



# RESIDENT GUIDEBOOK

## Hopson Flats

PROVIDED BY

GRAND RAPIDS -  
HOPSON FLATS, LLC

AND

MAPLEGROVE  
PROPERTY  
MANAGEMENT

**2015**





# COMCAST

Welcome to Hopson Flats!! In your unit you will find a cable box and a modem to connect you to the internet. If you do not find these in your unit please contact Comcast directly (1-800-266-2278) and let them know you are living at Hopson Flats, 212 Grandville Ave SW and the unit number. They will help order you a cable box or modem for your unit.

Please note that each unit is allowed 1 modem and 2 cable boxes and any additional cable connections needed you will need to contact Comcast. We supply basic cable and internet, if you would like to have HD or DVR capabilities contact Comcast and let them know you would like to have those upgrades. **You will be directly billed** for the HD, DVR upgrades and/or additional cable boxes we do not supply that.

If the Comcast equipment is in your name and you are planning to leave Hopson Flats, please contact Comcast (1-800-266-2278) and let them know that you will be vacating the unit/building and will need to take your name off of the account and either replace it with a roommate who will be staying or leave it blank for the new residents.

**DO NOT RETURN THE COMCAST  
EQUIPMENT, LEAVE IT IN YOUR UNIT.**

Maplegrove Property Management  
68 Ransom Ave. NE, STE A  
Grand Rapids, MI 49503  
616.301.1222

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## **PROPERTY MANAGEMENT**

Property Manager: Leslie O’Neal, Property  
Manager

Maintenance Manager: Tom Battle, Maintenance  
Manager

Mailing Address: Maplegrove Property Management  
212 Grandville Ave SW, STE 105  
Grand Rapids, MI 49503

Hopson Flats Office Phone: (616) 301.1222  
Management Office (616) 301.1222  
After Hours Maintenance Emergencies: (616) 254-7449

Facsimile: (616) 301-1116

Email: [hopsonflats@maplegrovepm.com](mailto:hopsonflats@maplegrovepm.com)

All correspondence and rent payments as required by the Lease should be send to the above address, payable to **Grand Rapids Hopson Flats, LLC.**

IMPORTANT TELEPHONE NUMBERS

MAINTENANCE EMERGENCY ..... (616) 254.7449

MAINTENANCE SERVICE..... (616) 301.1222

POLICE EMERGENCY (AND ALL EMERGENCIES) .....911

GRAND RAPIDS POLICE (Non-Emergency)..... (616) 456-3400

FIRE DEPARTMENT EMERGENCY.....911

ELECTRICITY EMERGENCY ..... 1-800-477-5050

GAS LEAK EMERGENCY ..... 1-800-947-5000

**INTRODUCTION**

Grand Rapids Hopson Flats, LLC is committed to providing a quality living experience in a managed environment while respecting and preserving individual rights to privacy. In order to achieve this balance, Hopson Flats has developed policies and procedures with which all residents should be familiar.

What follows are expectations regarding the use of personal and Landlord facilities. These policies are intended to ensure a quality experience and protect the health and welfare of the larger community. We recognize that these policies may cause individual inconvenience.

**RESIDENT MANAGER (RM)**

The Resident Manager is a resident of Hopson Flats who is responsible for working closely with Property Management and residents in creating and maintaining an atmosphere that promotes student development and acceptance of diversity of community living at Hopson Flats.

The RM assumes specific responsibilities for the apartment community:

- Advise Property Management of issues and concerns
- Serve as a liaison between residents and Property Management
- Enforcement of policies and regulations in accordance with the Resident Guidebook, including securing and policing of the apartments and Common Areas: study area, game/entertainment room, fitness facility, laundry room, lobby and corridors (including the issuing of citations/fines for tenant violations as described under General Apartment Policies below.)
- Enforce residents' right to peaceful and quiet enjoyment
- Perform other duties as assigned

**\*\*VIOLATION OF ANY OF THE FOLLOWING POLICIES IS A DEFAULT UNDER THE LEASE AND IS CAUSE FOR EVICTION. \*\***

**GENERAL APARTMENT POLICIES**

Tenants and tenants guests are expected to adhere to the policies of the Lease Agreement and the building's Resident Guide Book. Tenants will be charged according to the following rate schedule for mishaps and violations of the apartment policies.

- Illegal/unauthorized Pets: \$2,000.00
- Illegal Occupant: \$ 500.00
- Beer Keg: \$ 500.00
- Smoking in the Building: \$ 250.00
- Smoking in restricted areas: \$ 250.00

- Noise Violation: \$ 300.00
- Fire Alarm Misuse: \$2,000.00
- Damage to window/opening sealed window \$cost of repair
- Failure to follow sublet or roommate assignment procedure: \$ 500.00
- Damaged Apartment Door: \$ 750.00
- Damaged Interior Door: \$ 350.00
- Damaged Interior Door Jamb: \$ 350.00
- Damaged Apartment Door & Door Jamb: \$1,000.00
- Tenant or Tenant's guests disrespecting Landlord, Landlord's employees, Landlord's Guests or Resident Managers: \$ 200 00
- Throwing items out windows: \$ 200.00
- Propping open any building doors: \$ 200.00
- Visitor Parking Area Violation: \$ 75.00
- Drunk & Disorderly Conduct \$ 250.00
- Littering: \$ 200.00
- Tampering with Thermostat Presets \$ 250.00
- Improper Disposal of Trash \$ 200 00
- Accessing prohibited areas (roof) \$ 250.00

#### **ACTIVITIES RESULTING IN DISTURBANCE, DISTRESS OR DAMAGE**

Individual or group activities (including guests or invitees of any resident) that may result in a disturbance or distress to others, or that cause or may potentially cause damage or destruction to self or property, are prohibited. Damage to physical property and/or the apartment will be billed to the resident who caused such damage. If it cannot be determined who caused the damage in an apartment, such damages will be billed equally among all residents residing in the apartment

#### **USE OF GAME/ENTERTAINMENT ROOM. STUDY AREA, & LAUNDRY ROOM & "COMMON AREAS" & USE OF FITNESS FACILITY**

All Common Area amenities are intended for use by Tenants of Hopson Flats. Tenant shall allow no more than two guests in the Common Areas at any one time and Tenant must accompany the guests. Common areas shall be open during designated hours at the Landlord's discretion, which times shall be posted in each area. Occupancy limits shall also be posted in each Common Area in accordance with building codes.

**NOTE: The fitness facility is explicitly reserved for Tenants of Hopson Flats. No guests shall be allowed into the fitness facility at any time.**

Tenant and tenant's guests shall use all Common Areas for the purpose for which the area is



intended and shall exercise due care in the use of all facilities, equipment and fixtures. No alcohol is allowed in any Common Area. Tenant and tenant's guests shall be held responsible for any loss or damage to Common Areas resulting from its use thereof.

Landlord shall bear no liability or responsibility for loss, damage or injury resulting from Tenants and tenant's guest's use of the Common Areas. Tenant agrees to immediately report any damage or malfunction of equipment to the Property Manager.

By acknowledging receipt of the Resident Guidebook, Tenant agrees to indemnify and hold Landlord harmless from any loss, damage or injury resulting from Tenant or tenant's guest's use of the Common Areas.

### **ADVERTISING/SOLICITATION**

Solicitation, flyers, or other advertising is not permitted in the apartment community without prior approval from the Property Manager.

### **ALCOHOL AND OTHER DRUG POLICIES**

No illegal substances or paraphernalia are permitted on the Premises. Drugs and drug paraphernalia are not permitted and will be subject to prosecution.

The use or possession of alcoholic beverages is prohibited as follows:

- When the possession or use is contrary to the law;
- When possession or use creates a danger to self or others.
- In or on any portion of the property other than within the confines of the apartment subject to the above rules & regulations. **(Alcohol is not permitted in the Game/Entertainment Room, Study Lounge, Fitness Center, Laundry Room or any other common area of the building)**
- Under no circumstances are kegs, or other types of "common sources" of alcohol allowed on the premises.

### **MEDICAL MARIHUANA ACT**

The Michigan Medical Marihuana Act, Initiated Law 1 of 2008, MCL 333.26421 et seq, prohibits qualifying registered patients from smoking marihuana in the public areas of food service establishments, hotels, motels, apartment buildings, and any other place open to the public. An owner of hotel, motel, apartment building, or other similar facility can prohibit the smoking of marihuana and the growing of marihuana plants anywhere within the facility, and imposing such a prohibition does not violate the Michigan Medical Marihuana Act, Initiated Law I of 2008, MCL 333.26421 et seq.

September 15, 2011. Honorable Rick Jones, State Senator, The Capitol, Lansing MI.

## **SMOKING**

**HOPSON FLATS IS A NON-SMOKING BUILDING. SMOKING IS NOT PERMITTED IN ANY APARTMENT. COMMON AREA, LAUNDRY ROOM, GAME/ENTERTAINMENT ROOM, STUDY LOUNGE, FITNESS CENTER, HALLWAYS, RESTROOMS OR STAIRWELLS.**

Smoking shall be permitted outside of the building at a distance of not less than 25'. This requirement applies to entrances, exits, areas of assembly, common grounds, building overhangs, porches, and other similar situations through which non-smokers would have to pass through-this includes the entry loading zone, or where there may be a risk of fire or explosion. It has been agreed upon that we will have a designated smoking area on the East side of the building outside of the basement doors. If you are caught smoking within the restricted areas (either visually or thru surveillance cameras) you will be charged the \$250 smoking fee. Be aware that this also applies to guests of yours, if you have a guest come to the building that then smokes within the restricted Areas *you* will be assessed the fee.

## **COMPLIANCE AND RESPECT**

Individuals who show disrespect for or fail to comply with reasonable requests of the Landlord, Property Manager, Resident Manager (RM) or other residents are in violation of the Compliance and Respect Policy. Residents providing false information, failing to cooperate, or verbally or physically abusing Management or other residents are in violation of this policy. Threats, overt actions, physical abuse, retribution type actions and property damage will be reported to law enforcement and are subject to prosecution under the law.

## **DISPOSAL OF GARBAGE**

All garbage must be properly bagged, sealed, and placed directly in the designated refuse room located on each floor. Storing garbage in an apartment or any common area is not permitted. Any resident found to be improperly disposing of trash shall be assessed a fine of \$250.00.

## **FLAMMABLE ITEMS/FIREWORKS**

Possession of containers holding fluids used for igniting fires is prohibited. Prohibited fluids include, but are not limited to: charcoal lighter, gasoline, propane, or any flammable or volatile chemical or substance, and cigarette lighter refueling containers. All fireworks are prohibited on the premises including, but is not limited to: sparklers, caps, firecrackers, bottle rockets, skyrockets, and Roman candles. Halogen lamps are not permitted. Burning of candles and incense is prohibited. Grilling is strictly prohibited.

## **STORAGE OF BELONGINGS**

Belongings may not be stored in such a way that any area becomes unsightly, or blocking the elevators, hallways, laundry rooms, common areas or entry/exit to any apartment. No bikes, roller blades, skateboards, scooters, etc. may be used or stored in the lobby entrance, elevator, common areas, or hallways.

All residents are responsible for keeping their area clean and picked up, including laundry rooms and common areas. Residents are strongly encouraged to work together to maintain a clean community living area. Concerns with neighbors should be addressed directly. If inappropriate behaviors continue after such an attempt, a report should be issued to the Property Manager.

## **SECURITY**

### **NOTICE: HOPSON FLATS IS MONITORED BY VIDEO SURVEILLANCE.**

**THE BUILDING ENTRANCES AND STAIRWELL DOORS ARE SECURED TO ASSURE ACCESS ONLY TO AUTHORIZED PERSONS. NO EXTERIOR DOORS OR STAIRWELLS DOORS ARE TO BE PROPPED/RIGGED OPEN AT ANY TIME. LOITERING, SMOKING OR LOUNGING IN THE STAIRWELLS IS STRICTLY PROHIBITED.**

**Please note: It will be necessary for you to personally go to the first floor entrance to let guests into the building and escort them to your respective floor/apartment. Do not provide access to non-residents which are not your guests, if you provide them access to the building you will be held responsible for their actions.**

## **LOCKOUT POLICY**

If you misplace, lose, or leave your keys elsewhere and need access to your apartment after hours, personnel may unlock your door for a fee of \$118.00 due at the time personnel unlocks the door. If the representative does not know the person he/she will be giving access to, that person will be required to provide valid picture identification. No person (including relatives and other Residents) will be given access to an apartment unless they are the leaseholder or occupant in the premises. Should you require new keys, a replacement key card is \$50, a replacement apartment key is \$50, and a full lock replacement is \$50.

Resident may not alter any lock or install a new lock or knocker on any door. Apartment keys and access cards may not be duplicated.

## **MEDICAL WASTE**

This policy applies to residents who self-administer prescribed medication for medical conditions diagnosed by a licensed physician. Residents are required to dispose of all needles and syringes in an approved medical waste container. If you require use of this service, please notify the Property Manager.

## **OCCUPANCY**

Additional Roommates – Grand Rapids City regulations restrict occupancy to four (4) unrelated individuals per household. So if you are not related to your roommates you may only have four (4) people living in a two, three or four bedroom flat here at Hopson Flats. Although, if you have children, dependents or family members living with you then you may have up to two people per bedroom.

Example: Four friends want to live together -no relation to each other- they can only have four people per unit, their unrelated friend John Doe cannot move in with them because that would cause an over occupancy of the apartment.

Example: A couple and their three children -a family of 5- want to move into a four bedroom, this status is permitted due to the fact that they are family members. A family or related individuals may have up to two people per bedroom.

## **GUESTS**

Tenants may allow overnight guests, providing prior permission from their roommates and under the following conditions with management: In no event may such guest(s) occupy the Apartment for more than one (1) consecutive night or more than a total of four (4) nights in a calendar month. Should you need your guest to stay longer than the time permitted above, prior consent and registration with management is required.

\*Please be aware that residents will be held solely responsible for guests within and around Hopson Flats. If a guest is allowed into Hopson Flats it is the resident's responsibility to ensure that all rules and regulations are to be followed by their guest(s). If a guest allows other individuals into the building, the resident who allowed that guest will be held responsible for any and all damages/fees incurred by that guest or the individuals invited by said guest.

## **PAINTING/WALLPAPER**

Painting or wallpapering of any walls within the apartment, hallways or common areas is not permitted. Similarly, residents are not permitted to decorate walls, ceilings, appliances or furniture with highlighter, pencils, pens, or any other substances.

The following guidelines will assist you in personalizing your home:

- **Do not use adhesive wall hangers or double sided tape.** They are difficult to remove without leaving a mark on the wall and/or damaging the wallboard itself.
- Mirrors, cork tiles, contact paper, etc. with an adhesive backing should not be applied to the walls, interior cabinets, floors, or bathtubs.

- Upon move-out the walls shall be restored to the original condition.
- Small nails and picture hooks may be used to hang pictures and other decorations on the drywall only. Nothing shall be hung on the timbers or drilled into the brick walls. Residents will be charged for excessive nail holes (over 50 per apartment), pinholes and/or wallboard repair upon move out. Anchor bolts are not permitted.
- Boring of holes into the foundation or exterior walls, window frames or door frames is prohibited.
- Hanging items out windows is prohibited.

## **PARKING**

The main entry to Hopson Flats is a loading zone only. This loading zone has a maximum parking duration of 15 minutes. If you are parked in this area you must have your emergency flashers on as indication that you will be there for no longer than 15 minutes, or your car will be towed at your expense.

If your car is towed you will need to contact Merl's Towing at: 616.538.1320

You will be informed at move-in as to what parking lot you are to park in and the monthly fees associated with each lot.

## **PETS**

**Hopson Flats is happy to allow residents to enjoy the company of a pet in their homes in units with Whole Unit Leases ONLY.**

**Units with Individual Leases / Roommate Placement are NOT permitted to have pets reside in their apartment. If you are found to have an unauthorized pet you will be charged the \$2000.00 unauthorized pet fee and the pet will be required to leave the building immediately.**

Management reserves the discretion to deny Applications for Residency for owners of any aggressive breed dog, any dog that shows aggression or for any reason deemed valid.

If you have a guest that brings their dog into Hopson Flats you must register the dog with the office before it is allowed into the building. If the dog causes any disturbance you will be charged a noise violation fee and you will be asked to remove the dog from the building. If you fail to register the dog with the office you will be charged a \$2,000.00 unauthorized pet fee.

## **Pet Policy**

1. Pet owners are required to pay an additional \$200.00 pet fee. This fee is to cover enzyme cleaning of apartment after pet has been removed.
2. Pet Owners are also required to pay an additional monthly charge of \$25 per pet/per month.

3. There are no more than two (2) pets permitted per rental home.
4. Cats must be neutered and have at least the front two paws declawed.

### **Dog Owner Regulations**

1. All dogs **must be walked on a leash** when outside of your residence.
2. Dogs cannot be curbed on patios, balconies, entrance ways, walkways, sidewalks, parking lots, trees and/or shrubbery.
3. All dog owners must pick-up their pet's solid waste and discard of it in a refuse receptacle immediately.
4. If your dog has an accident inside the building you are required to clean the area with appropriate cleaning agents.
5. Management reserves the right to demand the removal of any dog that causes an excess of noise.

As a pet owner, you are responsible for any damage done by your pet to the interior and exterior of your apartment and the property. Your pet fee does not cover the cost of damages due to accidents or negligent care. Every year, communities incur hundreds of dollars in damages from negligent pet owners. Please help us reduce our costs and **MAKE IT YOUR RESPONSIBILITY TO WATCH AND CARE FOR YOUR PET(S)**.

### **QUIET HOURS/COURTESY HOURS**

Residents have the right to sleep and study in their apartments at any time. When asked to respect this right, Residents are expected to demonstrate courtesy and consideration by complying with the request. **Courtesy hours are in effect 24 hours a day, 7 days a week.** As a general rule, at no time should noise be heard outside an apartment.

**QUIET HOURS ARE FROM 11:00 P.M. UNTIL 8:00 A.M. SEVEN DAYS A WEEK.**

### **RADIOS/STEREOS/SCANNERS/TELEVISIONS/MUSICAL INSTRUMENTS**

Ham radios and CBs are not permitted in the apartments. Police or other scanner like devices may not be used to monitor or "listen in" on telephone calls. Stereos and radios are unacceptable as a privilege and subject to Quiet/Courtesy hours. Stereos, radios and televisions are to be kept at minimum levels so that neighbors are not disturbed. Musical Instruments are not permitted within the building. Violations of Quiet/Courtesy hours may result in eviction.

## **RIGHTS AND FREEDOMS/QUIET ENJOYMENT**

Actions that infringe upon the rights and freedoms of others are prohibited, regardless of the intention behind the act.

Social and friendly gathering of Residents and their guests are welcomed and encouraged, provided that such a gathering does not become boisterous, or generally objectionable to other Residents. Noticeable drunkenness will not be tolerated. Residents are entirely responsible for the conduct of their guests in the apartment or elsewhere on the premises. No actions should be taken in or about the building that interfere with the rights of peaceful occupancy of other Residents.

## **SATELLITE DISHES AND ANTENNAS**

Satellite Dishes, antennas or similar devices may not be affixed to any portion of the building or structure.

## **WEAPONS**

Firearms and other weapons or explosives are prohibited including rifles, shotguns, hand guns, paint guns, laser lights, BB and pellet pistols, rifles which are spring, gas, or air propelled, sling shots, whips, hunting knives, knives with blades longer than 2.5 inches, bows, arrows, ammunition, ammunition loading devices, clubs, bats and chemical sprays, etc. This includes any other item that may be used as a weapon.

## **WATERBEDS**

Waterbeds are not permitted.

## **ROOF ACCESS**

Access to Hopson Flats building rooftop is not permitted.

## **MAINTENANCE**

### **Regular Maintenance Service**

You may request service via e-mail to [hopsonflats@maplegrovepm.com](mailto:hopsonflats@maplegrovepm.com) OR by calling the Property Management office at (616) 301.1222. Non-emergency maintenance requests are normally completed within one (1) to three (3) business days. Please be sure when emailing or leaving a voicemail message regarding your maintenance request to give a detailed description as well as location of the item(s) which need repair AND please let us know if maintenance has permission to enter if you are not home.

### **Emergency Maintenance Service**





be found to be abusing such privilege – that Landlord and/or its managers will give a written warning for a first offense. If a tenant continues to abuse the utility usage, following the written warning, the Landlord reserves the right to assess monetary damages. Tenants found to be tampering with thermostat presets will be charged for the mechanical contractor's service fee plus an additional \$250 penalty.

You are also required to use common sense and care when deciding between your air conditioning and heating systems. If the air temperature is below 55°F you must turn your air conditioning off. Failure to turn your air conditioning off can result in major damage to your air conditioning/heating system. If damage is done to your air conditioning/heating unit due to you having your air turned on during the colder months you will be charged for the damage and labor incurred by the mechanical contractor. If at any time you have questions about how to use your thermostat please do not hesitate to stop by our office.

### **TELEPHONE SERVICE**

Your apartment will have one telephone jack located in the kitchen/living room area. The Landlord will cover the cost to repair a telephone wire from the building's telephone interface box to the telephone jacks that were originally installed inside the apartment. We cannot cover expenses to repair telephone jacks installed by prior residents or the cost to transfer telephone service to or from auxiliary telephone jacks. You are responsible for the cost of adding telephone jacks and/or additional telephone lines. To protect you from the cost of telephone line repairs, we recommend the linebacker maintenance option available when you order telephone service.

To set-up service, contact:

SBC 1-800-244-4444  
(Formerly Ameritech) [www.sbc.com](http://www.sbc.com)

### **TELEVISION AND CABLE SERVICE**

Basic Cable is included in your rent at a \$20 fee per person (fee that you include into your monthly rent), in the living room and all the bedrooms within your apartment. Should you choose to upgrade your service, you may do so at your expense. Please note you will be billed separately for the upgrade.

To upgrade your cable television service, contact: Comcast:1-800-COMCAST

**As of October 2010 Comcast has gone All Digital, which means that every television within your home will require a digital adaptor. You will be required to contact Comcast to receive these adaptors. The first three are free; any additional adaptors will be billed to you directly from Comcast for a monthly fee. Your account number can be obtained through the business office.**

## **INTERNET SERVICE**

Internet is provided to the tenants of Hopson Flats as an amenity throughout the building. Such service is brought to the apartment through a cable modem should tenants want to – they may bring their own wireless router. Please note the landlord is not responsible for the operation of the router. Each apartment also has an Ethernet line should you choose to use it.

**Please also note, if you are an online gamer or do large music and video downloads, it will be required that you obtain your own personal service for such internet use as there will be limitations placed on the system.**

Should you have problems with your internet or cable television – please call 1-800-COMCAST.

Or Visit Comcast at:

940 36th Street SW, Wyoming, MI

## **Disclaimer**

The wireless internet access provided by Hopson Flats, LLC, is for use free of charge by residents of Hopson Flats. Wireless Access is provided on an "as is" and "as available" basis. Grand Rapids - Hopson Flats, LLC does not warrant that this service will be uninterrupted, error-free, or free of viruses or other harmful components. Users should be aware that there are security, privacy, and confidentiality risks inherent in wireless communications and technology Grand Rapids - Hopson Flats, LLC does not make any assurances or warranties relating to such risks. By using Wireless Internet access users agree that the Grand Rapids - Hopson Flats, LLC is not liable for any costs or damages arising from use of this service and Grand Rapids - Hopson Flats, LLC does not control any materials, information, products or services on the Internet.

**No technical support of any kind under any circumstances will be provided to any user trying to access the wireless network. Internet access is provided only as a courtesy. Grand Rapids - Hopson Flats, LLC also reserves the right to deny or restrict access to any user who abuses the network, such as excessive bandwidth consumption or using the network for any type of criminal activity.**

## **POSTAL SERVICE**

For all your postal needs, please contact the post office branch or substation near your new home. Downtown 120 Monroe Center, NW, Grand Rapids, MI 49503 (800) ASK-USPS

## **SECRETARY OF STATE**

To obtain a new license plate for your vehicle(s) or to update or receive a Michigan Driver's License, please contact or go to the Secretary of State office near your new home. There is also an internet address: [www.sos.mi.us.com](http://www.sos.mi.us.com)

## **RENTER'S INSURANCE**

We strongly recommend that you obtain Renter's Insurance. We are not responsible for damaged, lost, or stolen personal property under any circumstances. Please consult your insurance professional to make sure your policy covers your personal property against fire, water damage, burglary, vandalism etc., as well as personal liability.

### **MOVE-IN INSPECTION FORM**

You will be provided a Move-In Condition Checklist upon the initial walk through inspection. You should use this form to note any damages to the interior of your apartment. You do not need to note "normal wear and tear" items such as a small scratch on the side of a cabinet, or minor markings on the wallboard, floor or appliances. It is necessary that you complete and return this Move-In Condition Checklist within seven (7) days after you move into your apartment. **Failure to return the checklist within seven (7) days will constitute agreement and acceptance by the Resident to the condition noted by Management on the checklist prior to possession.**

The Move-In Condition checklist will be utilized during the move-out inspection process to avoid charging you for pre-existing conditions and to avoid disagreements or misunderstandings.

Therefore, please make sure this form is completed with detail and accuracy.

**We will be conducting Bi-Annual inspections for damages (January and June).**

### **LIGHT BULBS AND BATTERIES**

Working light bulbs and batteries are provided when you move-in. Replacement of the light bulbs and batteries in your smoke detectors are your responsibility during your residency. Residents are also responsible for the replacement of light bulbs in the kitchen appliances.

### **CARPET CARE**

The care and maintenance of the carpeting in your apartment is your responsibility. The carpet should be vacuumed frequently. Please exercise care when attempting to clean the carpet as soap residue can cause rapid re-soiling or may damage the fabric. We recommend that you do not use over the counter stain removal products. Many carpet-cleaning products contain brightening agents that can discolor the fibers in the carpet.

The following are some quick clean-up tips when an accidental spill occurs:

Coffee, tea, food and blood stains: remove by using cold water and a mild soap (such as mild dishwashing liquid – not automatic dishwasher detergent). Blot stain carefully and rinse well.

Non-carbonated drink stains (such as Kool-Aid): repeated soaking and drying the area with Club Soda may remove the stain. Apply a mild soap (above) if necessary. Rinse well.

Vomit sponge in solution of 4 cup salt to a quart of lukewarm water. Wash with mild soap suds. Rinse well.

## **TOILETS**

The sewer system is designed to handle all normal human waste. Flushing of sanitary products or garbage is prohibited. To avoid being charged for removal of a blockage, we recommend that you use a toilet plunger and attempt to clear the blockage yourself before requesting service.

Sewer blockages caused by misuse of the facilities will be charged the fee's we incur from the contracted company

## **PLUMBING LEAKS - BURST WATER PIPES**

Each fixture supplied with water has an individual shut-off valve. If you experience a water leak or a burst pipe, please turn off the valve (rotate clockwise) and notify the Property Manager immediately.

## **ELECTRICITY**

If the lights go out or an appliance suddenly stops working, contact the Property Manager.

Ground fault indicator outlets are located in the bathroom and kitchen. The GFI outlets have reset buttons in the middle of the outlet push in to reset.

## **REFRIGERATOR**

Your refrigerator should be kept clean as to not cause odor or damage to the appliance. Do not overfill the refrigerator door, this causes the door to become off balance and not close properly.

## **PEST CONTROL**

We provide pest control service to all residents within reason. Please contact the Property Manager if you have a specific problem.

## **COMMUNITY APPEARANCE**

The rental community is your home. We need your help in keeping the community an attractive place in which to live and entertain your guests. We ask that you abide by the following policies to help maintain an attractive community:

- Sheets, blankets, aluminum foil and other such items are not acceptable window coverings.

- No signs, advertisement, notice or other lettering should be exhibited, inscribed, painted or affixed by any resident on any part of the building.
- No radio or television aerials may be erected on or about any part of the building.

### **TRANSFERRING APARTMENTS**

Any apartment transfers requested must be a written notice to management no later than April 1. You will be charged a \$125.00 cleaning. If you were to cancel after April 1 you will not receive your deposit back for liquidated damages.

### **RENEWING YOUR LEASE**

Prior to the expiration of your Lease, you will be notified of your options for renewal. Such notification will hold a reply deadline which must be met by the tenants.

### **MOVING OUT**

When your plans require you to move, you must notify us of your **intent to vacate in writing at least 90 days prior** to your lease expiration date or intended move-out date. Please note that you are responsible for rent through the end of your lease term regardless if notice is given. After you notify us, please be sure to do the following:

- Contact Comcast (if applicable) to notify them of your move-out date and terminate service in your name if you have upgraded your services.
- Contact the Property Manager prior to your scheduled move-out date to schedule a final inspection. You do not have to be present during the inspection, however to avoid any possible disagreement or misunderstandings, your presence is requested. Final inspections are generally completed within 48 hours of the date you vacate.
- Return all keys to the Property Manager. Be sure to close all window blinds, lock and close the front door before you leave your apartment.
- **PLEASE NOTE - A pre-move-out inspection** will be conducted approximately 45 days prior to the expiration of your Lease. Management will notify the tenants of the date/time of the inspection

### **SECURITY DEPOSIT**

Your security deposit is reserved for charges for damages (excluding normal wear and tear) and can be applied to any unpaid rent. Once processed, your security deposit will be refunded within approximately 30 days after you move-out.

### **FORWARDING ADDRESS**

**YOU MUST NOTIFY YOUR LANDLORD IN WRITING WITHIN FOUR (4) DAYS AFTER YOU MOVE OF A FORWARDING ADDRESS WHERE YOU CAN BE REACHED AND WHERE YOU WILL RECEIVE MAIL; OTHERWISE YOUR LANDLORD SHALL BE RELIEVED OF SENDING YOU AN ITEMIZED LIST OF DAMAGES AND THE PENALTIES ADHERENT TO THAT FAILURE.**

### **VACATING INSTRUCTIONS**

In order to insure the full return of your security deposit, you should leave your apartment in the condition in which you received it (less normal wear and tear). If an item in the apartment is damaged, you will be responsible for the actual cost of labor and materials to repair or replace the item.

### **General Cleaning**

Please be sure to remove all nails, hooks, etc. Dust and/or wipe down the light fixtures, baseboards and window treatments. The interior glass on the windows should be clean. All outlets, telephone jacks, door locks and other items should be in clean and working condition.

### **Carpeting**

Before moving out, vacuum the carpet. It is best not to try and remove carpet stains yourself. Permanent damage to the fibers and color most often occurs as a result of someone attempting to remove a stain. Many over the counter stain remover products contain brighteners which lighten the color of the carpet and can cause a larger and lighter stain. You will not be charged for stains that are removed during the normal steam cleaning process.

Stubborn stains ranging in colors of purple, orange, red, blue and yellow do not remove easily. Our carpet cleaning contractor will attempt to treat stubborn stains first. If the stain cannot be removed, dyeing or patching will be considered as alternative option. Patches cannot be made in traffic areas. If a stain is large or there are several stains that cannot be removed, the carpeting will be replaced.

It is standard procedure to inspect all carpeting for urine damage after you move-out. You may also request to be present during this inspection. If you are concerned that your pet may have caused some damage, please let us know in advance. We will schedule an inspection immediately. Do not believe anyone that tells you they can remove urine from carpeting. They may be able to remove most of it from the

surface and use a deodorizer to cover up the smell, but no one can remove urine once it has penetrated the nap and padding. Our carpet-cleaning contractor will test the nap and pad for urine and make the determination on whether or not carpeting can be treated and salvaged.

If you have damaged the carpet beyond repair as of the time your move-out, you will be responsible for the depreciated value of the carpet. You will also be responsible for the cost of removal and disposal of existing carpet, and installation of new carpet.

We depreciate our carpet over seven years for the purposes of determining the value to charge a tenant. That does not mean we expect carpet to last only seven years or that we will replace it at the end of seven years. If carpet has normal wear and tear through the years, carpeting will have a life well beyond seven years. Therefore, if you move into an apartment with an older carpet that is in good shape and the carpet has to be replaced due to your negligence, you will be responsible for the depreciated value of the carpet and all actual costs associated with replacing the carpeting, regardless of age.

### **Kitchen and Appliances**

After the refrigerator has been cleaned, please leave it on its lowest setting. The range should be wiped clean and the oven cleaned with an oven-cleaning product. Please remove all shelf paper and wipe out the cabinets and drawers. The cabinet doors, counter tops, dishwasher door and floors need to be washed and left clean.

### **Bathrooms**

All bathroom fixtures should be sanitized. The bathtub/shower enclosure should be left free of soap scum and hard water deposits. Please wipe out cabinets and drawers. Mirrors should be polished. Floors need to be washed and left clean.

## Damages

### WHOLE UNIT LEASES

Resident acknowledges that Landlord will be unable to determine which resident may have caused damage to the common areas of the Apartment and that therefore all residents in the Apartment will be held jointly and severally responsible for damages to the Apartment.

### INDIVIDUAL LEASES

Resident acknowledges that Landlord will be unable to determine which resident may have caused damage to the common areas of the Apartment and that therefore all residents in the Apartment will be held jointly and severally responsible for damages to the Apartment.

In apartments with Individual Leases, tenants will be held jointly and severally responsible for damages to the common area of the Apartment. Common areas are described as, but not limited to the kitchen, living room, dining room, bathroom(s), hallways, and all contents and/or fixtures of these rooms as listed on the Move-in Condition Form for the Apartment.

#### Example of individual Lease/Damages:

If four(4) people occupy one apartment and a cabinet door was found broken at one or all of the residents move-out inspection, all four (4) residents of that apartment will be equally, (jointly and severally) financially responsible for the replacement and /or repair of the cabinet. If the cabinet cost \$100.00 and there was labor or installation charge of \$75.00 the charges would be applied to each person's security deposit and/or ledger as follows:

\$100.00 - Cost of replacement cabinet in kitchen (materials)

75.00 - Cost to replace the cabinet (labor)

\$175.00 - TOTAL COST TO REPLACE CABINET

Resident #1 will be charged \$43.75.

Resident #2 will be charged \$43.75.

Resident #3 will be charged \$43.75.

Resident #4 will be charged \$43.75.

The only exception to this rule is if the said resident who damaged the property/item, immediately acknowledges the damage in writing to the Property Manager at the time of the damage. The "admittance letter" will be kept on file and the damage will be the sole responsibility of the resident who admitted to the damage.

### EMERGENCY RESPONSE PROCEDURES



### **MEDICAL EMERGENCY PROCEDURES**

If a person becomes ill or is seriously injured in the building, call 911 for police, paramedic or fire department to respond to the emergency. Secondly, notify the Management Company at 916.3244. Please see MEDICAL EMERGENCIAS contained on page 23 of the Resident Guidebook.

### **OVERT CRIMINAL ACTIVITY**

If you suspect that a crime is in progress or see a suspicious person in the building, immediately call 911 for the police response. After you contact the police, notify the Management Company of the situation. Please see KEEPING YOUR COMMUNITY CRIME FREE contained on page 24 of the Resident Guidebook.

### **CRIMES COMMITTED**

If you see that a crime has been committed inside or around the exterior of the building, please contact the Management Company immediately. If you believe the crime is of a serious nature **CALL 911 first** to report the incident to the police **NEVER GO INTO OR DISRUPT THE AREA IN WHICH A CRIME HAS OCCURRED**. If a burglary has taken place, always report it to the police and Management Company. If there is an incident of vandalism, please report it to the Management Company.

### **INCIDENT REPORTS**

It is important that tenants who witness and report a crime complete an INCIDENT REPORT contained on page 25 of the Resident Guidebook.

### **DISASTER PLAN**

Specific FIRE AND TORNADO EMERGENCY EVACUATION AND PROCEDURES are contained on pages 27-30 of the Resident Guidebook. Please review the evacuation plan and procedures carefully to assure your safety in the event of an emergency.

### **EMERGENCY CONTACT**

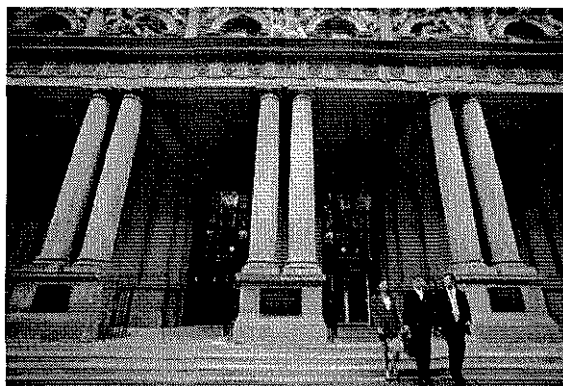
It is important that management has a contact name and telephone number where someone can be reached for notification, in the event of an emergency or a situation that may affect or has affected an apartment. To ensure that names and/or telephone numbers remain current, please notify the Management Company of any changes.

### **FIRE ALARM TESTS AND DRILLS**

The fire alarm is monitored 24 hours a day by a Central Station. Should the alarm sound, the monitoring company will immediately contact the fire department to respond. Please see IN CASE OF A FIRE contained on Pages 20-21 of the Resident Guidebook. The building's fire alarm system will be tested periodically. This will normally be done after hours and you will be notified 48 hours in advance of the test.



## SAFE AND SECURE



### KNOWING WHAT TO DO IS YOUR BEST PROTECTION WHEN DISASTER STRIKES

All Residents should read and implement the building's **EMERGENCY PREPAREDNESS PROCEDURES** on a regular basis. It is important to become familiar with the following procedures to minimize the risk of injury and loss of property or life in the event of a fire, tornado, medical emergency or criminal activity.

Grand Rapids Hopson Flats LLC is very concerned about increasing safety for the protection of the building Residents. However, there are some precautions that only you can take to protect against risk and injury and to ensure that your apartment community remains safe and secure.

Please take a few minutes to review this section and then look around your surroundings. If there is something that you need to do to make your area safe, please respond accordingly. If you discover an unsafe situation beyond your control to correct, please contact the Management Company at 616.301.1222 so that we may assist you.

## **IN CASE OF FIRE**

You should be aware of the following:

- All Available Exits
- Location of Fire Alarm Pull Stations
- Location of Fire Extinguishers

If you hear a fire alarm, do not ignore it, evacuate the building. Do not re-enter the building until management or a fire department official confirms that it is safe to return.

If a fire occurs in your area, you should take the following steps as quickly as possible:

1. Notify the building occupants by activating the nearest fire alarm pull station. Be aware the activating a fire alarm station as a prank can be considered a crime.
2. Call the Fire Department immediately by dialing 911.
3. If you are in the fire, evacuate immediately or extinguish. Only attempt to extinguish the fire if someone's life is in immediate danger or the fire is small enough to contain easily. It is more important to confine a fire and move to evacuate the area. Maintain contact with a wall and feel if doors are hot before opening them. If hot, seek an alternative escape. Open doors slowly and prepare to close them if heat, smoke or flames are present. Confine the fire by closing off the area. Close doors behind you as you exit. Provide assistance for those who need help.
4. Do not use elevators. Exit only by the stairs. Use handrails and descend in a single file to allow room for firefighters to ascend. Please be familiar with the exit nearest your apartment.
5. If you are in an elevator, remain calm. "Automatic Return to Lobby" is initiated by smoke detectors located in the elevator lobby, machine rooms and some hoist ways. Upon activation, both elevators return non-stop to the lobby, where they park with the doors open. This operation assures that no one is trapped in the elevators and makes them available for use by emergency personnel.
6. Stay low. Smoke and toxic gases rise. Cleaner air is near the floor.
7. If you are unable to escape from the room you are in, block the openings around the door and the heating and air conditioning vents with towels, blankets, rugs, clothing, etc. Call for help if a phone is operable. If a cellular phone is available, use it.
8. After exiting the building, move away from it to allow fire fighters and equipment easy access and to avoid the risk of falling debris.

9. Account for occupants in a safe area. If someone is missing, alert a firefighter. All occupants, building staff and management will meet in the parking lot located to the east of the building.
10. Provide information to first arriving fire department personnel as to fire location or locations of missing occupants.
11. Never re-enter a burning building.

## **IN CASE OF A TORNADO**

### **WARNING:**

The local National Weather Service office issues a Tornado Warning whenever a tornado has actually been sighted or is strongly indicated by radar. Immediate action is required in response to a warning. If severe weather is reported near downtown, seek shelter immediately. If not, keep a constant lookout for severe weather and stay near shelter.

### **IN THE EVENT OF A TORNADO WARNING:**

1. Move directly to the lower level of the building using the stairs.
2. Stay calm and move in an orderly fashion to the nearest exit.
3. If you are unable to reach the lower level, move to interior hallways or small rooms. Avoid areas with glass and wide free span roofs and seek shelter under sturdy furniture.
4. Be prepared to cooperate with trained and authorized personnel. For the benefit of any victims, the area must remain clean and secure.

## **MEDICAL EMERGENCIES**

Medical emergencies can strike anytime and anywhere. While sound safety practices will prevent many emergencies, some are inevitable. In the event of a medical emergency, follow these steps:

1. Get as much information about the situation as possible.
2. See that emergency personnel -paramedics, fire and police are contacted immediately by dialing 911. Notify the Management Company at 616.301.1222 of the victim's location so that they may assist emergency personnel.
3. Do not move the victim unless the victim's location is increasing risk or danger.
4. Keep the victim warm and comfortable. Remain with the victim until emergency personnel arrive.
5. Do not attempt to administer first aid to victims of serious injury or illness unless you are trained in CPR or basic first aid. If you know someone close by who has such training, contact them immediately.