

# **RESIDENT HANDBOOK**

## **UNIVERSITY TOWNHOMES**

**Kent, OH**

**PO BOX 2716, STOW, OH 44224**  
**330-578-1200 (OFFICE) 330-230-9233 (FAX)**  
**web-site: [www.university-townhomes.com](http://www.university-townhomes.com)**  
**E-MAIL: [ddavis.APSLLC@yahoo.com](mailto:ddavis.APSLLC@yahoo.com)**  
Revised 5/18/2020

This handbook contains the building rules and instructions for Residents to follow and supplements the provisions of your lease. From time to time, the contents of this handbook may be updated.

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## **1. EMERGENCY TELEPHONE NUMBERS:**

AMBULANCE: 911

POLICE: 911

FIRE: 911

EMERGENCY MAINTENANCE:

See Page 11- Contact Information

## **2. APARTMENT ENTRANCES/KEYS**

All town home exterior doors must be closed at all times unless the town home has a storm door. Any damage to exterior doors / storm doors is chargeable to the resident. This includes all screens both on doors and windows.

Only the resident on the lease will be given a key. Each resident will be given one key only. It is the town home property policy not to give Residents or their guests extra keys. In the event the Resident's key is lost, the Resident can request a new key with valid proof of identity. There is a \$30 service charge for a new key.

Each unit will receive one mail box key. Should the key be lost there will be a \$30.00 replacement key charge payable prior to key replacement.

## **3. LOCKOUT OF APARTMENT**

In the event a Resident is locked out of their town home, the Resident should contact the services office (see contact information). There is a service charge of \$50.00 if the Services Company has to come out to unlock the door.

## **4. UTILITIES / CABLE**

All utilities are included in the rent payment. Internet and cable are free. Tenants may choose to upgrade cable or add a cable box to their bedroom. If a unit chooses to upgrade services or have a cable box in their bedroom, they should call Spectrum at 833-697-7328. Indicate that you are on a bulk account at University Town Homes in Kent, the account # is 336353201. You will then give your unit address. A cable box for your bedroom is free; however, when you check out the cable box you will need to supply them with your room ID. Your room ID is found on your rent statement – if you are 1 your room ID is A, if you are 2 your room ID is B, if you are 3 your room ID is C, if you are 4 your room ID is D and if you are 5 your room ID will be E – the living room is listed as LR. While the modem for your bedroom is free if you upgrade the cable service from basic to expanded or add channels those upgrades will be charged to the tenants in the unit and a bill will be mailed from Spectrum normally addressed to bulk account. You must pay for the upgraded services and then ensure that you disconnect the services upon your move out. If you do check out a cable box you are responsible for its return when you move out.

## **5. PARKING PERMITS**

All Residents who park in the town home's parking lot are required to complete the parking permit form on the property's website – [www.university-townhomes.com](http://www.university-townhomes.com). The charge for the parking permit sticker is included on the website form and must be paid thru PayPal (button on the form). The permit must be placed in the driver's side back window at all times. If the permit is not displayed properly, Towing is authorized to tow the vehicle. Guests must park in the visitor's parking spaces. Towing is strictly enforced. Any vehicle on the property not displaying properly, a parking permit WILL be towed unless parked in a visitor parking space.

## **6. CARS LEAKING OIL/NON-OPERABLE**

Cars leaking oil will not be allowed to park in the surface parking lot area; any non-operable car parking on the premises will be towed at the car owner's expense.

## **7. TOWING**

Vehicles may be towed if they are considered inoperable (tags expired, no mirrors, broken windows, etc.). Vehicles will also be towed if they do not have a proper parking sticker, are parked in fire lanes, parked in an area other than a designated parking space. All vehicles that are towed will be done so at the vehicle owner's expense. If a resident's vehicle has been towed, they will want to contact the towing company displayed on the sign at the entrance to each parking lot.

## **8. DELIVERIES**

Deliveries are the sole responsibility of the Resident. The Resident will be held responsible for any damage to the building as a result of the delivery.

## **9. DISPOSAL OF TRASH**

Trash must be placed in plastic bags, tied and then placed in the dumpster. Trash found outside of a town home carries a charge to all residents of \$45 per occurrence. This includes, bottles, cans, bags and boxes. Cigarette butts should be disposed of properly. Any cigarette butts found in a resident's yard area carries a charge of \$1.00 per cigarette removed. Large cartons and boxes must be cut up and deposited directly in any of the dumpsters.

## 10. DRESS CODE

Residents and their guests are required to wear proper attire including shirts and shoes while walking through common areas of the property. Bathrobes and bathing suites are not permitted to be worn in the common areas. Bathing suites are permitted to be worn on the patio of your town home within the privacy fences.

## 11. EMERGENCIES

In the event of a medical emergency call 911. In the event of fire, please call 911 and then call – see page 11- Contact Information – to report the fire. In the event of burst pipes, no heat, or a major electrical problem the Resident should call – see Page 11 - Contact Information.

## 12. FIRE ALARMS/SMOKE DETECTORS

Each town home has 7 fire alarms as well as 2 carbon monoxide detectors. Each device should be tested at least one time per month by the resident. If the alarm does not sound upon a test, login to your tenant portal to request maintenance.

Disabling and/or removal of smoke detectors, fire alarms, or Carbon Monoxide alarms is strictly prohibited due to the safety risk it presents. Disabling, removing batteries, or inhibiting the functionality of a safety alarm device will incur an **immediate \$40 fine** to the unit's tenants. Safety Inspections are done at least 4 times per year to check for such items, although fines can be issued during any requested scheduled maintenance repair in the unit. Owners and management are very adamant that these safety features are in good operation condition at all times and Lessor is responsible for reporting any defective and/or non-operational safety alarms.

If a fire occurs close to or within your town home, it will most likely be necessary for you to seek safety as soon as possible. Therefore, it is extremely important that you, as a Resident, become well acquainted with the emergency procedures in the event of a fire.

- a. Your town home contains one or more battery operated smoke detectors.
- b. Your town home also contains one or more fire extinguishers.

### *IN THE EVENT OF FIRE*

- a. Evacuate your town home immediately. Crawl low in smoke as smoke rises; fresh air will be near the floor.
- b. As you exit your town home, close the door to your room or any other room where the fire is located. This will contain the fire.
- c. If appropriate, use the fire extinguisher that is located within your town home, but only in the even it is safe for you to do so.

- d. Proceed to the exterior of the building.

#### *IF THE FIRE IS NOT IN YOUR ROOM BUT IN YOUR TOWN HOME*

- a. If alerted to a fire, proceed to your room door and crouch down;
- b. Feel the door, if it is hot DO NOT OPEN THE DOOR. If the door is not hot proceed to the door leading to the exterior of the town home;
- c. If you are unable to leave your room or your town home for any reason, proceed to a window. Open it for fresh air and call the Fire Department by dialing 911. The Resident should advise the Fire Department of the fire and the town home in which the Resident lives. A towel may be placed at the bottom of your door to further help block the smoke from entering the town home. The Resident should stay by the window (fresh air) and await Fire Department instructions.
- d. Remember to remain calm. Walk, do not run. If you believe there is a fire, call 911. Any other questions can be directed to the Services Company or the local fire department.

### **13. EXTERMINATING**

In the event of an insect or rodent problem, please login to your tenant portal to request maintenance – see Page 11 - Contact Information.

### **14. INSURANCE**

**Each tenant is required to have renter's insurance.** Renter's insurance can be purchased through the Landlord. Upon execution of the lease agreement the Lessee will receive login credentials for their tenant portal. Upon logging into the tenant portal, the Lessee can choose to purchase renter's insurance through MSI OR the tenant may opt to purchase their own Personal Renter's Insurance. If Lessee opts to purchase their own policy, the policy must show Resident as the "named insured" and should show the apartment unit address as the "Location Address." Resident must provide Landlord with a copy of the "Declarations Page" of the policy and a paid receipt for the full policy premium. A minimum of \$100,000.00 of liability coverage is required. **Owner is not liable for any theft or damage done to Lessee's personal property or possessions. It is required that Lessee acquire renter's insurance to cover any loss to Lessee's personal property. The Lessor does not, nor does any of its Agents; insure the Lessee's personal property.**

### **15. BATHROOM FINISHES**

Residents are responsible for maintaining bathroom, shower, tub, sink, wall and floor finishes in a sanitary condition to prevent the formation of mildew. Please use only mild cleaners on these finishes; do not use any abrasive products on the tubs as they may damage the finish on the glazed bathtubs. All damages due to resident misuse are chargeable to the resident.

## **16. KITCHEN AND VANITY COUNTERTOPS**

Countertops will burn by contact with hot pots and pans or cigarettes. They will also be damaged beyond repair if the countertops are used as cutting boards. Residents will be responsible for the replacement cost of all countertops when damaged during their occupancy. Please use a cutting board and trivets in your kitchen to avoid burns and scratches to the countertops.

## **17. KITCHEN CABINETS/BATHROOM VANITIES**

Residents are prohibited from lining their kitchen cabinets and bathroom vanities with any paper or plastic liner that requires adhesive or glue. In addition, Residents are not permitted to attach any product or device that requires screws or adhesive to any part of the kitchen cabinetry and bathroom vanity.

## **18. COMMUNITY MANAGER MAILING ADDRESS**

All written correspondence regarding a resident's lease must be sent to Alliance Property Services, LLC, PO Box 2716, Stow, OH 44224 or emailed to [ddavis.apsllc@yahoo.com](mailto:ddavis.apsllc@yahoo.com).

*See also Page 11 - Contact Information*

## **19. MAINTENANCE/SERVICE REQUESTS**

All maintenance service requests must be requested thru the tenant portal at: to access your tenant portal go to the website at [www.university-townhomes.com](http://www.university-townhomes.com). Once the tenant has logged in click on maintenance request and type in your request. While the system says one item per message please feel free to add all items to the one request. Should you have a maintenance emergency please call the emergency maintenance number at 330-329-4491.

Any maintenance issues/damages due to resident misuse will be charged to the resident. For example, stopped up toilet, clogged garbage disposal, clogged drain all carry a \$50 charge if deemed resident misuse. If a toilet is so clogged that it must be pulled and snaked the charge is \$75.00. All service charges are payable at the time of service. For any larger services such as holes in walls, doors, floors or other damage, the service charge is \$30 / hour labor and cost of parts to repair. Any emergency services provided on holidays or weekends are double the charge when deemed resident misuse.

Residents should have a plunger for toilets and drains and should always try first to unstop the drain or toilet prior to calling in a service request. If the garbage disposal does not work the resident should first turn off the disposal and press the reset button located under the kitchen sink on the unit. Run the water, turn on the disposal switch. If the disposal does not begin working e-mail or call in the service request.

## **20. FURNACE / AIR CONDITIONING**

Each town home has a gas furnace and central air conditioning. If at any time the heat or a/c stops working, e-mail or call the Community Manager as indicated on Page 11 - Contact Information to request a service call. During winter months, if all residents leave during a break and/or vacation, NEVER turn the thermostat for heat below 60 degrees. Lower than 60 degrees could cause the plumbing pipes to freeze and burst. This occurrence is considered resident misuse and is chargeable to the resident at the labor cost of the Service Company and parts/materials to repair.

## **21. NOISE AND DISTURBANCES**

Radios, televisions and stereos should be played at a comfortable listening level at all times so that neighboring Residents are not disturbed. The Services Company will take immediate steps to stop any objectionable disturbance. Please respect your neighbors' right to privacy and quiet enjoyment. Additionally, both the City of Kent and the City of Akron have specific City Ordinances. There can be no loud sounds, noises, etc. during the hours of 9:00 pm and 8:00 am of the following day. Loud noises, sounds are further defined as disturbing noise on private property that is audible past the property line of the property.

## **22. NON - SMOKING POLICY**

Smoking of any kind is not allowed inside the town home. Smoking outside of the town home is allowed. Residents are required to dispose of all cigarette butts in a safe and proper manner. If the Services Company or any employee of the Services Company has to pick up cigarette butts there will be a \$1.00 per cigarette butt charge assessed to the town home where the cigarette butt(s) were picked up.

## **23. PETS**

No pets are permitted. Pets found within a town home is and will be grounds for eviction. Please refer to your lease agreement regarding pets.

## **24. WALLPAPER**

Residents are not permitted to hang wallpaper in any room of their town home. If a Resident disregard this rule, the Resident will be responsible for paying all costs associated with returning the walls to their original condition.

## **25. HANGING PICTURES**

Residents are permitted to make nail holes (reasonable in quantity) and install picture hooks on their apartment walls. No tape or sticky backed hooks should ever be used on the walls, doors, floors, or windows.

*See also section 30 - Security Deposit Deductions*

## **26. LEASE TERMS**

All leases run from 12 NOON on the start date of your lease and end at 12 NOON on the end of date of your lease. All residents will be required to give notification of lease renewal on or before December 1 of each year. If notification is not given by December 1 it will be assumed that the resident will be moving on or before 12 NOON on the end date of the lease agreement.

## **27. RENT PAYMENT**

Rent must be paid pursuant to each Resident's lease.

## **28. LATE FEES**

Late Fee's will be assessed in accordance with your lease. Please refer to your lease for details on these charges. If rent is not paid by the 15<sup>th</sup> day of the month a 3-day notice requesting the tenant pay or vacate will be delivered to the residence. The lease guarantor will be sent a copy of the balance letter along with the 3-day notice. If rent is not paid within 3-days of the notification or the resident has not vacated the property an eviction will be filed upon the resident in the local Municipal Court. Additionally, a second case will be filed upon both the resident and guarantor for rents/late fees/damages due.

## **29. MOVING OUT**

Either before or on the date of move out it is the tenant's responsibility to complete the move out form located on the property website – [www.university-townhomes.com](http://www.university-townhomes.com). The move out form includes the date you are moving out and your forwarding address. The security deposit less any applicable damages (see section 30), which are in excess of normal wear and tear, will be mailed to your forwarding address within 30 days following your lease termination date. If the resident does not leave a forwarding address no balance of the security deposit shall be returned to the resident.

Please be advised that under no circumstances is your security deposit to be used as payment for your last month's rent. Any damages inflicted upon the town home, whether interior or exterior, by you or those moving you, at the time of move out, is your financial responsibility.

### 30. SECURITY DEPOSIT DEDUCTIONS

These are items beyond normal wear and tear and outside of the redecorating fee.

#### *General Interior Damages*

##### Walls/Doors

1"x1" hole	\$45.00
2"x2" hole	\$75.00
Larger holes	\$ cost of repair and labor
Excessive nail holes	\$1.00 / hole
Tape tears	\$15.00 / tear
Excessive marks or writing	\$ cost of paint and labor
Any holes	\$ cost of door and labor

##### Carpet

Holes	\$ cost of repair and labor
Burns	\$ cost of repair and labor
Stains	\$ 45.00 / stain
Vinyl / tiled floors	
Holes / Burns	\$ cost of repair/replace and labor
Windows	
Replace mini blinds	\$12.00 / blind
Replace screens	\$20.00 / screen
Replace window (holes)	\$ cost of window and labor
Unstop toilet or drain	\$ 45.00 / drain or toilet
Replace bedroom door handles	
If resident put lock on	\$25.00
Light bulbs	\$3.00 / bulb
Light globes	\$15.00 / globe
Electrical / Cable outlet covers	\$ 5.00 / cover
Remove any furniture / personal items	\$15.00 / item

#### *Exterior General Damages*

##### Privacy Fence

Repair / replace slats	\$10 / slat
Replace entire privacy fence	\$200.00 / fence
Pick up cigarette butts/trash	\$100.00 / yard
Exterior damages not mentioned	\$ cost of repair/replace and labor

**CONTACT INFORMATION  
UNIVERSITY TOWN HOMES (KENT)**

**Alliance Property Services – Community Manager / Maintenance**

Mailing Address: PO Box 2716, Stow, OH 44224

Drop box is located at the front of the property where the mail boxes are. It is to the right of the mail boxes and is labeled "Drop Box".

Web site: [www.university-townhomes.com](http://www.university-townhomes.com)

E-mail: [ddavis.apsllc@yahoo.com](mailto:ddavis.apsllc@yahoo.com)

**DAILY BUSINESS – leasing, maintenance request, questions, etc.**

330-578-1200

**Business Hours: Monday – Friday 9:00 am – 5:00 pm**

**This is business office hours-not on-site hours.**

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**MAINTENANCE EMERGENCIES – during or after business hours, including holidays and weekends call 330-329-4491. Please remember your call to emergency maintenance must be an emergency or your call will not be returned. The emergency phone is a voice pager and for that reason you MUST leave a message with your phone number, property address and the nature of the emergency.**

**EMERGENCIES are defined as: water pipes busted, hot water tank leaking, window broken (both panes), heat not working in winter time.**

**NOT EMERGENCY: washer/dryer not working, light not working, toilet stopped up.**

**The best rule to apply is – can it wait until the next business day. If ever in doubt, call and we will return your call and let you know if it is an emergency or can wait till the next business day.**

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**Spectrum (Cable/Internet)**

833-697-7328

**Kent Post Office – 626 Franklin Ave, Kent, OH 44240-9998**

800-275-8777

**Kent City Police – 219 South Water Street, Kent, OH 44240**

330-673-7732 or Emergency 911