75			Ceiling Fan	\$150.00	15%	\$172.50
	Vanity Door	\$60.00	15%	\$69.00			Washer	\$1,100.00	15%	\$1,265.00
	Door Bell	\$25.00	15%	\$28.75			Dryer	\$1,100.00	15%	\$1,265.00
	Door Bell cover	\$10.00	15%	\$11.50			Glass Shower door "swing"	\$650.00	15%	\$747.50
Kitchen	Kitchen sink	\$175.00	15%	\$201.25			Glass sliding shower door	\$650.00	15%	\$747.50
	Faucet	\$150.00	15%	\$172.50			Vertical Blinds	\$250.00	15%	\$287.50
	Refridgerator	\$1,200.00	15%	\$1,380.00		Fire Safety/	Replace Fire Extinguisher	\$50.00	15%	\$57.50
	Microwave	\$250.00	15%	\$287.50		Emergency	Replace Smoke Detector Hard Wire	\$75.00	15%	\$86.25
	Oven	\$750.00	15%	\$862.50			New Batteries	\$5.00	15%	\$5.75
	Dents in refridgerator	\$75.00	15%	\$86.25			Replace CO/Smoke Combo Detector	\$75.00	15%	\$86.25
	Dents in Stove	\$75.00	15%	\$86.25			Sprinkler Head Replacement	\$200.00	15%	\$230.00
	Dishwasher	\$600.00	15%	\$690.00						