

Blacksburg

Emergency Only (Fire, Rescue, or Police).....	911
Blacksburg Fire Department (Non-Emergency).....	961-1175
Blacksburg Rescue Squad (Non-Emergency).....	961-1189
Blacksburg Police (Non-Emergency).....	961-1150
CampusPolice.....	231-6411
Lewis Gale at Montgomery Hospital.....	951-1111
Post Office.....	552-2751
Town of Blacksburg Utility Office.....	961-1119
Verizon (New Service).....	954-6222
Verizon (Repairs).....	954-6222
Atmos Energy (Gas).....	951-9184
Virginia Tech Electric.....	231-6437
American Electric Power.....	1-800-956-4237
Comcast (Cable TV).....	1-888-266-2278
Voter Registration Office.....	382-5741
Animal Control.....	382-5795
Western Union.....	1-800-325-6000
NTC Communications.....	1-888-201-8420

Christiansburg

Emergency Only (Fire, Rescue, or Police).....	911
Christiansburg Fire Department (Non-Emergency).....	382-4388
Christiansburg Rescue Squad (Non-Emergency).....	382-9518
Christiansburg Police (Non-Emergency).....	382-3131
Montgomery Regional Hospital.....	951-1111
Carillon Radford Community Hospital.....	731-2000
Post Office.....	382-3912
Town of Christiansburg Utilities (water, sewer, garbage).....	382-9519
Verizon (New Service).....	954-6222
Verizon (Repairs).....	954-6222
Atmos Energy (Gas).....	951-9184
American Electric Power.....	1-800-956-4237
Comcast (Cable TV).....	1-888-266-2278
Shentel (Cable TV at Overlook).....	639-3991
Voter Registration Office.....	382-5741
Animal Control.....	382-5795
Western Union.....	1-800-325-6000

Radford

Emergency Only (Fire, Rescue, or Police).....	911
Fire and Rescue Service (Non-Emergency).....	731-3617
Police Department.....	731-3624
Campus Police.....	831-5500
Carillon Radford Community Hospital.....	731-2000
Post Office.....	639-3531
Shentel (Cable TV).....	639-3991
Utility Office (Water and Electric).....	731-3602
Verizon (New Service).....	954-6222
Verizon (Repairs).....	954-6222
Atmos Energy (Gas).....	951-9184
Voter Registration.....	731-3639
Western Union.....	1-800-325-6000
Animal Warden.....	731-3624

Fold and tear along dashed line.

RESIDENT'S INFORMATION & POLICY HANDBOOK

LEASE ADDENDUM



www.cmgleasing.com
 P.O. BOX 10397
 BLACKSBURG, VA 24062



In the event of more than one Resident, all inspections and explanations made by Owner, its agents, employees, servants or legal representatives to one of the Residents of the Apartment shall be binding on all Residents of the Apartment with the same force and effect as if made to them personally.

Welcome!

We wish to extend to you a cordial welcome and want to thank you for choosing to be a part of our communities. We want to take this opportunity to assure you that our sincere concern is your happiness and satisfaction with your residency. We need everyone's cooperation in maintaining the high quality of our communities.

We have prepared this booklet to provide you with detailed information concerning the many facilities and services available to you. **THE POLICIES, PROCEDURES, RULES, AND REGULATIONS INCLUDED IN THIS HANDBOOK ARE PART OF YOUR LEASE AGREEMENT** and are designed to provide the standards both you and the Management have a right to expect. **We suggest you READ THIS BOOKLET CAREFULLY.**

Should you desire further clarification of any information within this booklet, the CMG Leasing Team will be glad to be of assistance. To keep our service responsive to the changing needs of the community, these policies and regulations are subject to revision. Any revision will be stated in our newsletter or a special notice delivered to your apartment.

Our maintenance team is on call and ready to assist. Non-emergency service requests must be made to your rental office during regular business hours. (Please note: contact information for your rental office can be found below.) For any other information, feel free to contact us by email at info@cmgleasing.com or visit our web site at www.cmgleasing.com. Our office hours are Monday through Friday 9:00 am to 5:00 PM., with the exception of major holidays. In case of emergency, we employ an answering service that is able to contact a member of the Management and maintenance team to assist you on a 24-hour basis. The after hours number is 1-888-263-8022.

Again, welcome to your new home. If we can be of service to you, please let us know.

Sincerely,
 CMG LEASING
 MANAGEMENT



05/2011

CMG LEASING DOWNTOWN OFFICE &

WHIPPLE DRIVE APARTMENTS

Hours: 9:00 AM to 5:00 PM 951-0514
 205 Church Street, SE
 Blacksburg, VA 24062
 Mailing Address: P. O. Box 10397
 Blacksburg, VA 24062
 Fax: 951-1220
 Email: chase@cmgleasing.com

CHASEWOOD DOWNS OFFICE

Hours: 9:00 AM to 5:00 PM 552-3122
 1304 University City Blvd.
 Blacksburg, VA. 24060
 Mailing Address: P. O. Box 10397
 Blacksburg, VA 24062
 Fax: 961-3101
 Email: chasewood@cmgleasing.com

OAKBRIDGE OFFICE

Hours: 9:00 AM to 5:00 PM 552-4001
 829 Orchard Street, NW
 Blacksburg, VA. 24060
 Mailing Address: P. O. Box 10397
 Blacksburg, VA 24062
 Fax: 953-2691
 Email: oakbridge@cmgleasing.com

OVERLOOK OFFICE

Hours: M, W, F 9:00 AM to 12:00 PM
 382-8547
 Mailing Address: 8 Overlook Drive
 Christiansburg, VA 24073
 Fax: 382-4651
 Email: overlook@cmgleasing.com

RADFORD OFFICE

Hours: 9:00 AM to 5:00 PM 633-1434
 600A Downey Place
 Radford, VA 24141
 Mailing Address: P. O. Box 10397
 Blacksburg, VA 24062
 Fax: 731-4269
 Email: cmgradford@cmgleasing.com

KNOLLWOOD/CEDARFIELD OFFICE

THE CROSSING AT KNOLLWOOD
 Hours: M-F 9:00 AM to 6:00 PM 961-0500
 Sat. 10:00 AM to 2:00 PM 961-0700
 Mailing Address:
 303 North Knollwood Drive Suite 6101
 Blacksburg, VA 24060
 Fax: 961-0600
 Email: knollwood@cmgleasing.com

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1. OFFICE HOURS: 9:00 A.M. – 5:00 P.M. MONDAY THROUGH FRIDAY

If you have a request for service or need information, please call, email or visit us.

2. RESIDENT PHONE NUMBERS and EMAIL ADDRESSES

NUMBER PLEASE! For your protection and convenience, please furnish the Rental Office with your cell, home and work telephone numbers and your email address. In case of emergency, it may be important for us to be able to contact you immediately. A phone number is required for maintenance service outside of business hours. It enables maintenance to obtain further information prior to going to the site to serve you better.

3. CRIME OR EMERGENCY

Dial 911 or immediately call local medical, fire, or police emergency personnel in case of accident, fire, smoke, or suspected criminal activity involving imminent harm. You should then contact our representative. If you or any occupant or guest is affected by a crime, you must make a written report to our representative as well as to the appropriate local law-enforcement agency. You also must furnish us with the law-enforcement agency's incident-report number or a copy of the actual report.

4. FIRE EXTINGUISHERS

It is strongly suggested that Resident(s) acquire a fire extinguisher for use in emergencies only.

5. FIRE

When a fire strikes, **THINK! DO NOT PANIC!** First, use your fire extinguisher (or baking soda in case of a grease fire). Then, call the fire department. Next, call your CMG Leasing Office. Do not leave your apartment door open if you find it necessary to vacate your apartment. Remember, fire thrives on air as fuel. A closed door slows air supply and can help to control the fire. Exit in an orderly manner. Breezeways and landings must be kept free and clear of clutter at all times. No bikes, mopeds, other motorized vehicles, furniture, decorations, or any other items that might block entry or exit are allowed.

No Resident is allowed to keep gasoline or any combustible fuels in their apartment or on their deck. Any fire damage to your apartment (or any other portion of the premises) caused by negligence on your part (or that of your friends or family) will be the responsibility of the Resident(s) and guarantor(s).

Taking simple precautions, such as these, can prevent fires:

1. Make sure matches and cigarettes are completely cold before discarding. Do not throw cigarette butts or ashes in mulch beds.
2. Keep matches out of the reach of children.
3. Do not smoke in bed.
4. Never throw water on a grease fire. Keep a box of Bicarbonate of Soda (Baking Soda) handy and douse the fire with baking soda.
5. **Keep all surplus materials out of the furnace room, near hot water heater, or furnace.**
6. Planning safety - Be sure you, your roommates, and/or family know ahead of time how to react and what to do in case of a fire.
7. Should smoke from a fire be detected upon waking, always crawl on the floor to an exit.
8. Make sure your carbon monoxide and/or smoke detector works at all times.
9. Make sure lint from behind the dryer is vacuumed regularly.

6. AFTER HOURS EMERGENCY MAINTENANCE SERVICE

CMG Leasing offers you 24-hour emergency maintenance service. Someone is on call at all times every day of the year for emergencies. Should a serious maintenance problem arise when the office is closed, an answering service will take your message and direct it to the proper staff member. **Please call 1-888-263-8022 for emergencies.**

Emergencies include:

- Water leaks (other than faucet drips)
- No hot water
- No heat (in winter) or air conditioning (when outside temperature is in excess of 85 degrees)
- Water heater or oven inoperable (over weekend)
- Inoperable Refrigerator
- Gas Leak
- Door or window lock broken
- Sewer back ups
- Commode stopped up (where there is only one full bath)
- Any item which will cause damage if left unattended, or may be a health and safety issue
- Broken windows (not cracked)

When the emergency service answers, GIVE THEM YOUR NAME, APARTMENT NUMBER, PHONE NUMBER, AND A BRIEF DESCRIPTION OF THE PROBLEM. If you have no response in twenty (20) minutes, PLEASE CALL BACK. Remember that this service is for those items which cannot wait until the next workday. No notice is given prior to repair. Resident's request for service is considered notice. This service is provided at no charge unless the Resident is responsible for the condition through negligence or mistreatment, or if emergency maintenance is requested for a condition which, in reality, is only routine or normal maintenance and can be handled during normal business hours.

7. LOCKOUTS

Please call 1-888-263-8022 for Maintenance Assistance.

LOCK OUT CHARGES ARE: \$40.00 5:01PM - 7:59 AM & Weekends

If service personnel are on-site at the time of the call, there will be no charge if it is during business hours. There will not be a charge if a key is checked out of the Management Office and returned within 30 minutes. There will be a charge if the key is not returned. In order to use the lockout service, a Resident must be on a current lease, and show a picture ID for verification of residency. The service charge can be paid immediately to Maintenance Personnel, or Resident can be billed. Service charge is to be recorded and submitted to Management for immediate billing. The Resident and the member of the service team must sign an acknowledgement of charge form.

8. SMOKE DETECTORS and/or CARBON MONOXIDE DETECTORS

Smoke detectors and/or carbon monoxide detectors are in the apartment to ensure safety. Residents of Scottish Hills are responsible for reasonable care of and battery replacement for the smoke and carbon monoxide detectors under Virginia Law 15.2-922. All other CMG Leasing communities use lithium batteries in smoke and/or carbon monoxide detectors and MANAGEMENT is responsible for changing them. The smoke detector and/or carbon monoxide detectors will be in operation at the time of move-in; thereafter, it is the Resident's responsibility to notify the CMG Management Office if the detector light goes out. This is for you and your neighbor(s) protection in the event of a fire. To test the smoke and/or carbon monoxide detector, press hard on the test button and hold for 5 seconds. If you disable or damage the smoke and/or carbon monoxide detector and fail to request service or report a malfunction, you will be liable to CMG Leasing, and others, for any loss, damage, or fines from fire, smoke, or water.

NOTE: THE LAW REQUIRES THAT ALL SMOKE DETECTORS REMAIN IN OPERATION AT ALL TIMES. THEREFORE, DO NOT REMOVE THE BATTERY OR IN ANY OTHER WAY IMPEDE THE FUNCTION OF THIS DEVICE.

Residents will be charged for reinstallation or replacement of smoke and/or carbon monoxide detectors.

9. DELIVERIES

For your protection, passkeys will not be extended to any person not listed on the lease.

10. WATERBEDS

If you wish to install a waterbed in the apartment, you must first obtain written permission from CMG Leasing, and provide proof of adequate insurance.

11. BICYCLES/MOPEDS

Bicycles/Mopeds should only be stored on the bike racks provided. Bicycles/Mopeds that are chained or locked to railings, bushes, drain pipes, etc., or kept on any grassy or landscaped areas, or found in hallways of apartments will have the chain or lock cut and the bicycle removed at the owner's expense.

12. VEHICLES - GENERAL

CMG Leasing does not allow any washing or repairing of vehicles on the property. Never, under any circumstances, are motorcycles, mini-bikes, or other motorized vehicles to be taken into an apartment, placed on a patio or in a hallway for any reason. Abandoned or inoperable vehicles are not permitted on the property and will be towed at the owner's expense. Parking Permits must be obtained on the day of move-in.

- The Resident's driver's license and vehicle registration will be copied and kept on file.
- Registered vehicles will park in parking spaces only and between the white lines. If any part of your vehicle is on or over the line you are considered to be double parked and will be towed.
- Do not park in fire lanes, handicapped spaces (unless authorized), or in front of dumpsters.
- Towing charges resulting from violation will be the responsibility of the Resident.
- Limited parking spaces are provided and are available on a first-come, first-serve basis.
- No vehicle of any kind shall be parked or kept on any grassy or landscaped area.
- No inoperable or unlicensed vehicle is to be left on the premises.
- Resident is responsible for all towing expenses, any physical damage to the vehicle, and/or loss of personal property that may occur as the result of the removal of a vehicle violating this paragraph.
- Resident agrees to hold Management harmless and to defend and indemnify Management for any damages caused by or incidental to such towing.
- Any form of duplication or alteration of parking permits is a violation of the Lease Agreement and is grounds for eviction.
- Recreational vehicles (boats, trailers, etc.) and commercial vehicles are not permitted.

13. FRIENDS, VISITORS AND GUESTS

Residents must accept all responsibility for all of their friends, family, visitors and/or guests while they are on the premises at the Resident's request or invitation. We do respect the Resident's privilege of having people visit; however, please do not allow this to become a permanent situation with a visitor transforming into an additional Resident in your apartment. Since only the individuals listed on the lease contract are authorized to occupy and reside in the apartment, any visitor occupying premises for more than seven (7) days consecutively or fourteen (14) days in any one (1) calendar year will be considered a new Resident. This new Resident will be required to report to Management to complete the correct paperwork. Otherwise, this is in violation of the lease and will result in legal proceedings against the resident in accordance with applicable Virginia law. Occupancy is further defined per paragraph 6 (six) of the lease agreement.

14. COMMUNITY CONSIDERATION

If you have lived in an apartment before, you understand how important it is to be considerate of your neighbors. One of the easiest things you can do to help avoid disturbing your neighbors is to remember to keep your stereo and television volume low. If you have friends over, please avoid loud voices and noises - day and night. Please remember that you are responsible for your guest's behavior.

15. CARE OF THE PREMISES

Social gatherings are expected. Please clean up the grounds and hallways should trash (cans, cups, cigarette butts, etc.) be dropped on the grounds. Clean up deadline for Blacksburg and Downtown Properties is 8:00 am the following morning or a clean up fine will be charged. The fine is based on \$47.00 per hour, per person involved in the clean up. Clean up deadline for Christiansburg and Radford Properties is 8:00 am the following morning or a clean up fine will be charged. The fine is based on \$47.00 per hour, per person involved in the clean up.

16. GENERAL LIMITATIONS ON CONDUCT

We may exclude guests or others who, in our judgment, have been violating the law, violating this Lease Agreement or any apartment rules, or disturbing other Residents, neighbors, visitors, or owner representatives. We may also exclude from any outside area or common area a person who refuses to show photo identification or refuses to identify himself/herself as a Resident, occupant, or guest of a specific Resident in the community. Also, Blacksburg Police Department has the authority to exercise a ban on behalf of CMG Leasing.

17. CHANGES AND ADDITIONS TO GUIDELINES

CMG Leasing reserves the right to make changes and additions, at any time, to the rules and regulations relative to the entire community. These rules and regulations are in compliance with the Virginia Residential Landlord and Tenant Act. Your CMG Leasing Office will notify you of any major additions or changes in the rules and regulations, or procedures. Where a conflict appears between these guidelines and the Lease Agreement, the conflict shall be resolved in favor of the Lease Agreement.

18. USE OF GAS OR CHARCOAL GRILLS

Gas, charcoal, kerosene, electric and the associated grills and heaters are prohibited. No combustible fuels are permitted within the confines of any apartment building or storage area. This includes balconies and first floor porches. Heat from grills will melt the vinyl siding if sitting too close. Any damage caused from violation will be charged to resident. This requirement is found in Section 307.5 and 307.5.1 of the International 2000 Fire Code, which replaces the BOCA Code in Virginia, September 2003. Charcoal burners and other open flame cooking devices Code 307.5 Open-flame cooking devices shall not be operated on combustible balconies or within 10 feet (3048 mm) of combustible construction. Failure to obey this code may result in a fine.

- Exceptions: 1. One-and two-family dwellings
2. Where buildings and decks are protected by an automatic sprinkler system

Code 307.5-1 Liquefied-petroleum-gas-fueled cooking devices. LP-gas burners having a LP-gas container with a water capacity greater than 2.5 pounds (1.14 kg) [(Nominal 1 pound)(0.454kg) LP-gas capacity] shall not be located on combustible balconies or within 10 feet (3048 mm) of combustible construction. Exception: One-and two-family dwellings

19. KEG PARTIES, BLOCK PARTIES AND FLYER PARTIES

THESE PARTIES ARE NOT ALLOWED DUE TO THEIR POTENTIAL TO ATTRACT LARGE CROWDS. THESE INVITED OR UNINVITED CROWDS CAUSE SEVERE DAMAGE TO PREMISES. OBSERVE UNDER AGE DRINKING LAWS, AS DEFINED BY THE STATE OF VIRGINIA AND LOCAL ORDINANCES REGARDING PUBLIC USE OF ALCOHOL. NO KEGS OR KEGERATORS ARE TO BE TAKEN INTO RESIDENT(S) UNITS, ONTO UNIT DECKS, PATIOS, OR GROUNDS. For your safety, the Management of CMG Leasing has set a limit to no more than five (5) people with a cumulative maximum weight of 1000 pounds to be on each balcony at any time. Any excess of this is prohibited. Also, Chase and Tech Terrace residents are permitted a maximum of sixteen (16) people in the living room at any time. Any excess of this is prohibited.

20. SECURITY

If Residents go on vacation or away from home for a few days, remember:

1. Do not leave a key hidden for any reason.
2. Discontinue newspaper delivery.
3. If Resident has a sitter watching the premises, please provide Management with name and written authorization giving the sitter permission to be in the apartment. Without written authorization, if the sitter is locked out or the key is broken in the door, Management will not allow this person to enter the premises.
4. Let CMG Leasing Management know if you plan to be away from the apartment for an extended period of time and where someone can reach you. By law, if you are away seven (7) consecutive days without notice to Management, the premises may be considered to be abandoned.
5. Do not hesitate to contact your CMG Leasing Office if unusual behavior is noticed or of circumstances that may be of an illegal nature. The observance of unusual occurrences and noises can prevent vandalism. In case of emergency, contact the local police by dialing 911.

21. NOISE DISTURBANCES

The most common grievances expressed by residents concern noise. Each and every Resident in the community has the right to the quiet and peaceful enjoyment of their home. Residents who have no previous experience living in this type of housing may not be aware of how some sounds can carry. The sounds emitting from television, radio, stereo system, musical instrument, or even boisterous conduct should not leave the confines of the apartment. Please keep in mind that your apartment is only one (1) in a building with several others. For social functions at your apartment, please try to follow these simple rules:

1. Keep balcony doors and windows shut. If it is a warm night, please turn the air conditioner to a slightly lower setting.
2. Please have guests remain inside the confines of your apartment. Please advise your guests not to linger in the hallways, stairs, entranceway, or parking lots.
3. Alcoholic beverages, cups and/or cans must be kept inside. CMG Leasing will bill you for hall and grounds clean up as a result of a social function. Clean up the same night or day of any gathering. Clean up will be billed at \$47.00 per hour per person involved in cleanup.
4. Restrict attendance to friends (less than twenty (20)). Do not admit people whom you do not know, or cannot control. Please do not extend "blanket" invitations. These unexpected guests usually have a total disregard for you or your continued residency with CMG Leasing. You will be held responsible for their behavior.
5. When parking, please do not allow guests to block entrances to building areas, park on the grass or block dumpsters. Towing will be enforced.
6. If you have a function and feel you no longer have control of your guests, please contact the Police Department for assistance.
7. No more than ten (10) average sized people should be on decks at one time.
8. Residents who might experience noise problems are asked first to approach the neighbor causing the disturbance. Discuss the situation and make an attempt to come to a satisfactory solution. If this approach fails to rectify the situation, the second step is to contact the local police department for assistance. Each locality has a Noise Ordinance. Advise the Rental Office in writing on the following

workday of the apartment number of the Resident causing the problem and describe the circumstances surrounding the situation.

22. MAILBOXES

Each apartment in the community has been assigned a particular mailbox. CMG Leasing is not responsible for accepting Resident(s) mail delivery. The Post Office should be contacted if mail is not being delivered properly. For your protection, CMG Leasing will only give keys to individuals listed specifically on the lease who have a picture ID. If the key is lost, resident will be charged for lock replacement (\$46.00). Duplicate mailbox keys cannot be issued due to Postal Regulations.

23. TELEPHONE AND EMAIL

For information on telephone and internet installation and service, please contact a local service provider. Do not install any cable, ethernet, phone or electrical jack yourself. Please furnish the Management Office with your cell, home and business telephone numbers and email address. (On occasion, we need to contact you for emergencies and/or other reasons.) Phone numbers and email addresses will not be given out to anyone by our staff.

24. TELEVISION

The communities have been pre-wired for cable television. Residents may arrange for cable TV service through a cable provider. Management must approve the installation, use and/or location of any private Satellite Dish.

SATELLITE DISH installation is covered under FCC restriction. Dishes are to be located only within the confines of the exclusive area leased to the Resident.

- A. Dishes MAY NOT be placed on rooftops, windowsills, common use balconies or stairwells, the grounds, outside walls or items projecting from windows or decks, and cannot block egress.
- B. No holes may be drilled on the outside walls, roof or windows.
- C. No holes may be drilled in the balcony or railings.
- D. No part of the dish or antenna may extend outside the balcony line.
- E. Size is limited to one (1) meter or less circular style.
- F. Any Satellite Dish that does not meet these requirements will be removed by Management without further notice.
- G. Resident is responsible for removing any device installed such as a dish upon move-out.

25. GARBAGE AND TRASH REMOVAL

Garbage collection containers have been conveniently placed at CMG Leasing properties. Place all trash IN the Dumpster, not on top or around it. Please flatten any boxes you take to the Dumpster. Mattresses or other furniture should not be placed in these Dumpsters. Contact the Management Office for assistance in disposing of these items. Please do not place household garbage outside of the apartment in the hallways or patio areas. The Resident will be charged a \$25.00 fine, per bag, for violation of this rule. If individual trashcans are provided, they must be placed curbside for pickup on collection day. After pickup, cans must be returned to a screened location or the Town of Blacksburg will impose a fine which will be a resident charge. **Cigarette butts are unsightly and may not be disposed of on the grounds, in mulch beds or thrown from decks. Clean up charges will be assessed, based on an hourly rate of \$47.00 per hour. Please use ashtrays if you smoke and dispose of cigarettes properly.**

26. RECYCLING

CMG Leasing has provided several recycling collection sites for the use of our residents. Section 20-403 of the Blacksburg Town Code requires that all apartments and multi-family homes provide the same recycling opportunities to tenants as the Town provides to residents on its service (commingled containers and mixed paper). To recycle aluminum products and steel and bi-metal cans, remove lids, rinse, and flatten. Make sure cans are empty and dry. Do not remove spray nozzles from aerosol cans. Glass (all colors) needs to have the lids removed. Be careful not to break the glass. Plastics (type 1-PETE, type 2-HDPE, types 3-7) need to be rinsed, lids removed, and flattened if possible. Paper needs to be kept dry. No plastic bags. Electronics can be recycled at the YMCA Thrift Shop at 1000 North Main Street and Goodwill at 1413 North Main Street, both in Blacksburg. Let's Reduce, Reuse, and Recycle!

27. UTILITIES

Electric, gas, and water service must be in the name of the Resident(s) on the lease beginning date and left in the Resident(s) name until the lease expiration date. Failure to do so will result in having the meter disconnected and the Resident will be charged a reconnection fee. Please note that general disconnects are done every Monday, May through August as Residents vacate.

TIP: If you are leaving your apartment for a vacation or for the summer, you can reduce your bill by turning off the breaker switches to any rooms except the kitchen and heating and cooling unit to your apartment. This leaves the connection on in case of an emergency and prevents you from being charged a reconnect fee by the power company. **NOTE: It is very important that your refrigerator is cleaned out and left on. Failure to do this can ruin the refrigerator and the Resident will assume responsibility for the replacement.**

28. HEATING, AIR CONDITIONING AND TEMPERATURE CONTROL

To assure comfort and conserve energy, set the thermostat at one (1) temperature and leave it there. When it **turns cold** outside, set the selector switch on the thermostat to “HEAT” and set the fan switch to “AUTO”. Set the controls between 68 and 74 degrees to provide maximum heating. Setting them higher will not heat your apartment any quicker. In the winter, open your window coverings during the day to allow the sun to warm your apartment and help reduce the power load. Do not switch your thermostat directly from COOL to HEAT or from HEAT to COOL. This will cause permanent damage to your unit and could result in a charge to you for repair and/or replacement. Always allow several minutes to elapse while switching modes; otherwise, the unit may be damaged. **Do not “jiggle” the controls or frequently reset the cooling and heating lever.**

In **hot weather** set the selector to “COOL” and set the fan switch to “AUTO”. Set the controls between 64 and 78 degrees to provide maximum cooling. Setting temperature controls lower will not cool your apartment any faster. For optimal operation, remember to close all windows and doors when the air conditioner or the heater is on. Also, keep window coverings closed during the day to keep the apartment cooler.

To keep your A/C working at peak capacity, follow this simple checklist:

1. Keep A/C filters clean.
2. Please keep furniture, boxes, etc., clear of the grill's cold air return to allow unobstructed delivery of cool air to your apartment.
3. Do not store anything on or around your air conditioning unit. This could impair circulation resulting in higher electric bills, and cause permanent damage to the unit. Vacuum vents regularly.
4. Use the ventless kitchen fan while cooking and the bathroom fan when bathing. These fans will remove the excess heat and humidity and help to keep cooling costs down. Use the oven as little as possible during the hottest parts of the day.

During the winter, never disconnect the power for any reason as severe damage (caused by freezing pipes) may occur as a result. The Resident will be responsible for payment for damage which is a result of turning off the heat. Maintain a room temperature of at least 50 degrees to prevent pipes from freezing.

NO KEROSENE HEATERS MAY BE BROUGHT INTO THE RESIDENCE.

29. HOW TO PREVENT FROZEN WATER PIPES

Liability for damages resulting from failure to maintain normal heating at all times will rest with the Resident. The Resident will be liable for damage to CMG Leasing property and to other's property if damage is caused by broken water pipes due to the violation of these requirements.

Unless we instruct otherwise, for 24 hours a day during severe freezing weather:

1. Leave heat on a minimum of 60-64 degrees at all times. When you are away for several days ideally, temperatures should never fall below 50 degrees.
2. During severe cold spells, leave kitchen cabinet doors open under the sink. Faucets near exterior walls should have a small drip or trickle of hot and cold water faucets. Running water does not freeze.

30. FURNACE FILTERS

The maintenance staff will change the filters in the heating and air conditioning units on a quarterly basis. A schedule of this maintenance is distributed in advance. The Residents must move any items that might interfere with the maintenance team while replacing the filters. **Do not use the furnace room for storage, or store items near the gas furnace or hot water heater. This is a fire hazard and a burden to the efficiency of your furnace.**

While changing the filters, the maintenance staff will do a preventive maintenance inspection. Work orders will be written and a maintenance person will return at a later date to repair any items found. If any items are deemed Resident damage, the Resident will be charged.

31. EXTERMINATION

We provide pest control service on an annual basis. The service schedule may be printed in our newsletter or published through written notice. A request to the Rental Office will obtain extermination service earlier than the next regularly scheduled date. Early prevention can control potential problems.

If the Resident has a question or concern about the application of a particular pesticide, the Resident must provide the Management Office written notice of such question or concern at least 24 hours prior to the scheduled application of the pesticide.

Your apartment will automatically be serviced on an annual basis as a preventive measure. Extermination will not always be noticeable immediately. Often, there is increased activity. Please call the CMG Leasing Office if you still see insects in your apartment after ten (10) days. Please be aware that there is more to pest control than periodic exterminating services. If you request additional service and do not clear the cabinets, there will be a \$15.00 charge. Upon the second request, if cabinets are not cleared, there will be a \$25.00 charge and our staff will clean the cabinets.

Follow these simple rules:

1. Always be aware that good housekeeping is essential to good pest control.
2. Do not accumulate paper bags or newspaper in the kitchen or bathroom areas.
3. Trash and garbage should be kept in plastic bags and properly removed from your apartment daily.
4. Empty drink bottles should be rinsed thoroughly before storage.
5. Store dirty clothes in a plastic sealed bag until washday.
6. Store food properly and keep counters and cabinets dry in kitchen and bathroom areas.
7. Do not allow dirty dishes to accumulate in the kitchen area.
8. Report pest problems immediately to the Property Management office.

32. WINDOW TREATMENTS

For your privacy and your convenience, blinds have been provided on all windows. **These must be cleaned before vacating your apartment.** The provided window coverings must be in good condition and free of damage when you move out. If blinds are damaged during residency, they will be replaced at the Resident(s)' expense. These blinds also enhance the appearance of your community and therefore all window treatments must appear white to the outside of the building. Sheets, blankets, foil, etc. are not to be hung in place of draperies. Management has the right to determine the acceptability of the window treatment. Management does not provide drapery rods.

33. GLASS AND SCREENS

Our maintenance staff will replace broken windows or torn screens when found or reported. Charges for material and labor will be the resident's responsibility and payment is due within fourteen (14) days. Glass cleaning will be the responsibility of the Resident(s) throughout residency and upon vacating.

34. HANGING PICTURES

Resident(s) shall not drive nails in the wall or otherwise attach to the building (including ceilings, doors, and balconies) any decorations or devices in the apartment except with written permission of Management. No tape, glue, poster putty or sticker type hangers may be used. They damage the paint when removed. The damage that results is not considered normal wear and tear. Under no circumstances are doors, cabinets, paneling, or other woodwork to be used for picture hanging or other attachments. Paint is not considered normal wear and tear. If you choose to put holes in the walls, you will be charged for the wall repair and painting. If you spackle these holes, you will be charged for the wall repair and painting.

35. REFRIGERATOR

To clean the interior of the refrigerator, use a solution of baking soda and warm water. On the exterior, use a mild soap and warm water. Please do not use scouring powder or other strong abrasives inside or out; these will scratch the surface. Use care in cleaning any plastic part. Do not wash plastic parts in extremely hot water or place it under hot water directly from a cold refrigerator. Kegeators are not permitted.

36. GARBAGE DISPOSAL

It is recommended that the cover be left in the drain position when not in use to prevent any foreign material from accidentally falling into the disposal unit. Only cooked meat scraps and vegetable matter should ever be put into garbage disposals.

For best operation, follow these steps:

1. Push food refuse through the splashguard into the disposal. Do not stuff. A mixed load of hard and soft waste works best.
2. Turn cold water on to full flow.
3. Flip starting switch to "on". Allow disposal to operate until grinding sound diminishes and becomes a humming sound.
4. Turn switch "off".
5. Run cold water for a few moments longer.

Should the disposal shut off due to an overload, allow the motor to cool for three (3) to four (4) minutes, then push the red reset button on the motor (located in the cabinet under the sink) and resume operation. When the motor will not operate after checking the reset, call your Rental Office for repairs.

CAUTION: Never put your hand in the garbage disposal.

NOTE: The disposal should be run at least once a week in order to push out anything in it. This will help prevent locking up. Disposals should only lock up from lack of use. If lockup is determined to be misuse, the Resident will be charged for repair.

The equipment in the kitchen and bathrooms shall not be used for any purposes other than for which they were constructed. No sweepings, rubbish, rags, disposable diapers, sanitary napkins, tampons, ashes or other obstructive substances shall be thrown therein. Do not dispose of metals, paint or similar item (compound), toilet bowl tablets, strings, grease, coffee grounds, can tabs, bottle tops, pasta, potato scraps, noodles, nutshells, glass, olive or fruit pits, corn cobs, paper, wire, bones, aquarium gravel, contraceptive devices, cotton balls, Q-tips, cigarette lighters, paper cups, rice or nonfood in disposal or commode. Resident shall be responsible for any and all repairs and damages resulting from the misuse of such equipment.

37. KITCHEN FIXTURES

Wood cabinets should be treated just like any other good fixtures or furniture and can be cleaned with any of the products that could be used on wooden furniture. Cabinet facings can be cleaned with a damp cloth and a very mild household cleaner or soap. Once the cabinets are cleaned, you can apply a coat of regular furniture polish. Should you experience cabinet drawers coming off their guides, cabinets that do not open and close properly, or problems with cabinet hardware, please notify your Rental Office. Improper use will be the responsibility of the Resident. Painted cabinets may be washed with a household cleaner.

The counter tops can be cleaned very easily with a nonabrasive household detergent or all-purpose cleanser and water. Do not place hot items from the range or oven or any other heated items directly on the counter top. A hot item can cause a burn mark, which is permanent damage to the counter top. ALWAYS USE A CUTTING BOARD FOR CUTTING AND CHOPPING TO PREVENT UNNECESSARY DAMAGE TO THE COUNTER. Should you cause any damage you will be held responsible for the cost of a counter top replacement.

38. RANGE

Periodic cleaning of the range top and the oven will insure maximum cooking efficiency. Be sure to turn off all controls before cleaning. The range top and front facing can be cleaned with hot, soapy water or an all-purpose household cleaner. Never clean any surface area with gritty soaps, abrasive cleaners, or a sharp instrument since all can cause damage. The oven walls can be cleaned with an oven cleaner. However, do not allow the oven cleaner to touch the chrome, electric elements, or drip pans. Do not use oven cleaner on a self cleaning oven. Drip pans must be new when you vacate. Periodically place drip pans and oven racks in the dishwasher for cleaning.

The range hood is essential for removing cooking smoke and should be cleaned regularly with hot, soapy water or an all-purpose cleaner. Located directly under the hood is a filter, which can be easily removed. The filter accumulates grease and must be cleaned periodically by removing it and washing in hot, soapy water. Please allow the filter to dry prior to replacing securely back in its original position.

39. LIGHT BULBS

Electric light bulbs are provided with each apartment at the time you move in. Thereafter, the Resident will be responsible for the replacement and installation of all light bulbs including fluorescent bulbs. All light bulbs must be working when the Resident moves out of his/her apartment.

Only "appliance bulbs" should be used in the refrigerator or range. Check wattage when replacing burned out bulbs. Too large of wattage will result in damage to fixtures. As a rule of thumb, use no greater than a 60 watt bulb in a regular fixture.

40. ELECTRIC FIXTURES

Each apartment is supplied with electric fixtures, which are easy to clean and maintain. A damp cloth with mild soap or detergent is a very effective cleaner. Turn off the switches and/or unplug the cords from the receptacles prior to cleaning. Each apartment is wired for the normal use of lamps, radios, televisions, small appliances, etc. Do not use multiple plugs or extension cords. Overloading a circuit can not only damage the plugged in item, but can also create a potential fire hazard. Light bulbs will be supplied upon initial occupancy, but replacement bulbs are the Residents responsibility.

Each apartment is equipped with a circuit breaker box, in case of power overload. Please make yourself familiar with the location and proper use of the circuit breaker box. Most circuit breakers are located in a bedroom on an outside wall. Other boxes may be located in the hall closet or utility room. As a safety precaution and to protect against damage, the breaker will automatically cut off when there is an overload or electrical short. If you ever lose electricity in a section or in the entire unit, be sure to check and see if the circuit breakers are all in the "ON" position. Wait approximately five (5) minutes before you reset the circuit breakers. When a circuit breaker cuts off, it does not flip totally to the "OFF" position. Make sure to completely turn the switch off and then turn it back on. If this does not solve the problem, please call your CMG Leasing Office or the power company.

41. PLUMBING

If your hot water heater is electric and there is no hot water, check the breaker box for on/off position, then contact the office. If the hot water heater is gas, please report it to the office immediately. Likewise, if any of the pipes or faucets begin to leak or if the toilet tank is continually running, please report it to the office.

Please call the office for service if the caulked areas around your bathtub and tiles become cracked, broken, or chipped. Water seepage can cause severe damage to your apartment, as well as to your neighbor's apartment. Make sure the shower curtain is completely closed. **DO NOT block access panels to tubs, faucet cutoffs or any other devices that may impede personnel from doing quarterly inspections. Blocking these access panels may allow leaks, which would otherwise be found, to continue causing damage to the floor systems and the apartment below. It may also damage your personal items and we are not responsible for these losses.**

42. PLUMBING FIXTURES

All plumbing fixtures such as sinks, tubs, drains, commodes, etc. are to be used only for the purpose intended or designed. Therefore, no solid articles, paint or similar item (compound), toilet bowl tablets, disposable diapers, rags, rubbish, grease, food, sweepings, matches, fireworks, ashes or cigarette butts, sanitary napkins, tampons, Q-Tips, cotton balls, or clothes, should be placed in them. All such waste should be placed in trash containers. You may not dispose of litter in toilets, even if the litter is marked flushable. Articles that result in plumbing blockages or that must be removed by maintenance will be at the Resident's expense. One article that will provide you with a great deal of assistance and is very inexpensive is a **PLUNGER**. **If maintenance is continually requested to plunge a line, the Resident will be charged.** A plunger can solve the majority of plumbing problems. Purchase one (1) and have it available to solve minor paper stoppage and eliminate overflows. If the toilet overflows, immediately lift the cover off the tank, reach inside and push the flapper firmly into the hole on the bottom of the tank. The water supply for the toilet can be cut off by turning the handle located under the tank in a clockwise direction. Then call your CMG Leasing Office for maintenance.

43. DISHWASHER

Management will not be responsible for items ruined in the dishwasher. To clean the exterior and interior surfaces, simply wipe with a damp, sudsy cloth, then rinse, and dry. Periodically running the dishwasher empty with a cup of bleach will help keep the lines unclogged and the inside clean.

NOTE: Hand washing dish detergent will cause your dishwasher to overflow and leak.

Do's and Don'ts of Dishwashing:

1. Wash plastic items which are marked "dishwasher safe" or the equivalent only. Load all plastics on the top rack along the back face down. Place all plastic tumblers securely over two (2) fingers of the rack to prevent becoming dislodged and falling onto the heating unit.
2. Because the dishwasher may leak or malfunction, never operate it unless someone is at home.
3. To minimize the possibility of injury, load sharp items so that they will not damage the door seal. Load sharp knives with the handles up to avoid injuries.
4. Make sure your garbage disposal is empty before starting the dishwasher.
5. To avoid over-sudsing, use ONLY dishwasher detergent specifically made for use in the dishwasher. **DO NOT USE LAUNDRY OR OTHER DETERGENT.** Store all detergent in a dry place. Do not place detergent in the dishwasher soap dispenser until you are ready to use the dishwasher.
6. Scrape off bones, seeds, skins, toothpicks, hard-shelled vegetables, meat trimmings, leafy vegetables, crusts, and excessive quantities of oil, grease and quantities of food. Place dishes in the dishwasher before the soil on the dishes has a chance to become hard and dry.
7. Remove such foods as mustard, mayonnaise, vinegar, lemon juice and other high-acid foods, which may discolor stainless steel.
8. Never use abrasives or sharp objects on the panel. See above for cleaning instructions.
9. When loading the dishwasher, make sure dishes are not blocking the wash tower, which rises up through the center of the bottom rack during the wash and rinse cycles.
10. The disposal is self-cleaning. Never use caustic drain cleaners in the unit. An occasional use of baking soda should eliminate odors.
11. Do not allow items to extend through the bottom rack or silverware basket, such as knives, skewers or pot handles.
12. Place glasses, cups, and saucers on the top rack face down to prevent them from becoming dislodged.
13. Do not stand on or place heavy objects on open dishwasher door.

MAKE SURE THE DOOR IS CLOSED AND LOCKED BEFORE TURNING ON THE DISHWASHER.

WHAT YOU CAN SAFELY WASH IN YOUR DISHWASHER

Material	Usually Safe	Exceptions
Aluminum	Yes	Some colored anodized aluminum can fade.
China/Stoneware	Yes	Antique, metal-hand painted or overglaze patterns will fade.
Crystal	Yes	Antique, metal-hand painted, or overglaze patterns will fade.
Glass	Yes	Milk glass may yellow.
Iron	No	Iron will rust.
Pewter	No	Pewter tarnishes.
Plastics	Yes	Top shelf only.
Stainless Steel	Yes	
Sterling Silver & Silver Plate	Yes	Don't put in same basket as stainless steel
Teflon	Yes	
Tin	No	Tin can rust.
Wood	No	Wood can warp or crack with any type washing.

44. BALCONIES OR PATIOS AND ROOFTOPS

Residents provided with a balcony or patio are responsible for its condition and are expected to maintain the area at all times. No cigarettes, cigarette butts, trash, or other items shall be thrown from the patios, balconies or rooftops. Neither balconies, patios nor rooftops shall be used for drying laundry, or putting up antennas. Please do not use these areas for storage. Only outdoor furniture is permitted (no inside residential furniture) on balconies or patios. Furniture, residents, and guests are NOT permitted on rooftops at any time and violation of this may result in fines. NO household appliances such as refrigerators are allowed on the patios, balconies or rooftops. Motorcycles, signs, trash containers, tires, doghouses, cat litter boxes, ping pong tables, etc. are not to be kept in these areas. For your safety, the Management of CMG Leasing has set a limit to no more than five (5) people with a cumulative maximum weight of 1000 pounds to be on each balcony at any time. Any excess of this is prohibited. Also, Chase and Tech Terrace residents are permitted a maximum of sixteen (16) people in the living room at any time. Any excess of this is prohibited.

45. LAUNDRY FACILITIES

For your convenience, laundry facilities have been provided in each apartment or are located within the community. If you use the public facilities, please leave the laundry area clean and neat. CMG Leasing is not responsible for stolen or damaged items. Items left in the laundry area will be stored for seven (7) days and then, will be disposed if uncollected. To make sure washers and dryers are working when you need them, please follow the posted operating instructions carefully, and treat the machines with care. Remove the lint from the dryer filter after each use of the dryer. If any of the laundry machines are not working properly, please let us know immediately, and we will call for service.

46. LAWNS-SHRUBBERY-SIDEWALKS

Your CMG Leasing team desires to maintain the lawns and shrubbery in our communities in an attractive condition.

- Do not park or drive on grass and do not dispose of smoking materials in grass, mulch beds or on sidewalks.
- Do not use the lawns or mulched areas for storage of items or for sporting events and refrain from the handling of flowers, bushes and trees.
- Motorcycles and/or bicycles should not be ridden through these areas.
- No garden plots, clotheslines, fences, enclosures, swing sets, sandboxes, outdoor furniture or other structures will be permitted on the grounds, except for those furnished by Management. If these items are found a clean-up fee will be assessed based on the current hourly rate.
- Residents may not conduct yard sales or any public sales on the premises.
- Sidewalks have been constructed to provide safe and sanitary access throughout the entire community. Do not create a barren footpath across the lawn just for the sake of saving a few steps. Sidewalks should always be kept free of obstacles so Residents of all ages are provided with a safe walkway.

47. HALLWAYS AND PORCHES

Please keep all porches, stairwells, and sidewalks clear of all items which could impede traffic in both normal use and in the case of an emergency. Residents may not post any signs or other advertising matter in windows, hallways, doors, mailboxes, or outside the building unless a designated area is provided. Failure to comply with this provision shall constitute a breach of your lease agreement. Do not litter.

48. POOL FACILITIES

The following pool rules and regulations are for the health, safety, and comfort of our Residents. Observance of these rules will insure an enjoyable atmosphere for all Residents using the pool facilities.

1. Pools open on Memorial Day and close on Labor Day. Pool hours are from 10:00 am - 8:00 pm.
2. The use of the pool is reserved for residents of OakBridge, Tech Terrace, Chasewood, The Crossing at Knollwood, and Knollwood. You are only allowed to use the pool at your designated community. Tech Terrace residents may use the OakBridge pool. Management reserves the right to require a photo ID for anyone using the pool facilities to verify residency. Carry proper ID with you.
3. All Residents using the pool do so at their own risk. The owners and agents assume no responsibility for accidents, loss of life or property, injury, or any damages in connection with the use of the pool.
4. Supervision of the pool is done on a resident-policing basis. Should a situation, which the Resident cannot handle, arise - contact the office.
5. Running, wrestling, ball playing, or any other unnecessary disturbances are not allowed in or around the pool.
6. No glass containers are allowed in or around the pool area. Please put all trash in the trash containers provided.
7. No pets are allowed in or around the pool area.
8. No bicycles, tricycles, skates, strollers, or baby carriages are allowed in the pool area.
9. Persons with casts, bandaged wounds, open wounds, infections or skin abrasions will be denied the use of the pool.
10. Take care to prevent pool soiling. Children (Residents under the age of 18) who are not toilet-trained and anyone who is incontinent must wear waterproof pants.
11. All children (Residents under the age of eighteen (18) must be accompanied and supervised by an adult eighteen years old or older.
12. The use of life preservers, inner tubes, etc. will be allowed, provided they do not interfere with the comfort and safety of others.
13. The pool may be closed at any time for any reason at the discretion of Management. This is sometimes necessary due to cleaning, repairs, inclement weather, etc.
14. No diving from the sides or walls of the pool.
15. Any damage to property stemming from misuse of the pool facilities will be charged to the person(s) responsible.
16. These rules and regulations are for the health, comfort, safety, and protection of Residents of OakBridge, Tech Terrace, Chasewood, The Crossing at Knollwood, and Knollwood. Cooperation is requested in observing and enforcing these rules. Management reserves the right to revise or establish additional rules at anytime.
17. It is recommended that you avoid swimming immediately after eating.
18. Do not drink alcohol and swim. No alcoholic beverages are allowed in the pool area.
19. These rules are a part of the Lease Agreement as though they were written in the Lease Agreement. Any violation of these rules is a violation of your Lease Agreement and shall be dealt with accordingly.

49. PRE-MOVE OUT INSPECTIONS

Within forty-five (45) days prior to expiration of non-renewing leases, the management and maintenance staff will make a pre-inspection of the apartment. Any damages which need extensive work caused by the Residents will be determined and repairs made prior to move out. Cost of damages will be **determined and charged to Residents.**

50. MOVING OUT

When it is time for you to move out, you are required to:

1. Fulfill all the terms and conditions of your Apartment Lease and leave without any debt to the community.
2. Give us formal written notice, within the time frame stated on your lease, of your intention to terminate your lease.
3. Vacate and remove all of your property on or before the date of termination.
4. Complete the move-out portion of the Resident Processing Checklist.
5. Give us a complete forwarding address and phone number where you can be reached.
6. Leave your apartment clean with no damage beyond normal wear and tear and no different than when occupancy was taken.
7. Return all keys to the office. Until then you are not considered officially moved out.
8. If you vacate your apartment, any personal property left in your apartment will be considered abandoned and may be disposed of, without liability to CMG Leasing.

51. MOVE OUT DAY

Moving trucks and vans must be parked in authorized spaces only. Please be sure not to block other vehicles or passageways with moving trucks or belongings. All move-out inspections must be scheduled with the office at least THIRTY (30) DAYS IN ADVANCE. If an appointment is not scheduled, we will set the date and time for the inspection and provide you with written notice of such a date and time. If you wish to be present at the inspection, you must provide the Management Office with written notice of your desire to be present at the inspection no less than 4 weeks in advance of your move out date. If an appointment is not scheduled, the inspection will take place with the Resident(s) absent. Be sure to turn in all apartment door keys and mailbox keys so as not to incur charges.

A FORWARDING ADDRESS MUST BE VERIFIED, ALONG WITH THE NAME OF THE PERSON WHO WILL RECEIVE THE STATEMENT OF SECURITY DEPOSIT ACCOUNT AND DEPOSIT REFUND FOR DISTRIBUTION. OTHERWISE, 1 CHECK MADE PAYABLE TO ALL LEASE HOLDERS WILL BE MAILED TO THE LAST KNOWN ADDRESS.

52. VACUUM CLEANERS

A vacuum cleaner is available from the Management Office for your use Monday through Friday from 9:00 am to 3:00 pm, on a first-come, first-serve basis. Please limit its use to two hours. The charge for use is \$5.00 to replace the bags. The resident is liable for damages to the vacuum while it is in their possession. After the bag is emptied and the roller is cleaned, the vacuum cleaner should be promptly returned. **SPECIAL NOTE:** Fridays are usually very busy for vacuum checkout. Perhaps you would like to choose another day to eliminate the rush.

53. VINYL FLOORS

Solvents should not be used to clean tile floors, because such fluids loosen and soften the glue, causing it to seep up through the floor, loosen the covering and discolor the floor. They can be cleaned with nonabrasive household cleaner or with soap and water. Do not use scouring pads to remove stains as it will remove the finish.

54. WALL CARE

Kitchen and bathroom walls are semigloss enamel. To clean the kitchen and bathroom walls, use a mild soap and water. Other walls in your apartment are painted with a flat latex water base paint which cannot be cleaned. Do not use steel wool, “magic wall erasers”, or other abrasive cleaners as they scratch the surface. When placing furniture in your rooms, be sure it is three (3) inches away from the wall to prevent black marks, which cannot be washed off of this type of paint. Be careful not to mark the walls when placing furniture in the apartment or removing it. Marking and damage to the walls is not considered normal wear and tear.

55. CARPET

Carpet will give excellent service, provided it receives proper care and attention. Vacuuming carpet is required and should be done on a regular basis (2 times weekly) –**merely sweeping the carpet is not sufficient.** Regular vacuuming removes loose soil and keeps the carpet pile erect. Immediate attention to spots and stains will prevent their “setting” in. Ground in dirt resulting from failure to properly clean carpet will cause damage beyond ordinary wear and tear. The resident shall be responsible for such damage, which could result in the replacement of the carpet throughout the entire apartment; prorated life expectancy will be used to determine charges. Traffic areas need to be professionally steam cleaned at least twice a year to avoid accumulation of dirt and stains. Failure to properly maintain traffic areas is not considered normal wear and tear. Professional steam cleaning the carpet is **required upon vacating.** Please check with office for rates.

***Do not sit CPU’s directly on the carpet. Place on cardboard or on a platform, which will allow airflow underneath. Heat generated from the CPU will permanently damage the carpet fibers.**

CARPET-SPOTS, STAINS, CLEANING GUIDE**WHAT TO REMEMBER:**

Act quickly; remove spots or stains before they have a chance to dry or “set”. Have necessary cleaning equipment on hand. Before attempting removal, be certain that you can identify the spot or stain, as the wrong cleaning agent may set the stain. Never allow beverages containing alcohol to remain in the carpet. Dilute with clear water. Suction up liquid.

56. CLEANING AGENTS

A detergent solution of one-teaspoon neutral detergent to one teaspoon of white vinegar mixed with one quart of warm water is a good inexpensive solution for cleaning. This solution neutralizes alkaline materials. Household carpet dry-cleaners (spot removers) are available and useful in the removal of some spots. Please read the instructions and use with care and caution.

57. GENERAL CLEANING PROCEDURE

If you cannot identify a particular spot or stain, you may:

1. Remove the excess material. If it is solid, remove it with a blunt instrument. If it is liquid, remove it with a clean absorbent cloth or sponge.
2. Apply the detergent-vinegar-water-solution mentioned above.
3. Blot the area gently with a clean, white cloth from soiled edge to center.
4. Dry the carpet.
5. Apply the detergent-vinegar-water solution mentioned above again if necessary.
6. Dry carpet and brush pile to restore original texture. With any type of cleaning, avoid getting the carpet too wet and dry it as quickly as possible. Dry air from a fan or vacuum cleaner attachment (if spot cleaning) are helpful when drying wall-to-wall carpeting.

58. VACATING CHECKLIST (page 1 of 3)

The following responsibilities are to be completed by the Resident before vacating an apartment. For your convenience, the following is a checklist of the items to be cleaned before the final check out inspection.

KITCHENWork Areas

1. Clean and sanitize all countertops.
2. Clean inside, outside, above and underneath all cabinets. Remove all shelf paper. Make sure to remove all items from cabinets.
3. Clean and wipe out sink. Make sure your garbage disposal is clear.
4. Clean vinyl flooring - sweep and mop.
5. Wash baseboards to remove dust and dirt.

Stove

1. Carefully move the stove away from the wall and clean all grease and grime behind and on the sides of the stove, the walls, and the floor. After cleaning, put the stove back in place. Do not tear vinyl floor.
2. Remove the fan filter from range hood and clean filter and fan. When dry, put the filter back in place. Clean entire hood area of all grease and grime. Replace bulbs if needed.
3. Pull up the stovetop and clean underneath it thoroughly. If your stovetop does not pull up, remove stove eyes and drip pans and reach underneath.
4. Drip pans must be replaced unless they are new.
5. Clean all grease and grime from the top and back of the stove.
6. Clean the inside of the oven and racks thoroughly. There should be no grease or stains remaining. The inside should be shiny with no residue. Do not use oven cleaner on a self cleaning oven.
7. Install appliance bulb, if needed.

Refrigerator

1. Carefully move the refrigerator from the wall and clean sides and back, as well as the wall behind and floor beneath it. After cleaning, put the refrigerator back in place. Do not tear vinyl floor.
2. Clean inside thoroughly, making sure there is no debris, crumbs, or dirt left behind. Do not forget to remove all crisper drawers and shelves and clean them as well. When done, put them back in place.
3. Make sure the outside of the refrigerator is free of all marks and fingerprints. Don't forget the seal along the interior of the refrigerator door (there are often crumbs, etc.).
4. Make sure appliance bulb works. Replace if necessary.
5. LEAVE THE REFRIGERATOR CLEAN AND ON!

Dishwasher

1. Remove all items and clean thoroughly inside and out.
2. Pour a cup of bleach into dishwasher and run it through a cycle.
3. Clean gasket.

58. VACATING CHECKLIST (page 2 of 3)**BATHROOMS**Fans

1. Exhaust Fans must be cleaned.

Tubs/Showers

1. Scour and remove all dirt, rust stains, mildew stains, and soap scum. Sanitize entire area and dry to remove watermarks and residue streaks from cleaning agents.
2. If you run your fingernails over the tub and collect residue, it is not clean enough.
3. If you haven't kept the bathtub clean on a regular basis, be prepared to spend some quality time removing the dirt and soap scum. Be careful when using abrasive materials. They may scratch the surface and cause damage.
4. Remove shower curtains and hooks.

Vanity/Sink

1. Scour basin and soap holders with proper cleansers.
2. Clean inside and outside of medicine cabinets and vanity cabinets.
3. Clean all mirrors.
4. Clean out light fixtures and replace bulbs as needed.

Toilet

1. Clean inside, outside, and base thoroughly. Any stains and hair must be removed.
2. Disinfect and remove any items put in toilet tank.

Bathroom Floor

1. Mop and clean vinyl flooring thoroughly.
2. Wash baseboards to remove dust and dirt.

FURNACE ROOM

1. Sweep and vacuum floor and remove all dust on floor. Clean cold air vent return and slats of furnace room door if present.
2. Vacuum cold air return vent.
3. Wipe dust from top of water heater.

LAUNDRY ROOM INSIDE THE RESIDENCE

1. Wipe out washer and dryer and make sure there is no lint remaining. Clean dryer filter.
2. Clean outside of washer/dryer, and vacuum behind and underneath. Mop floor.
3. Be careful not to rip the vinyl flooring when moving washer/dryer out from the wall and back in place.
4. Make sure the dryer vent does not pull off. If it does, reinstall it properly or call for assistance. You will be charged a minimum maintenance fee if it has to be reinstalled.

58. VACATING CHECKLIST (page 3 of 3)**BEDROOMS, HALLWAYS, LIVING ROOM, DINING AREA AND OTHER AREAS**

1. Clean windowsills, frame tracks, casings, and both sides of glass. (It is easier if you dust first).
2. Dust all mini-blinds and leave down. Wash if necessary.
3. Clean baseboard, door surfaces, and door frames.
4. Clean all receptacle covers and light switches from any dirt and fingerprints.
5. Vacuum out all heat vents and registers.
6. Clean ceiling fans if present.
7. Take down light fixtures/covers, wash/clean, dust, and remove dead bugs. Replace burned out bulbs as needed.
8. Clean all closet shelves, wipe down closet doors and interior doors.
9. Clean all windows.
10. Wipe down walls to remove marks or scuffs. Do not use "magic wall erasers".
11. Wipe down all baseboards and louver doors to remove dust or dirt.

DECKS, PATIOS AND PORCHES

1. Sweep, clean, and remove all debris. Don't forget to clean out the storage room.
2. Clean patio door track and threshold.
3. Make sure light bulb works if light is present.

FLOORS

Scrub to remove any ground in dirt, stains, and scuffs and mop thoroughly. Avoid walking on the floor while the floor is wet.

CARPETS

All carpets must be professionally steam cleaned. Please keep the receipt for proof of cleaning. If we do not receive a receipt, CMG Leasing will clean the carpets and you will be charged for steam cleaning. If carpet is not acceptable and needs to be cleaned again, the resident will be charged. Please do not use steam machines that can be rented in grocery stores or Rug Doctor type cleaners. The cleaning quality is not acceptable. Some cleaning services are not quality oriented.

***CMG Leasing will provide the carpet cleaning service at a competitive price and deduct cost from the security deposit. Check with the office for the schedule.**

WALLS

Any marks that exist at the time of move out will be charged according to the scheduled painting charges. This schedule can be found on the damage addendum. Kitchen and bathroom walls are semigloss enamel. To clean the kitchen and bathroom walls, use a mild soap and water. Other walls in your apartment are painted with a flat latex water based paint which cannot be cleaned. Do not use steel wool, "magic wall erasers", or other abrasive cleaners as they scratch the surface. When placing your furniture in your rooms, be sure it is three (3) inches away from the wall to prevent black marks which cannot be washed off of this type of paint.

Act quickly; remove spots or stains before they have a chance to dry or "set". Have necessary cleaning equipment on hand. Before attempting removal, be certain that you can identify the spot or stain, as the wrong cleaning agent may set the stain. Never allow beverages containing alcohol to remain in the carpet. Dilute with clear water. Suction up liquid. A detergent solution of one-teaspoon neutral detergent to one teaspoon of white vinegar mixed with one quart of warm water is a good inexpensive solution for cleaning.

59. TYPES OF STAINS**Oily materials such as: butter, hand cream, grease, or ballpoint pen ink:**

1. Remove excess materials with a blunt knife.
2. Apply a dry-cleaning fluid.
3. Dry the application if necessary.
4. Repeat the application if necessary.
5. Dry carpet thoroughly and gently brush pile.

Oily Foodstuffs and Animal Matter such as: coffee, tea, milk, vomit, blood, ice cream, sauces, eggs, chocolate, salad dressing, or gravy:

1. Remove excess material, liquids, and scrape semi-solids.
2. Apply solution of detergent-vinegar sparingly.
3. Dry carpet; apply household dry-cleaner (spot-remover).
4. Follow instructions carefully.
5. Dry carpet again and brush pile gently.

Household Finishing Agents such as: varnish or paint:

1. Blot excess with clean paper towel.
2. Apply a few drops of turpentine to clean cloth and dab lightly, working from the outside to center of stain. Apply household dry-cleaner (spot-remover) according to directions.
3. Let dry.

Heavy Grease such as: tar, lipstick, crayon, or heavy grease:

1. Remove excess material.
2. Apply household dry-cleaner (spot-remover) according to directions.
3. Reapply dry-cleaner (spot-remover).
4. Dry carpet thoroughly and brush gently to restore original texture.

Foodstuffs, Starches, Sugars such as: candy, urine, excrement, fruit stains, alcoholic beverages, or soft drinks:

1. Apply detergent-vinegar-water solution if necessary.
2. Dry carpet and brush pile gently.
3. Blot up liquids or scrape semi-solids.
4. Repeat until clean.

For Shellac:

1. Use denatured alcohol, not turpentine.
2. Follow the same procedure as for paint/varnish.

Chewing Gum:

1. Hold ice-cube to gum until it becomes cold.
2. Remove material with blunt object. It usually can be pulled off.
3. Sponge lightly with nonflammable dry cleaner (spot-remover).

If you cannot identify a particular spot or stain, you may:

1. Remove the excess material. If it is solid, remove it with a blunt instrument. If it is liquid, remove it with a clean absorbent cloth or sponge.
2. Apply the detergent-vinegar-water-solution mentioned above.
3. Blot the area gently with a clean, white cloth from soiled edge to center.
4. Dry the carpet.
5. Apply the detergent-vinegar-water solution again if necessary.
6. Dry carpet and brush pile to restore original texture. With any type of cleaning, avoid getting the carpet too wet and dry it as quickly as possible. Dry air from a fan or vacuum cleaner attachment (if spot cleaning) are helpful when drying wall-to-wall carpeting.

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CMG
LEASING

Fold and tear along dashed line.