

Enjoy the Good Things in Life!



**2011-2012
Policy and Procedure Handbook**

Sunchase at Longwood
501 Sunchase Blvd.
Farmville, VA 23901

434-392-7440

www.sunchase-greens.com
sunchase-longwood@msc-rents.com



POLICY AND PROCEDURE HANDBOOK

We are very pleased you will be living at The Greens at Sunchase. In an effort to make your time here an enjoyable and safe experience for you and your neighbors, we have compiled this handbook. As a Sunchase resident and upon signing the lease agreement, you and your family and guests acknowledge the policy and procedure specified herein. The policies have been implemented with your safety in mind and are subject to change. After you have carefully reviewed this handbook, we welcome any questions you may have about the content and hope that you will direct those questions or any other concerns to the property manager. Welcome to The Greens at Sunchase!

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

- a) The Virginia Residential Landlord Tenant Act
- b) The Lease signed with Farmville, LLC
- c) The Policies and Procedures governing the property as stated herein

Management Office Hours are subject to change during peak and slow business seasons:

Our current hours of operation are:

| | |
|-----------------|---------------------------------|
| Monday – Friday | 8:30 a.m. to 6:00 p.m. |
| Saturday | 10:00 a.m. to 2:00 p.m. |
| Sunday | By appointment only (as needed) |

MANAGEMENT PHONE NUMBERS

| | |
|-------------------------|-------------------------|
| Office | 434-392-7440 |
| Maintenance, days | 434-392-7440 |
| After-hours Maintenance | 434-392-7440 (option 3) |

IMPORTANT CONTACTS

| | |
|--|--------------|
| Chamber of Commerce | 434-392-3939 |
| The Farmville Herald | 434-392-4151 |
| Department of Motor Vehicles | 804-367-6602 |
| Dog Warden (Prince Edward County) | 434-392-8837 |
| Fire Department (West 3 rd Street) | |
| Emergency | 911 |
| Non-Emergency | 434-392-6543 |
| Dominion Va. Power | 888-667-3000 |
| After Hours | SAME |
| Longwood General Information | 434-395-2000 |
| Hampden Sydney General Information | 434-223-6000 |
| Maintenance Calls for Sunchase | 434-392-7440 |
| Property Manager for Sunchase | 434-392-7440 |
| Blue Ridge Poison Center | 800-451-1428 |
| Police Department (114 N. Main Street) | |
| Emergency | 911 |
| Non- Emergency | 434-392-3332 |
| Farmville-Prince Edward County Library | 434-392-6924 |

| | |
|------------------------------|--------------|
| Recycling Department | 434-392-9223 |
| Rescue Squad | 911 |
| Southside Community Hospital | 434-392-8811 |
| Voter Registration | 434-392-4767 |
| Arena Trucking Company | 434-392-3997 |

Community Resources
Farmville area code = (434)

Banks

| | |
|--|----------|
| Bank of America, 201 N Main St. | 392-7122 |
| BB&T, 1304 Main St. | 392-8147 |
| Benchmark Comm. Bank, 1577 S. Main St. | 392-9088 |
| Citizens Bank & Trust, 1517 W. Third St. | 392-3078 |
| Wachovia, 127 N. Main St. | 392-6121 |

Buses

| | |
|-----------------------------|----------|
| Greyhound, 204 E. Third St. | 392-5153 |
|-----------------------------|----------|

Cable Companies

| | |
|---------------------------------|--------------|
| Charter Communications, Rt. 644 | 392-8144 |
| NTC Communications | 888-201-8420 |

Car Care

| | |
|--|----------|
| Amerilube, Perry Drive | 315-5500 |
| B & G Auto, Inc., 806 Buffalo St. | 392-1723 |
| Bailey's Auto Service, 703 N. Main St. | 392-9111 |
| Davis Pontiac, Rt. 460 West | 392-4911 |
| East End Motor, E. Third St. | 392-3914 |
| Fourth St. Motor Co, 210 4 th st. | 392-3896 |
| Haley, Inc. Rt. 460 West | 392-3164 |

Furniture Rentals

| | |
|---------------------------|---------------|
| American Furniture Rental | 8 04-550-4801 |
| Hometown Rentals | |

Electric

| | |
|-------------------|--------------|
| Dominion/VA Power | 888-667-3000 |
|-------------------|--------------|

Health Clubs

| | |
|-----------------|----------|
| YMCA, Third St. | 392-3456 |
|-----------------|----------|

Hospitals

| | |
|----------------------------------|----------|
| Southside Community, 800 Oak St. | 392-8811 |
|----------------------------------|----------|

Internet Services

| | |
|----------------------------|--------------|
| Kinex Networking Solutions | 392-4804 |
| NTC Communications | 888-201-8420 |

Taxicabs

| | |
|---|----------|
| CW Taxi 11111 Main St., Dillwyn | 983-7620 |
| Jennings Taxi Service, 1008 S. Main St. | 392-4894 |

Telephone Service

| | |
|-------------------|--------------|
| Ntelos | 877-468-3567 |
| Sprint, Farmville | 392-3121 |

Post Office

| | |
|------------------------------|----------|
| Farmville, 301 E. Third St. | 392-8622 |
| Longwood Univ., Lankford 130 | 395-2116 |

Restaurants

| | |
|---|--------------|
| Applebee's, Main Street | 315-5581 |
| Arby's, Main Street | |
| Burger King, 1004 S. Main St. | 392-8909 |
| Big Dogs, 1506 S. Main St. | 392-1646 |
| Charley's Waterfront Café, 201-B Mill St. | 392-1566 |
| Dairy Queen, Southgate Shp. Ctr. | 392-7441 |
| Domino's Pizza, 2010 S. Main St. | 392-3000 |
| Gim Hay Chinese, Farmville | 392-6036 |
| Hitch-In-Post, Rt. 15 | 434-223-1234 |
| Huddle House, 1800 S. Main St. | 391-3422 |
| Kentucky Fried Chicken, Hwy 15 | 392-5656 |
| La Parota Grill, 2104 S. Main St. | 392-3999 |
| Papa John's Pizza, 3 rd Street | 391-6161 |
| Macado's, 200 E. Third St. | 392-8077 |
| McDonald's, 1800 Perry Drive | 392-8986 |
| Merk's, 2106 West Third Street | 392-4746 |
| Bar 202, 202 High St. | 315-8787 |
| Perini's, 100 High St. | 315-0023 |
| Pino's Pizza, 404 S. Main St. | 392-3135 |
| Pizza Hut, 1510 W. Third St | 392-3253 |
| Shoney's, 1503 S. Main St. | 392-5807 |
| Taco Bell, Main Street | 315-8873 |
| Wendy's, 1809 S. Main St. | 392-7419 |

Storage Companies

| | |
|--|----------|
| ABO Self Storage, 1733 Cumberland Rd. | 392-8428 |
| Atkins Mini Storage, 211 S. Main St. | 392-6181 |
| Dogwood Park I, 198-F Milnwood Rd. | 391-3464 |
| Dogwood Park II, 464 Plank Rd. | 392-7011 |
| Farmville Mini Storage, 203-B E. Third St. | 392-6163 |
| Price Rite Mini Storage, Rt. 636 | 392-5816 |

Trains

| | |
|--------|--------------|
| Amtrak | 800-872-7245 |
|--------|--------------|

POLICY AND PROCEDURE

Policies and Procedures are made for your protection, to assist you in avoiding unnecessary charges and penalties, and to continue to make your property an attractive and comfortable community in which to live.

PAYING RENT

During office hours you may pay rent at 501 Sunchase Blvd., inside the clubhouse. After hours, you may drop your payment in the drop slot located to the left of the front door of the clubhouse. If mailing rent, please send in advance to:

The Greens at Sunchase Apartments
501 Sunchase Blvd.
Farmville, VA 23901

Rent is considered to be paid when received by the office, regardless of the postmark date. Rent is due on the 1st day of each month for that month (i.e. January rent is due on January 1.). A late fee of \$40.00 is automatically charged on the 6th of the month regardless of weekends, holidays or office hours. Please allow extra time for holiday and weekend mail delivery.

The first month's rent of your lease is due by the lease start date. For example, if your lease starts July 15th, your first months pro-rated rent is due to the office by July 15th.

If your move-in date falls within the last five days of the month, the prorated rent for the month you are moving in and an additional balance of the next month is due on the date you move to Sunchase.

Please write your building number and apartment letter on your payment. We accept one check per lease. Cash is not accepted. Personal checks will not be accepted for payments received after the 10th of the month if payment is for that current month, a money order, credit card or cashier's check must be submitted.

Checks returned by the bank for non-payment will not be deposited a second time. A notice that your check has been returned will be mailed from Sunchase upon notification from our bank. Returned checks will cause the addition of late fees to your account as well as a \$40.00 returned check fee. Your account will be considered delinquent until all rent and fees have been collected

EMERGENCY SERVICE

We provide emergency service for the situations listed below. Please call 434-392-7440 to report the problem. Emergencies can be classified into one of three options:

OPTION 1:

Emergencies: We will provide an immediate response, 24 hours a day. In the event one of the following emergencies occurs, Sunchase's after-hours maintenance should be contacted right away:

- Total loss of electrical power (you should also contact Dominion Va. Power)

- Loss of heat

- Stopped up toilet, if it is the only toilet in the apartment

- Plumbing problems including flowing water

- Sewer back up

- Any leak including heavy rainwater

- No hot water

- Inoperable refrigerator or oven/range

- Air Conditioning – if the outside temperature is **above** 85 degrees, or there is a medical emergency

- No lights in the common areas, around buildings or hallways

- Open, vacant units

- A noticeable gas smell, or odor, either inside or outside of the apartment

- Any kind of electrical sparking of the stove, electrical sockets, etc.

- Security problems (broken lock, broken glass, broken doors, burned out exterior lights)

- Anything that presents a serious threat to persons or property

OPTION 2:

Semi-Emergencies: Our maintenance staff will respond within 24 hours between Friday 5:00 p.m. and Sunday 5:00 p.m. (If a call comes in on a Sunday – Thursday night, Sunchase maintenance will handle it during normal weekday hours.) In case of the following, Sunchase maintenance should be contacted as soon as possible:

- Clogged commode (residents are asked to plunge first)

- Stopped-up sink

- Stopped-up tub

- Inoperable smoke detector

OPTION 3:

Non-Emergencies: will be repaired by Sunchase maintenance during normal weekday business hours. Non-emergencies include but are not limited to the following:

- Inoperable dishwasher

- Inoperable disposal

- Inoperable washer/dryer

- Inoperable microwave

- Air Conditioning – if the outside temperature is **below** 85 degrees

SNOW

When there is a forecast for snow, please park your vehicle a few inches back from the curb to facilitate plowing and to prevent damage to your vehicle as sidewalks are cleared. Residents are responsible for clearing snow away from individual vehicles.

IMPORTANT COLD WEATHER REMINDERS

We want to take this opportunity to remind you of a few preventative measures that can make your winter experience a pleasant one:

HEATING RELATED REMINDERS:

- Please leave your heat set at 65 degrees or higher. This will help to prevent frozen pipes and possible leaks.
- Lack of heat is considered an emergency, please call our emergency maintenance at 434-392-7440 option 3 should you ever experience a loss of heat. Be sure to select the appropriate option for an emergency situation if you are calling after hours.
- Under extremely cold conditions, leave bathroom and the vanity doors open under your sinks so that heat will be sure to reach the pipes when it's especially cold. By following this advice you reduce the risk of freezing pipes, which can cause a large water leak in your apartment.
- In the event that you turn your water on and no water flows from the faucet please CALL US IMMEDIATELY. This could indicate that your pipes have frozen and a burst is possible.

SNOW REMINDERS

- **FOR YOUR SAFETY WE RECOMMEND THAT IF YOU CAN, PLEASE STAY AT HOME DURING SNOW OR ICE STORMS.**
- If the forecast is calling for snow, please be sure to park your car back away from the sidewalk so that we may be able to fully access all sidewalks. MSC is not responsible for damage to any abandoned vehicles that could not be properly parked due to stormy conditions.
- Keep in mind that even after the roads are clear the melting and run off will continue to freeze at night. These conditions can make the parking lots and sidewalks treacherous late in the evening and early in the morning. Again, we recommend that you not drive during these conditions.
- As conditions permit we will strive to clear parking lots and sidewalks of snow and ice; however, please use caution whenever there is inclement weather.
- Residents are responsible for clearing snow away from their individual vehicles.

Again, 24 hour emergency maintenance is available; please call 434-392-7440 and select the appropriate option for an emergency situation (night or day) if you are concerned with any heating concerns or the possibility of frozen pipes.

MAINTENANCE AND MANAGEMENT ENTRY

The Sunchase Maintenance and Management Staff, as well as contracted employees, have the right to enter apartments for inspections, repairs, and cleaning. Notice will not always be provided in the event of an emergency; however they will always knock first and announce upon entry.

CONDUCT AND NOISE COMPLAINTS

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

Most noise complaints result from boisterous behavior or loud stereo systems. Noise of this nature does travel very easily. If you encounter noise problems, we ask that you first talk to your neighbors about the problem. Often residents do not realize how clearly sound does travel.

There is a noise ordinance in the Town of Farmville. We will provide a copy of the Farmville Noise and Alcohol Ordinance upon request. Please contact the local police if you are experiencing a serious problem after hours. Also notify management the following business day with the apartment number of the offending resident and the details surrounding the complaint. Please be advised that repeated noise complaints may result in warnings and possibly eviction, should the problem continue.

You are responsible for the actions and damages of your guests and any uninvited guests who might enter Sunchase as a result of your gathering, whether such actions are known by you or not. All costs incurred by the Landlord as a result of a party or gathering will be your responsibility.

During office hours you may contact the leasing office at 434-392-7440 if you are experiencing a problem or after hours you may contact Sgt. Roger Sudesberry at 434-391-7174.

SMOKE DETECTORS

You are responsible for maintaining your smoke detector during your occupancy of the premises. Smoke detector alarms are installed to give you early warning of dangerous smoke. Your smoke alarm is hard wired and equipped with a back-up battery. If a back-up battery should fail during your occupancy, please notify your property manager immediately.

Please be advised that if this battery is removed from your smoke alarm at any time during your residency, or if the battery is missing at the time of your move-out inspection, you will be billed for the replacement of the battery. Please test your smoke detector periodically to assure it is working properly. This is for your own safety and that of your neighbors in the unlikely event of a fire.

Do not disconnect your smoke detector. You could be held liable for unhooking it during your residency. Please help us utilize this safety feature to its maximum potential by keeping it in good working order at all times. If you have a battery operated detector, an intermittent beeping means that the battery is running low and you should contact the Sunchase maintenance for replacement of the battery. We appreciate your cooperation.

LOCKOUT SERVICE

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

During business hours, a key may be obtained from the rental office. If you borrow a key during office hours, you agree to pay a fee not to exceed \$5.00. Keys that are borrowed during office hours must be returned within thirty (30) minutes, or by the close of business that day, whichever comes first, or you agree to allow Landlord to re-key the lock. You agree to pay for the cost of the labor and materials to re-key the lock.

After business hours, you can call 434-392-7440. We cannot guarantee that after-hours lockout service is available. If a key is delivered after business hours, you agree to pay a fee up to \$60.00.

Only residents on the lease may obtain a key and must provide positive identification. Attempting to gain entry by other means is prohibited.

PETS

Management reserves the right to approve or deny approval to any resident's request to house a pet. Due to individual living preferences it is important that you discuss your plans to obtain a pet with your roommates in advance. The general pet guidelines are as follows:

We allow only dogs, cats, fish, birds and possibly other caged animals (see policies below). A maximum of two (2) pets are allowed per apartment. In the case of roommates; all residents in the apartment must sign a Roommate Approval/Objection Form, and you must obtain the Landlord's approval by signing a pet addendum, prior to obtaining a pet. We require a *Pet Addendum* for any pet.

We do not require a pet fee for fish, birds or caged animals; however, the Roommate Approval/Objection Form and Pet Addendum are required before you bring these animals onto Sunchase property.

Fish tanks are allowed but cannot exceed a total volume of 20 gallons. If a larger tank is approved by management, renters insurance will be required.

In signing a Pet Addendum (required for any pets), resident must agree to the following:

- Resident agrees to pay Landlord an additional fee of \$30.00 PER MONTH PER PET due with rent for the privilege of keeping domestic pets on the premises. This fee does not cover the cost to repair any damages caused by the pet. The fee will not be refunded to the resident at any time. No charge for fish or birds or caged animals.
- No more than 2 pets are allowed in any apartment. Only dogs, cats, fish and birds allowed. Other caged animals may possibly be approved, depending on roommate and management approval.
- No aggressive-breed dogs or puppies are allowed at Sunchase (such as Rottweilers, Pitbulls, Dobermans, German Shepherds, Chows, American Staffordshire Terriers, American Bulldogs, etc.). The only breed of Bulldog currently accepted by Management is the French Bulldog. Management reserves the right to turn away animals based on behavior/breed.
- Resident agrees to pay Landlord a one-time fee of \$175.00 per pet at the signing of this lease addendum. No charge for fish or birds or caged animals.
- Resident agrees to take full and complete responsibility for the behavior and actions of his/her pet.
- Resident agrees to promptly comply with the policies and procedures herein set forth and such amendments thereto as Landlord may deem necessary or appropriate.
- In the event the Resident violates any of the policies and procedures, Resident must remove the pet within 21 days of the written notice from Landlord or the lease will be terminated nine days after the 21 day time period ends.

- Resident shall comply with all state and local regulations as to licensing, inoculation, etc.
- Dogs shall not be permitted outside the premises except when attended by the Resident on a leash.
- Noise or barking shall not be permitted and such noise or barking shall constitute a justifiable complaint as stated in the original above Lease Agreement.
- Same apartment letter roommate agreement or objection submitted in writing to the Landlord will be considered valid under the original above Lease Agreement and the domestic pet shall be removed from the premises upon receipt of five (5) day written notice from Landlord if roommates object.
- Cleanup of dog feces is the Resident's responsibility. Failure to clean up after one's pet may result in a charge of \$50.00 per incident and billed to the Resident account.
- Pets are required to wear identification tags including their address and owner.
- Illegal pets (not registered through the office) will result in a \$100 fine to the resident and the resident must then pay the fees/deposit as stated, sign the Pet Addendum or remove the pet from the premises.
- Resident is responsible for paying for any flea treatments during the lease term or at move out.

Caged animals must remain in a secured cage off of the floor at all times. Cage must be secured to prevent animal(s) from leaving cage.

TRASH

Dumpsters are located throughout the community for your convenience. Please put trash in the dumpsters. If you find a dumpster full, please use another one. Do not set trash outside of the dumpster on the ground, as animals will tear the bags and spread the trash. Please do not leave trash bags or other debris outside your apartment entrance. If it is necessary for us to remove trash, your account will be billed. The charge for trash removal is \$50.00 per bag to the apartment responsible. This includes cigarette butts and any other debris thrown from porches. Any larger trash items found in the breezeways or anywhere on the property will be removed and charged accordingly to the residents.

Dumpsters are for disposal of household trash only. Do not dispose of furniture, boxes, moving debris, cardboard, clothing, etc. in these containers. All items other than household trash should be disposed of at the County Landfill or other facility at the expense of and responsibility of the resident. You might also consider donating items to the Salvation Army or other such charity organization, or selling items to second-hand or used furniture business.

Prince Edward County Landfill: (434) 392-3675
Tuggle Road

RECYCLING

The town of Farmville Public Works Department provides recycling curbside service twice a month at Sunchase. Please pick up the blue recycling bags from the leasing office if you would like to participate in the Farmville Recycling Program. Currently blue recycle bags are picked up twice a month. Please place your blue bags in the recycling corral located beside the playground near the clubhouse. All glass, plastic and aluminum can be commingled in one bag and paper products (other than magazines, catalogs and glossy paper) can be placed in a separate bag.

PARKING & VEHICLES

Sunchase provides residents with convenient parking. Each Sunchase resident receives one parking sticker for his/her registered vehicle. To obtain parking sticker residents must provide a valid driver's license and vehicle registration to the management office. The parking is available on a first-come, first-serve basis. Sunchase does provide a limited number of guest spaces. Residents are allowed to park one vehicle against their building

entrance (front or rear of building). Any additional vehicles or guests vehicles must park in auxiliary spaces (not in front of the building).

In order to protect all residents, towing is unfortunately necessary to keep fire and traffic lanes clear. Parking is prohibited in front of the dumpsters and where posted. **Any vehicle parked illegally, even with a sticker, can be towed at any time without notice at the vehicle owner's expense.**

Any vehicle that is in an unsightly state of disrepair, has flat tires, is jacked up on supports, is inoperable or lacks proper state licensing may not remain on the property for more than 72 hours. Any vehicles violating this rule are subject to towing at the owner's expense without warning. We ask that you do not wash or repair your vehicles in the parking area.

No trailers, recreational vehicles, boats, or any motorized vehicle may be stored on premises without prior approval from the property manager.

BICYCLES, MOTORCYCLES

Motorcycles and bicycles should not be stored improperly on Sunchase property. At no time can they be stored inside your apartment, on your balcony, on the apartment landings or attached to a railing of any part of the building. The City and State Fire Codes prohibit the placing of bicycles, motorcycles and trash at entrances or on steps or landings of buildings. Mopeds and motorcycles are prohibited inside apartments. Please use the bicycle racks that Sunchase has provided for storage of your bicycles. Please keep mopeds and motorcycles within a single parking space in the parking lot.

UTILITIES

Electricity must be connected in your name from the day the Lease begins and must remain connected throughout the lease period. You need to plan for this in advance of your lease start date by contacting Dominion Virginia Power. Any electrical service that is not covered under your service account during the lease term will be billed to you by Sunchase to recover our costs for electric service, including connection fees. Administrative fees to cover the cost of processing will also be added.

Water and sewer must be connected in your name and must also be maintained in your name throughout the term of your lease. You will be responsible for the cost of your water and sewer.

Residents are responsible for paying for the gas for the fireplace. If you wish to utilize your fireplace, Sunchase will bill you monthly for any gas usage. There is no utility company to contact for this.

Telephone, computer and cable lines inside the apartment are neither maintained nor altered by Sunchase. Contact your provider for any questions or problems. **Alterations or additions such as phone jacks may be installed only with your property manager's approval.**

APPLIANCES AND PLUMBING

Apartments are equipped with a washer and dryer, dishwasher, microwave, range, refrigerator and appropriate locks. No other washer, dryer, portable dishwasher, locks, freezers or other equipment may be installed in any unit without the written permission of the Landlord.

You are responsible and will be charged for any misuse or abuse of the appliances, furniture (where applicable) and equipment in the apartment.

Shower Stalls/Tubs: Do not clean with any abrasive that will scratch surfaces. Always close your shower curtain fully during use to prevent leakage and use a heavy bath mat on the floor. Mold and mildew can be kept to a minimum if you will keep your bathroom as ventilated as possible.

Toilets and Drains: Please use a plunger to try to clear a clogged toilet. After making this attempt, call 434-392-7440 for assistance. Do not flush paper towels, cotton swabs, tampons, condoms, diapers or any foreign object down drains. There may be a charge for removal of any foreign objects as well as any resulting damages.

SAFETY AND SERVICES

The entire apartment should be kept free of trash and debris, including all doorways, hallways, furnace closets, utility rooms, balconies, entry landings and stairways. No dangerous or flammable fluids should be kept inside the apartment and especially not stored in any furnace closet. Storage items should be placed at least 3 feet from furnaces and hot water heaters. The balconies and porches are to be kept neat and orderly at all times. Conventional patio furniture and plants are allowed on the balcony. Unsightly furniture, kegs, trash, laundry, towels, blankets, clothes etc., are not to be stored on the balcony or left in the breezeways or property common areas. **Residents are not allowed to have any type of grill at their apartment.** Railings on landings, balconies and porches must never be climbed over or loosened by anyone.

Broken windows will be replaced immediately by Sunchase, but at your expense. In most cases breakage is due to abuse, neglect or carelessness on the part of the residents or their guests. If screens are torn or pulled from the building, residents are charged for the cost of repair or replacement. Do not enter the apartment through the screened windows and sliding glass doors. Damaged screens look like easy access to your apartment to people driving or walking by. It is your responsibility to report them promptly to 434-392-7440.

In addition, you are responsible for any damage caused to any area of the entire Sunchase Premises whether the damage is caused by yourself, a guest that is invited or uninvited by you.

Exterminating: If you would like to have your apartment exterminated at any time during the year, please call 434-392-7440. We provide preventive pest control throughout the year. Please see the pet policies for information about flea treatments.

SUNCHASE CLUBHOUSE AND AMENITIES

As a Sunchase resident, you are entitled to use the Sunchase Clubhouse and amenities at no charge. The Sunchase Clubhouse includes: 24 hour business center, clubroom and kitchen, game room, 24 hour fitness center and theater. Sunchase exterior amenities include: swimming pool, horseshoe pit, two grilling stations, playground, volley ball court and basketball court. All of these amenities and clubhouse facilities are for the use of residents only. Any guest(s) must be accompanied by the resident at all times. A resident (leaseholder) is entitled to have two guests with them at one time while using the amenities/clubhouse facilities. The resident is responsible for the actions of their guest(s) while on the property including but not limited to use of the amenities/clubhouse facilities.

LEASE TAKEOVERS, SUBLEASES, MEDICAL RELEASES AND TRANSFERS

Because of your personal liability and our obligation to act in accordance with the Fair Housing Laws, no advertisement for lease-takeovers or sublets and no agreement to take over a lease or sublet are to be done without permission from management.

Lease Takeover

A lease takeover will be signed when any change in residents is needed anytime during the lease term. A new lease must be signed and the new lease must have the same monthly rent and ending date as the original lease. The apartment must be vacated and prepared for the new resident, unless the new resident agrees to take the apartment "As-Is". The security deposit, less damages, will be returned to the original resident.

A Lease Takeover Agreement must be signed by the original resident and a fee equivalent to one month's rent be paid before a new resident will be allowed to sign the lease. Rent payment obligations under the terms of the lease remain in force until a new applicant is approved and a lease signed.

Sublease

Subleases will be signed for anyone wishing to move anytime during the lease term. The original resident remains obligated to the terms of the lease agreement until the termination of the original lease.

When a resident wishes to sublease his or her apartment, he or she must bring the prospective subtenant to the office and a Sublease Agreement will be signed by both parties. The subtenant is required to complete an application and will be subject to approval under the Sunchase rental criteria. A fee of \$100 is due at the time of signing the sublease agreement.

Medical Release

In the event that a resident is diagnosed with a physical or mental illness and is unable to fulfill the lease agreement the following items will be required:

1. 30 days written notice
2. Forfeiture of Security Deposit
3. Re-rent fee equivalent to one months rent (covers cost of advertising, vacancy loss, apt turn)
4. Documentation from a licensed MD verifying the illness
5. Manager approval

Transfers

A transfer will be done (provided there are available apartments) in any situation in which the resident wants to move from one apartment to another. Transfer approval is at the discretion of management.

Anyone wishing to move to another apartment will be required to pay a transfer fee of one month's rent and a new lease agreement must be signed. The original contract will be voided and attached to the back of the new lease agreement. A new deposit and new application fee is required at the time the transfer is requested.

OCCUPANCY STANDARD

The below referenced Occupancy Standard is in effect. With regard to an “infant,” the infant shall not be counted in the total number of persons to be occupying the subject apartment unit. As used in this Rental Criteria, “infant” shall be defined as and shall include any child up to the age of twelve (12) months.

OCCUPANCY STANDARDS:

One Bedroom Apartments: Maximum – 2 people
Two Bedroom Apartments: Maximum – 4 people
Three Bedroom Apartments: Maximum – 6 people
Four Bedroom Apartments: Maximum – 8 people

CHANGE IN THE AGE OF OCCUPANTS

If at anytime during the lease term (whether current or renewal lease) should an occupant reach the age of 18, then the occupant will need to complete a rental application and be added to the lease agreement as a lease holder. The re-qualification process will be waived for all occupants who reach the age of 18 during the lease term (whether current or renewal lease). However, all lessees shall be subject to re-qualification guidelines as outlined in the rental criteria in place at the time if and when a lessee should want to be deleted from the lease.

OVERNIGHT GUEST(S)

Guests of residents may not occupy the leased premises for more than seven (7) days of continuous occupancy without our prior written consent. Otherwise, any guest, who occupies the leased premises for more than seven (7) days of continuous occupancy without our prior written consent, shall be deemed to be an unauthorized guest and said resident shall be in breach of the subject lease agreement. In addition, the unauthorized guest shall vacate the leased premises immediately.

ALTERATIONS

As a Resident, you are prohibited from making alterations, installations (including installation of additional locks or chain latches,) repairs or redecoration of any kind to the premises without the prior written consent of the management. Sunchase does not intend to unreasonably withhold consent, but will require you to return the premises to the original condition when the lease term is completed. No signs, lights or antenna wires may be installed on the exterior premises or in the windows.

SECURITY DEPOSIT RETURN

Please review carefully your condition report that is given to you upon move-in. This list may itemize permanent defects in the apartment, which will not be repaired or considered your responsibility at move-out. When you move in, you are also given the opportunity to add to this list as part of your permanent file.

The guidelines, which are presented in this handbook, represent your responsibilities during your lease agreement and at move out. Deductions from your security deposit will unfortunately result when you fail to meet these guidelines. Management reserves the right to assess the quality of the work you have done or contracted professionally at move out; and deductions may occur as a result of poor cleaning or other work performed by the resident.

You must provide a forwarding address before we can issue your security deposit refund.

We would like to return your entire deposit without deductions and want you to understand the type of repairs you will be expected to pay for.

Deductions for repairs will be made for the following items existing at the time of move out. These damages include, but are not limited to:

1. Holes in walls or wallpaper damage in excess of normal wear and tear, including, but not limited to, damage resulting from adhesives, nail holes, masking tape, hooks etc.
2. Missing or damaged screens
3. Damage to doors and windows
4. Carpet stains, rips, burns and tears or replacement
5. Cuts, scratches, stains, rips, tears, missing cushions or broken parts to furniture
6. Missing furniture (where applicable)

CONDITION REPORTS

Please carefully review your condition report that will be given to you upon move-in. The condition report must be completed within five days after you move in to your new apartment. You can return it to the office at 501 Sunchase Blvd., in the Clubhouse.

VACATING GUIDELINES

Upon termination of the lease, Residents shall completely vacate the premises, including the removal of all personal property and furniture. All keys, including door locks, mailbox, pool pass and clubhouse key fob (key and/or code where applicable), must be returned to the Sunchase Leasing Office at 501 Sunchase Blvd. by 12:00 Noon on the lease termination date.

Before the moving day arrives, remember to notify the following:

Sunchase Management office of forwarding address
Post Office to fill out a mail forwarding form
All magazine and newspaper publishers
Insurance company
Utility providers
Bank
Employer

Each Resident, upon returning his or her keys, relinquishes all rights and privileges granted under the Lease and returns possession to the Landlord for any and all purposes. These rights include but are not limited to parking, use of the swimming pool and clubhouse, and right of entry into the apartment. The landlord may assume that the condition of the apartment at that time is the condition in which the Resident intended to leave it. In the event that all keys have not been returned by Noon of the Lease termination date, and the apartment has been vacated, possession of the premises will return to the Landlord, and charges for replacing the keys will become the residents' responsibility.

No right of storage is given to residents after the lease agreement ends and Landlord has no duty to protect the Resident's possessions against loss. Residents will be charged for all costs to remove or dispose of abandoned trash and/or property once the lease has ended. Any abandoned property will be handled in accordance with the Virginia Residential Landlord and Tenant Act, Section 55-248 38.1. Please see your property manager for more specific details of this procedure.

Before departure, the Resident shall turn over to the Landlord the premises, all its fixtures and equipment in good and substantial repair, thoroughly cleaned, and in sanitary condition, reasonable wear and tear excepted. Resident may request to be present at the time the landlord inspects the premises to verify the condition of the premises and its contents. Residents shall prepare their apartment for inspection according to the Cleaning Guidelines that follow this section of the Handbook.

Management reserves the right to assess the quality of work and deductions may occur as a result of poor cleaning or other work performed by the resident or professional contractor hired by the resident at move out.

1. All surfaces including baseboards, molding, doors, woodwork, outer and inner windowsills, window tracks, and heaters cleaned of all dust, dirt and fingerprints.
2. All exterior entrance doors and ground floor windows including sliding glass doors and tracks cleaned inside and out. All windows above the ground floor need to be cleaned from the inside. All thresholds cleaned of dirt and cobwebs.
3. All closet shelves, doors, floors, furnaces, hot water heater, and louvers cleaned. All hangers removed from rack.
4. All balconies and patios swept clean of leaves and dirt. All plants, outdoor furniture and trash removed.
5. All light fixtures (interior and exterior) cleaned of dust, bugs and cobwebs. Light globes must be removed and cleaned of dust and dirt.
6. All mini-blinds cleaned of dust and dirt
7. All light switch plates, thermostats, and semi-gloss walls cleaned of fingerprints, smudges and grease.
8. All floors swept clean of all dirt and thoroughly mopped, especially at edges and corners.
9. All washers and dryers cleaned thoroughly inside and out. All soap and lint residue cleaned from machines. All knobs and selection panels cleaned of fingerprints and dust. All lint and debris cleaned from hoses and spaces behind machines.
10. All cobwebs vacuumed from corners and ceilings.
11. All carpets thoroughly cleaned free of stains, dirt, hair and trash debris.
12. All heat and air conditioning vent covers must be free of dust.

Kitchens

All surfaces and the interior and exterior of all appliances must be cleaned of any food, grease, dirt, dust and cleaning residue. In particular:

1. All cabinet doors, handles, shelves, and drawers cleaned of all food residue, handprints and grease. Cabinet shelves and drawers must not be sticky to the touch.
2. Refrigerator and freezer cleaned completely. All shelves, drawers, racks, ice trays, molding, and door gasket cleaned of food residue and mildew. All exterior surfaces cleaned of dust and food. Drawers should be cleaned on all surfaces, as well as the area beneath the crisper drawers.
3. Stovetop, broiler, oven and range hood cleaned of all grease, food and dirt. All knobs, burners, lights, exhaust fans, broiler pans, racks, windows, burner pans, and area below the burner pans and bibs included. All cleaning residue wiped clean from appliance.
4. Dishwasher cleaned inside and out. Racks, soap dish and gasket cleaned of food and soap residue.
5. All counter top and appliance surfaces cleaned of dust and food, especially at the edges.
6. Sink cleaned of any residue, stains and water spots. All chrome faucets and fixtures cleaned to shine.

Bathrooms

All surfaces must be cleaned thoroughly of any debris, in particular:

1. Sink, drains and faucets cleaned of soap residue and stains. Soap dish and toothbrush holder thoroughly cleaned of any soap or toothpaste residue. Chrome faucets and handles cleaned.
2. Toilet, base and tank cleaned.
3. Medicine cabinet, shelves, drawers and vanity cleaned of hair, dust, shampoo, razors etc. All mirrors cleaned of smudges and streaks.
4. All toilet paper, soap, shower curtains and curtain rings removed.
5. All tile and grout scrubbed free of mildew and soap residue.
6. Tub and shower stall cleaned of stains, rings and soap residue. Shower stall doors scrubbed free of soap and mildew.
7. All chrome fixtures including showerhead, towel racks, faucets, toothbrush and toilet paper holder cleaned.

MOLD and MILDEW PREVENTION

It is our goal to maintain the highest quality living environment for our residents. To help achieve this goal, it is important to work together to minimize the potential for conditions that could lead to the growth of naturally occurring mold.

Tips for Residents:

Residents can help minimize mold growth in their apartment homes by taking the following actions:

- A. Open windows. Proper ventilation is essential. If it is not possible to open windows, run the fan on the apartment air-handling unit to circulate fresh air throughout your apartment.
- B. In damp or rainy weather conditions, keep windows and doors closed.
- C. If possible, maintain a temperature of between 50 degrees and 80 degrees Fahrenheit within your apartment at all times.
- D. Clean and dust your apartment on a regular basis as required by your lease. Regular vacuuming, mopping, and use of environmentally safe household cleaners are important to remove household dirt and debris that contribute to mold growth.
- E. Periodically clean and dry the walls and floors around the sink, bathtub, shower, toilets, windows and patio doors using a common household disinfecting cleaner.
- F. On a regular basis, wipe down and dry areas where moisture sometimes accumulates, like countertops, windows and windowsills.
- G. Use the pre-installed bathroom fan or alternative ventilation when bathing or showering and allow the fan to run until excess moisture has vented from the bathroom.
- H. Use the exhaust fans in your kitchen when cooking or while the dishwasher is running and allows the fan to run until all excess moisture has vented from the kitchen.
- I. Use care when watering houseplants. If spills occur, dry up excess water immediately.
- J. Ensure that your clothes dryer vent is operating properly, and clean the lint screen after every use.
- K. When washing clothes in warm or hot water, watch to make sure condensation does not build up within the washer and dryer closet; if condensation does accumulate, dry with a fan or towel.
- L. Thoroughly dry any spills or pet urine on carpeting.
- M. Do not overfill closets or storage areas. Ventilation is important in these spaces.
- N. Do not allow damp or moist stacks of clothes or other cloth materials to lie in piles for an extended period of time.
- O. Immediately report to the management office any evidence of a water leak or excessive moisture in your apartment, storage room, garage, or any common area.
- P. Immediately report to the management office any evidence of mold growth that cannot be removed by simply applying a common household cleaner and wiping the area. Also report any area of mold that reappears despite regular cleaning.

- Q. Immediately report the management office any failure or malfunction with your heating, ventilation, air-conditioning system, or laundry system. As your lease provides, do not block or cover any of the heating ventilation or air conditioning ducts in your apartment.
- R. Immediately report to the management office any inoperable windows or doors.
- S. Immediately report to the management office any musty odors that you notice in your apartment.

RESERVATION AGREEMENT

Resident understands that the anticipated move in date cannot be guaranteed by The Greens at Sunchase Apartments given the possibility of unforeseen construction delays. Although Landlord agrees to take all steps reasonably necessary to prepare the Premises for occupancy as close as possible to the commencement date of the Lease, Landlord cannot guarantee that the Premises will be ready for occupancy as of such date. Accordingly, Landlord and Resident hereby agree that if the Premises is not ready for occupancy as of the commencement date of the lease, then Landlord shall either (i) provide reasonable accommodations for Resident and Resident's personal property without any abatement of rent or (ii) abate Resident's rent under the Lease until release of the Premises for occupancy.

CONSTRUCTION – RELATED OCCUPANCY RULES

1. **Limitations on Use of the Property:** Resident understands Resident and Resident's household are moving into the Premises although construction is still underway at the Property. Resident agrees Resident and all members of Resident's household and all guests of Resident shall only use and/or enter into areas of the Property completed for occupancy, which at this time are limited to the following: the Premises, the entryway and stairs to the Premises, and the driveway and parking area leading to and in front of the Premises. Landlord will notify Resident in writing as other areas of the Property are completed and available for use.
2. **Non-Liability of Landlord, Management Agent and General Contractor:** Neither Landlord, Management Agent nor the General Contractor for the Property shall be liable for any injury, damage or loss to person or property resulting from Resident or any member of Resident's household or any guest of Resident using and/or entering into any area of the Property not listed in Paragraph 1 or a subsequent notice from Landlord. Resident hereby (a) releases Landlord, Management Agent and the General Contractor from any damage or loss with respect to Resident and Resident's household and all guests of Resident, arising from any use and/or entry into such prohibited areas.

WINDOW SAFETY

In June 2000, U.S. Consumer Product Safety Commission released safety guidelines to help prevent falls from windows. Sunchase Apartments supports window safety, and has taken the following precautions to assist residents in preventing window falls.

Window screens are not designed or intended to protect from falls. Therefore, window stops will be installed on all windows upon the resident's request only, which will allow residents to restrict the window opening. It is reported that persons 10 years old and younger are most susceptible to accidental falls from windows. Please keep furniture away from windows to discourage anyone from climbing near windows.

Window guards are also available for installation at the resident's request and expense. Window guards screw into the sides of a window frame and have bars set 4" or less apart.

It is the resident's responsibility to notify management of any window problems or if window stops need to be replaced. Please contact us at (434) 392-7440 if you have any additional questions or concerns about window stops, window safety or additional window protection.

We hope this handbook has provided information that is useful to you during your residency at Sunchase. Remember, if you have any additional concerns do not hesitate to contact the Management Office.



Revised 3/10/2011