

## CMG - Telephone Quick Reference Card

### **Blacksburg | Area Code: 540**

Emergency Only (Fire, Rescue, or Police).....	911
Blacksburg Fire Department (Non-Emergency).....	961-1175
Blacksburg Rescue Squad (Non-Emergency).....	443-1630
Blacksburg Police (Non-Emergency).....	443-1400
Campus Police.....	231-6411
Lewis Gale at Montgomery Hospital.....	951-1111
Post Office.....	552-2751
Town of Blacksburg Utility Office.....	443-1060
Verizon (New Service and Repairs).....	1-800-837-4966
Atmos Energy (Gas).....	1-888-286-6700
Virginia Tech Electric.....	231-6437
Appalachian 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
Single Digits (Internet at Cedar Pointe Community).....	1-833-311-0173
Single Digits (Internet at Cedarfield Community).....	1-855-461-2822
Single Digits (Internet at Chasewood Community).....	1-855-591-8833
Single Digits (Internet at The Chase, Roanoke St, & Tech Terrace Communities).....	1-877-778-9283
Single Digits (Internet at The Crossing Community).....	1-855-475-8867
Single Digits (Cable & Internet - The Edge Community).....	1-833-715-3386
Single Digits (Internet at The Reserve at Knollwood Community).....	1-833-962-1103
Single Digits (Internet at Vue Community).....	1-888-869-8890

### **Christiansburg | Area Code: 540**

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
Lewis Gale at Montgomery Hospital.....	951-1111
Carilion New River Valley Medical Center.....	731-2000
Post Office.....	382-8584
Town of Christiansburg Utilities (water, sewer, garbage).....	382-9519
Verizon (New Service & Repairs).....	1-800-837-4966
Atmos Energy (Gas).....	1-888-286-6700
Appalachian 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 | Area Code: 540**

Emergency Only (Fire, Rescue, or Police).....	911
Fire and Rescue Service (Non-Emergency).....	731-3617
Police Department.....	731-3624
Campus Police.....	831-5500
Carilion New River Valley Medical Center.....	731-2000
Post Office.....	639-3531
Shentel (Cable TV & Internet).....	1-800-743-6835
Utility Office (Water and Electric).....	731-3602
Verizon (New Service & Repairs).....	1-800-837-4966
Atmos Energy (Gas).....	1-888-286-6700
Voter Registration.....	267-3156
Western Union.....	1-800-325-6000
Animal Control.....	731-3688

Contacts and Emergencies - General Rules and Conduct  
 Utilities/Preventive Maintenance - Interiors and Appliances  
 Exteriors and Facilities - Cleaning Tips and Moving

# RESIDENT'S INFORMATION & POLICY HANDBOOK LEASE ADDENDUM



# CMG

[www.cmgleasing.com](http://www.cmgleasing.com)

P.O. BOX 10397  
 BLACKSBURG, VA 24062

Fold and tear along dashed line.

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, a special notice delivered to your apartment or emailed.

Our maintenance team is on call and ready to assist. Non-emergency service requests must be made to your leasing office during regular business hours. (Please note: contact information for your leasing office can be found below.) For any other information, feel free to contact us by email at [info@cmgleasing.com](mailto:info@cmgleasing.com) or visit our website at [www.cmgleasing.com](http://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 your leasing office number below.

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

Sincerely,

CMG LEASING, INC., MANAGEMENT  
[www.cmgleasing.com](http://www.cmgleasing.com)



04/2024

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**CMG Leasing Office Locations**

**CEDAR POINTE AND CEDARFIELD OFFICE**

Hours: Monday–Friday 9:00 AM to 5:00 PM  
Saturday 10:00 AM to 2:00 PM. *Saturday hours subject to change. Contact the office for details.*

Office: (540) 552-2900, Fax: (888) 315-5366  
200 Cedar Pointe Drive, Blacksburg, VA. 24060  
Email: [cedarpointe@cmgleasing.com](mailto:cedarpointe@cmgleasing.com)

**CHASEWOOD DOWNS OFFICE**

Hours: Monday–Friday 9:00 AM to 5:00 PM  
Saturday: 10:00 AM to 2:00 PM. *Saturday hours subject to change. Contact the office for details.*

Office: (540) 552-3122, Fax: (540) 961-3101  
1304 University City Blvd. Blacksburg, VA. 24060  
Email: [chasewood@cmgleasing.com](mailto:chasewood@cmgleasing.com)

**CMG LEASING DOWNTOWN OFFICE**

Hours: Monday–Friday 9:00 AM to 5:00 PM  
Saturday: 10:00 AM to 2:00 PM. *Saturday hours subject to change. Contact the office for details.*

Office: (540) 951-0514, Fax: (540) 951-1220  
205 Church Street, SE. Blacksburg, VA. 24060  
Email: [chase@cmgleasing.com](mailto:chase@cmgleasing.com)

**THE EDGE OFFICE**

Hours: Monday–Friday 9:00 AM to 5:00 PM  
Saturday 12:00 PM to 4:00 PM

Office: (540) 552-3343, Fax: (855) 863-4460  
321 Edge Way, Blacksburg, VA. 24060  
Email: [theedge@cmgleasing.com](mailto:theedge@cmgleasing.com)

**RADFORD OFFICE**

Hours: Monday–Friday 9:00 AM to 5:00 PM  
Saturday: 10:00 AM to 2:00 PM. *Saturday hours subject to change. Contact the office for details.*

Office: (540) 633-1434, Fax: (540) 731-4269  
600A Downey Place, Radford, VA. 24141  
Email: [radford@cmgleasing.com](mailto:radford@cmgleasing.com)

**SHAWNEE OFFICE**

Hours: Monday–Friday 9:00 AM to 5:00 PM  
Saturday: 10:00 AM to 2:00 PM. *Saturday hours subject to change. Contact the office for details.*

Office: (540) 552-2384, Fax: (540) 951-4146  
1222 University City Blvd, Blacksburg, VA. 24060  
Email: [shawnee@cmgleasing.com](mailto:shawnee@cmgleasing.com)

**THE RESERVE AT KNOLLWOOD, KNOLLWOOD, and THE CROSSING AT KNOLLWOOD**

Hours: Monday–Friday 9:00 AM to 5:00 PM  
Saturday 10:00 AM to 2:00 PM. *Saturday hours subject to change. Contact the office for details.*

Office: (540) 961-0500 or (540) 961-0700  
Fax: (540) 961-0600  
2401 Pamela Way, Blacksburg, VA. 24060  
Email: [knollwood@cmgleasing.com](mailto:knollwood@cmgleasing.com)

**VUE OFFICE**

Hours: Monday–Friday 9:00 AM to 5:00 PM  
Saturday 10:00 AM to 2:00 PM. *Saturday hours subject to change. Contact the office for details.*

Office: (540) 552-6000, Fax: (888) 599-4801  
1906 Research Center Drive, Blacksburg, VA. 24060  
Email: [view@cmgleasing.com](mailto:view@cmgleasing.com)

**1. OFFICE HOURS**

Please see the inside front cover to find the office hours for your Leasing Office.

**2. RESIDENT PHONE NUMBERS and EMAIL ADDRESSES**

**PHONE NUMBERS PLEASE!** For your protection and convenience, please furnish your Leasing 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 your Leasing Office. If you or any occupant or guest is affected by a crime, you must make a written report to your Leasing Office 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. CMG Leasing is not responsible for covering the cost of damages done to your apartment due to, or related to, acts of vandalism.

**4. FIRE EXTINGUISHERS**

It is strongly suggested that Resident(s) acquire a fire extinguisher for use in emergencies only. At some CMG Leasing communities, we provide fire extinguishers in the apartments and/ or in the common areas. These extinguishers are only to be used in an emergency and as directed on the instructions. Anyone who has been found misusing an extinguisher will be charged to recharge or replace the extinguisher and will be charged any necessary cleaning or damage repair resulting from this misuse.

If you are provided a fire extinguisher by your apartment community and you should need to discharge your extinguisher in an emergency, please contact the Leasing Office to report the incident. Your fire extinguisher will need to be serviced after use.

**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 or patio.** 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 or ashes from decks or patios in mulch beds.**
2. **Don't play with matches.**

3. **Do not smoke in bed, in the breezeways of buildings, elevators, or hallways.**
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 and flammable materials out of the furnace room, away from the water heater, and furnace.**
6. **Planning safety—Be sure you, your roommates, guests, 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.**
10. **Do not put aluminium foil on the walls, stove, or range hood - including stove drip pans.**
11. **Keep furniture 3 feet from windows to allow for an escape in the event of a fire.**

**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 your Leasing Office for emergencies.**

**Emergencies include:**

**Water leaks (other than faucet drips)**

**No power (outside of a community-wide outage)**

**No hot water**

**No heat (in winter) or air conditioning (when outside temperature is in excess of 80 degrees)**

**Leaking water heater**

**Oven inoperable (over weekend)**

**Inoperable Refrigerator**

**Gas Leak (if applicable)**

**Smoke or CO detector chirping (low battery)**

**Door or window lock broken**

**Sewer back ups**

**Commode not functioning (where there is only one full bath)**

**Garbage disposal not functioning (do not use dishwasher if garbage disposal is not functioning)**

**Any item which will cause damage if left unattended, or may be a health and safety issue**

**Broken windows (not cracked)**

After hours maintenance issues need to be reported by dialing the office number, and then pressing 3 for maintenance. Thereafter, if non-emergency, press 1 and if emergency, press 2 to page a technician to your apartment. **PLEASE MAKE SURE TO LEAVE YOUR NAME, APARTMENT NUMBER, PHONE NUMBER, AND A BRIEF DESCRIPTION OF THE PROBLEM.** The return call from maintenance may be from a RESTRICTED number, please answer so we can properly address your emergency. If you do not answer the return call from maintenance this may prevent us from assisting you. 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 your Leasing Office for Maintenance Assistance.

LOCK OUT CHARGES ARE: \$40.00 5:01 pm - 7:59 am & Weekends

Please keep your keys with you at all times. If the Maintenance staff enters your apartment for a requested repair, or a scheduled inspection, and the Resident is not at home, it is CMG Leasing's policy to lock the door when exiting. If you arrive home after office hours and your door has been locked, lock out charges will apply.

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. RENTAL POLICY

Below, we have listed the criteria for qualifying as a resident with us.

- A separate rental application must be fully completed, dated and signed by each applicant and all co-applicants. Spouses can complete one (1) rental application.
- The rental application will be reviewed at the time of submission to ensure we have all information needed to determine your eligibility.
- Each applicant must provide a government issued photo identification and allow it to be photocopied.
- Applicants who do not have sufficient funds as outlined below may qualify by having the lease guaranteed by a guarantor. Each guarantor must meet all other qualifying criteria. The guarantor must complete and sign a lease guaranty agreement, have a social security number, and pass the credit screening process.
- If applicant's family will be occupying the dwelling, the family size must be appropriate for the available apartment, i.e., no more than two (2) persons per bedroom. Children twelve (12) months of age or younger are not counted as occupants toward the aforesaid occupancy schedule at the time of move in or lease renewal. When a child is older than twelve (12) months, then that child is counted as an occupant toward the stated occupancy schedule. (See occupancy policy for families and unrelated parties.)
- Employment and monthly funds must be verifiable. Total monthly funds of an applicant must be three (3) times the total monthly rent. For Vue and all properties leased through The Reserve at Knollwood Leasing Office, total monthly funds of an applicant must be two (2) times the total monthly rent. (Otherwise, a guarantor is necessary.)
- Applicant(s) may be denied occupancy for the following reasons:
  - ◊ Falsification of application by any applicant.
  - ◊ Incomplete application by any applicant.
  - ◊ Insufficient funds.
  - ◊ Criminal conviction history to a person(s) or to property committed by any applicant or by any member of the applicant's household, who will be residing in the leased premises. A criminal screening will be obtained on any applicant or on any occupant eighteen (18) years of age and older.
  - ◊ Poor credit history of any applicant (credit reports are obtained; previous bankruptcy requires a security deposit equal to two (2) times the security deposit).
  - ◊ Poor rental profile of any applicant (rental history reports are obtained). Rental history of:

- Non-payment or frequent late payment of rent.
- Eviction.
- Manufacture and/or distribution of a controlled substance.
- Poor housekeeping.
- Poor supervision of applicant's occupants.
- Unruly or destructive behavior by applicant, applicant's occupants, or applicant's guests
- History of violence to person(s) or property by applicant, and/or by a member of applicant's household who will be residing in the leased premises.
- ◊ Previous landlord's report of significant complaint levels of noncompliance activity, including but not limited to:
  - Repeated disturbance of neighbor's peace.
  - Reports of illegal activity that resulted in the termination of applicant's lease agreement with previous landlord.
  - Damage to property beyond normal wear.
  - Reports of violence or threats of violence to former landlords, owners, management, and/or neighbors that resulted in the termination of applicant's lease agreement with previous landlord.
  - Allowing persons not on the lease to reside at the residence.
  - Failure to give proper notice when vacating the property.
  - Failure to timely pay rent.
- Acknowledgment. You declare that all of your statements are true and complete. You authorize us to verify same through any means, including consumer reporting agencies, other housing owners, and/or an investigative consumer reports and that these reports may include information concerning my character, employment history, general reputation, personal characteristics, public records information, criminal records information, education, qualifications, motor vehicle record, mode of living, credit and indebtedness information, and any other information which may reflect upon my potential for tenancy or employment gathered from any individual, organization, entity, agency, or other source which may have knowledge concerning any such items of information. If you fail to answer any question or give false information, we may reject the application, retain all application fees and deposits as liquidated damages for our time and expense, and terminate your right of occupancy. Giving false information is a serious criminal offense. In law suits relating to the application or Lease Contract, the prevailing party may recover all attorney's fees and litigation costs from the losing party. We may at any time furnish information to consumer reporting agencies and other rental housing owners regarding your performance of your legal obligations, including both favorable and unfavorable information about your compliance with the Lease Contract, the rules, and financial obligations.
- The Security Deposit is equivalent to one (1) month's rent or two hundred dollars (\$200.00) per person, whichever is greater. The Security Deposit for The Edge is five hundred dollars (\$500.00) per person.

## 9. OCCUPANCY GUIDELINES

- Fair Housing policy. CMG Leasing is absolutely committed to compliance with Fair Housing laws. Different apartment communities may have different policies, provided that the policies do not violate Fair Housing laws. Fair Housing laws do not require equal treatment of all persons. Instead, they require that persons may not be discriminated against because of race, color, religion, sex, national origin, handicap, elderliness, or familial status sexual orientation, gender identity, veteran status, and source of funds. Under federal Fair Housing laws, rental housing owners may treat people differently and discriminate against them

- for reasons other than those listed above—such as rental history, credit record, criminal history, amount of funds, current drug use, etc. We rent to anyone who meets our resident screening criteria regardless of their source of funds.
- Definition of family. Federal statutes and regulations define a “family” as follows: A family consists of one (1) or two (2) adult parents or custodians PLUS a child who must be (1) their natural or adopted child, (2) a child who they have legal custody of or are applying for legal custody of (e.g., guardian/ward or foster parent/child), or (3) a child who is living with the adult(s) by written permission of the child’s parent or custodian. A pregnant woman is considered a family under the federal Fair Housing statute. (A married couple without children living with them does not constitute a family.)
  - In Blacksburg, no more than four (4) unrelated parties may occupy an apartment. Certain zoning areas dictate three (3) unrelated parties. Check the local codes for Blacksburg. Notwithstanding the Blacksburg Town Ordinance with regard to unrelated residents, the HOA’s bylaws may be more restrictive relative to the maximum number of unrelated residents permitted to reside in a unit, regardless of the number of bedrooms. In such cases wherein the HOA’s bylaws are more restrictive as to unrelated residents, said HOA bylaws will control as to that particular housing community. Please check your HOA bylaws for the maximum number of unrelated residents to be allowed in a housing unit.
  - In Radford, a family is defined as one (1) or more persons related by blood, marriage, or adoption, including foster children. 70 square feet per person per bedroom, except as otherwise provided herein.
  - In Christiansburg, no more than two (2) unrelated parties may occupy an apartment.
  - **Two (2) persons per bedroom.** Each of the following types of applicants must rent at least the number of bedrooms as stated below. A child twelve (12) months of age or younger at the time of move in or lease renewal will not be counted in determining the number of persons living in a bedroom. When a child is older than twelve (12) months, then that child is counted as an occupant toward the stated occupancy schedule. Each applicant’s gross funds must be three (3) times the total monthly rent. A married couple may combine income together to qualify for three (3) times the entire monthly rent. For Vue and all properties leased through The Reserve at Knollwood Leasing Office, each applicant’s gross funds must be two (2) times the total monthly rent. A married couple may combine funds together to qualify for two (2) times the monthly rent.

	Occupants w/Children	Occupants w/o Children
1BR	2 persons and infant(s) 12 months of age or younger at time of move-in or lease renewal	2 persons total
2BR	4 persons and infant(s) 12 months of age or younger at time of move-in or lease renewal	4 persons total
3BR	4 persons total if unrelated and infant(s) 12 months of age or younger at time of move in or lease renewal, 6 persons if related and infant(s) 12 months of age or younger at time of move in or lease renewal	4 persons total if unrelated, 6 persons total if related
4BR	4 persons total if unrelated and infant(s) 12 months of age or younger at time of move in or lease renewal, 8 persons if related and infant(s) 12 months of age or younger at time of move in or lease renewal	4 persons total if unrelated, 8 persons total if related

- Applications. Each roommate, parent and adult living in an apartment must submit a separate rental application. A married couple may submit a joint application. All applicants

must be eighteen (18) or older.

- Two (2) different families may live in same apartment only if: (1) a single parent with child(ren) lives in the same apartment with one (1) other single parent with child(ren), (2) the persons-per-bedroom ratios above are met, and (3) each parent qualifies for three (3) times the entire monthly rent. For Vue and all properties leased through The Reserve at Knollwood Leasing Office, two (2) different families may live in the same apartment only if: (1) a single parent with child(ren) lives in the same apartment with one (1) other single parent with child(ren), (2) the persons-per-bedroom ratios above are met, and (3) each parent qualifies for two (2) times the entire monthly rent.
- Otherwise, non-family members (adults or minors) may live with a family only if: (1) the persons-per-bedroom ratios above are met, and (2) the parent(s) of the children who live in the apartment qualify for three (3) times the entire monthly rent. For Vue and all properties leased through The Reserve at Knollwood Leasing Office, otherwise, non-family members (adults or minors) may live with a family only if: (1) the persons-per-bedroom ratios above are met, and (2) the parent(s) of the children who live in the apartment qualify for two (2) times the entire monthly rent.
- Unrelated Parties: The Zoning Ordinance controls unrelated occupants.
- When state or local statutes are more restrictive than the above guidelines, these state or local requirements must be followed.
- Where specific apartment styles have dens, lofts or additional rooms not generally classified as bedrooms, those rooms may be used as bedrooms, provided that use of such a room as a bedroom does not violate the applicable local building or housing codes.

#### 10. **OCCUPANCY GUIDELINES & APPLICATION AGREEMENT (THE EDGE COMMUNITY ONLY)**

- Roommate Clause. MANAGEMENT has the right to assign a Roommate to any vacant Exclusive Bed Space in the Unit before or during the Term of this LEASE without notice. Any available bedroom space within the apartment will be offered to any qualified applicant without regard to race, color, religion, national origin, sex, familial status, handicap, elderliness, sexual orientation, gender identity, veteran status, and source of funds in compliance with all applicable federal, state, and local Fair Housing laws and regulations. Residents may request to live with members of their same gender/gender identity as defined under applicable Virginia law, on the basis of privacy and modesty. We rent to anyone who meets our resident screening criteria regardless of their source of funds.
- Occupancy Guidelines: The Fair Housing Amendments Act of 1988 prohibits the discrimination against families with children under age 18 with regard to the rental of residential buildings. We accommodate families with children under the age of 18 in accordance with the Fair Housing Amendments Act of 1988. The occupancy guidelines set forth by The Edge Apartments and Townhomes limit occupancy to one person (plus an infant under the age of 12 months upon occupancy) per bedroom. A qualified Applicant may execute one lease contract for one individual bedroom space at a time, except that families may reside at The Edge Apartments and Townhomes so long as they execute a lease agreement for all beds in any given apartment or townhome, with no more than two persons plus one infant under the age of 12 months upon occupancy per bedroom.
- Lease Contract Information. The Edge Lease is an Individual Lease Agreement and you are applying for an individual bedroom space within an apartment unit. The Lease contract may be signed in advance of assignment of a specific unit. This is called a Pre-Lease. Apartment preferences will be noted at the time of Application, however preferences are not guaranteed. Specific unit address will be assigned upon receipt of vacating notices by current residents.

- Application Fee of \$35.00 Non-Refundable. The Application Fee is due at the time of application completion. This payment partially defrays the cost of administrative paperwork to process an application.
- Reservation Fee of \$100.00 - Non-Refundable after 72 hours of Application.
  - ◊ A \$100.00 Reservation Fee and \$400.00 Security Deposit is required at the time of application.
  - ◊ The Reservation Fee will be credited towards the required security deposit when applicant moves in.
  - ◊ The Reservation Deposit is Non-Refundable after 72 hours of Application submission. If, after seventy-two (72) hours, and before signing the Lease Contract, you withdraw your application or notify CMG Leasing, Inc. that you have changed your mind about renting the dwelling unit, CMG Leasing, Inc. will be entitled to retain the \$100.00 Reservation Fee as liquidated damages. The parties will then have no further obligation to each other.
  - ◊ If, after seventy-two (72) hours, and after the lease contract has been signed for a specific bedroom space and apartment address, you notify CMG Leasing, Inc. that you have changed your mind about renting the dwelling unit, CMG Leasing, Inc. will be entitled to retain the \$100.00 Reservation Fee and the \$400.00 Security Deposit as liquidated damages for the cost of re-rental. The parties will then have no further obligation to each other once the bedroom space has been re-rented to another qualified applicant.
- If You Fail to Sign Lease After Approval. Applicant and Guarantor must sign the Lease Contract within three (3) days after CMG Leasing, Inc. notifies you of your apartment and bedroom space assignment in person or by telephone or five (5) days after approval is mailed or e-mailed to you. If Lease Contract is not signed by Applicant and Guarantor within this time frame, we will retain the Reservation Fee as liquidated damages, and terminate all further obligations under this Agreement.
- Disapproval. Notification may be in person, by mail, by e-mail, or telephone unless Applicant requests that notification be by mail. If any Applicant is disapproved or deemed disapproved, CMG Leasing, Inc. will refund the Security Deposit within twenty (20) days of such disapproval.
- Signature. Our Representative's signature on the application is consent only to the Application Agreement. It does not bind CMG Leasing, Inc. to accept Applicant or to sign the proposed Lease Contract.
- Prices subject to change without notice pending full lease execution.
- No pets of any kind are permitted on the leased premises.
- Rental Application. Management hereby discloses, pursuant to Section 55.248.12 of the Code of Virginia (1950) as amended. The applicable section of the Virginia Residential Landlord and Tenant Act, and any and all other applicable federal or state regulations, that CMG Leasing, Inc. is the authorized agent for the leased premises.
- Acknowledgment. You declare that all of your statements are true and complete. You authorize us to verify same through any means, including consumer reporting agencies, other housing owners, and/or an investigative consumer reports and that these reports may include information concerning my character, employment history, general reputation, personal characteristics, public records information, criminal records information, education qualifications, motor vehicle record, mode of living, credit and indebtedness information, and any other information which may reflect upon my potential for tenancy or employment gathered from any individual, organization, entity, agency, or other source which may have knowledge concerning any such items of information. If you fail to answer any question or give false information, we may reject the application, retain all application fees and deposits

- as liquidated damages for our time and expense, and terminate your right of occupancy. Giving false information is a serious criminal offense. In law suits relating to the application or Lease Contract, the prevailing party may recover all attorney's fees and litigation costs from the losing party. We may at any time furnish information to consumer reporting agencies and other rental housing owners regarding your performance of your legal obligations, including both favorable and unfavorable information about your compliance with the Lease Contract, the rules, and financial obligations.
- This Rental Application and the lease contract are binding legal documents when signed. Please read them carefully. Before submitting a Rental Application or signing a Lease Contract, you may request to take a copy of these documents to review and/or consult an attorney. Additional provisions or changes may be made in the Lease Contract if agreed to in writing by all parties. You are entitled to a copy of the Lease Contract after it is fully signed. Applicant understands that this application for rental, if approved, becomes a part of the Lease Agreement.

#### 11. SMOKE DETECTORS and/or CARBON MONOXIDE DETECTORS

Smoke detectors and/or carbon monoxide detectors are installed in the apartment for your safety and for others. All residents are responsible for reasonable care of the smoke and/or carbon monoxide detectors under applicable Virginia law, including but not limited to Virginia Code §15.2-922. The smoke and/or carbon monoxide detectors will be in operation at the time of your move-in, and thereafter, it will be the resident's responsibility to notify the CMG Management Office if the detector light goes out or starts to chirp. Once Management has received actual notice from the resident of a low battery condition, it will then be responsible for changing the batteries in the smoke and/or carbon monoxide detectors as needed. This is for your safety and protection and for that of your neighbors in the event of a fire or other such casualty. To test the smoke and/or carbon monoxide detectors, press hard on the test button and hold for 5 seconds. If you disable or damage the smoke and/or carbon monoxide detectors and/or fail to timely request service or to report a malfunction, you will be in breach of your lease agreement and will be liable to CMG Leasing and to any others for any loss, property damage, bodily injury, death and/or fines proximately caused by fire, smoke, water and/or any other such related casualty. Note that Virginia law requires that all smoke and carbon monoxide detectors remain in operation at all times. Therefore, do not remove the battery or in any other way impede or disable the function of these devices. Residents will be charged for reinstallation or for replacement of any smoke and/or carbon monoxide detectors. There will be a \$50 charge if Maintenance finds a smoke or carbon monoxide detector removed, disconnected, or in any way disabled in your apartment. Any such actions of this nature shall also be deemed a breach of this lease agreement.

**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. There will be a \$50 charge if Maintenance finds a detector down in your apartment.

#### 12. FIRE SPRINKLER SYSTEMS/HEADS

Fire sprinklers and related equipment are not to be tampered with under any circumstance. Do not touch them in any way. You might accidentally set them off and serious water damage will result. Sprinkler heads can be tripped by residents using sprinklers as hangers.

**To avoid accidents, you should know that:**



- Sprinklers operate when the heat from a fire melts their temperature sensitive linkage, allowing high pressure water to discharge
- Sprinklers operate individually and when one sprinkler goes off, it doesn't mean that all sprinklers are activated. Only the sprinkler heads directly exposed to a fire will activate.
- Sprinkler heads can also be activated by sufficient mechanical force acting on the linkage that pops the link and allows the water to discharge, same as if activated by a fire.
- Sprinklers are never to be used to hang items.
- Always maintain adequate heat in your apartment during cold weather. Do not leave windows open in winter. Do not turn off the heat to save energy as this can lead to frozen pipes and unnecessary floods.
- Never paint over sprinkler heads.
- A damaged and/or bent sprinkler head will cause the sprinkler to not operate properly
- Leave a minimum of 18" of clear space around and below the sprinkler head so it can operate properly.

### 13. DELIVERIES

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

### 14. 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.

### 15. BICYCLES, MOPEDS, AND HOVERBOARDS

Bicycles should only be stored on the bike racks provided. Bicycles 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/moped will be removed at the owner's expense. Mopeds, or any other motorized vehicle, are not permitted inside the buildings, breezeways, and/or patios/balconies. Mopeds, and any motorized vehicle, must remain legally parked in the provided parking spaces at all times. Failure to do so will result in the vehicle being removed at the owner's expense. Hoverboards and their chargers are not permitted on CMG Property as they are a fire hazard.

### 16. VEHICLES - GENERAL

CMG Leasing does not allow any washing or repairing of vehicles on the property. Never, under any circumstances, are motorcycles, mopeds, 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 permit is only valid for the term of the lease agreement and a new sticker must be obtained at the beginning of any lease renewal.

- **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), in front of or next to dumpsters, or in an electric vehicle charging spaces unless actively charging the vehicle. Non-electric vehicles are not permitted to park in the spaces allocated for charging electric vehicles. Improperly parked vehicles are subject to towing.**
- **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 parking policies.
- 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.
- When a resident changes cars during the course of the lease (i.e., a roommate change, sublease, or purchase of a new car), the old permit must be returned to receive a new one.
- Knollwood Condominium has assigned parking. Violators may be towed.

### 17. 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.

### 18. 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.

Do not feed stray animals on-site. This attracts more animals that could harm someone as well as cause damage to personal property.

Be sure to clean up after yourself and your guests after using any community common spaces or amenities.

### 19. 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. Please clean up the same night or same day of any gathering. Clean up will be billed at \$50.00 per hour per person involved. Please note that 509R Sunridge Drive is a smoke-free unit.

No wood shall be stored on or near buildings due to possible pest infestations. Also, no personal items shall be stored under deck areas.

**20. 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.

**21. 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.

**22. USE OF GAS OR CHARCOAL GRILLS AND ELECTRIC SMOKERS**

Use of gas, charcoal, kerosene, electric and/or any other such associated grills, heaters, smokers, fire pits, s'mores cookers and/or any other such similar cooking and/or heating devices are strictly 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. Management may remove any grills, heaters, smokers, and/or items containing combustible fuels if found on the premises.

**Code 307.5 Charcoal burners and other open flame cooking devices.** 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.

**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.

**23. 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.

Residents at 804 Ellett Drive, 107 Turner Street, 109 Turner Street, 1600 Tom's Creek Road, and 1602 Tom's Creek Road may not have any more than six unrelated guests or invitees or any

other unrelated non-resident individuals on the subject leased premises at any one time without the prior written consent of the property manager and/or of the owner. Further, at no time is the subject leased premises to be used as a location for social gatherings of more than 10 unrelated individuals, including the residents, and any such permitted social gathering that results in disruptive actions and behavior being committed that disrupt and disturb the neighbors' rights to peaceful enjoyment of the neighborhood and of the community at large shall be construed as and shall constitute a breach of the lease agreement.

Fog machines are prohibited to be used at any community.

**24. 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. **Lock all windows and doors.**
3. **Discontinue newspaper delivery.**
4. **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.**
5. **Let CMG Leasing Management know if you plan to be away from the apartment for an extended period of time and the best way to reach you. By law, if you are away seven (7) consecutive days without notice to Management, the premises may be considered to be abandoned.**
6. **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.**

**25. NOISE DISTURBANCES**

The most common grievance expressed by residents is 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, entrance way, 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 same day of any gathering. Clean up will be billed at \$50.00 per hour per person involved.**
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.**
6. **Towing will be enforced.**



7. If you have a function and feel you no longer have control of your guests, please contact the Police Department for assistance.
8. No more than five (5) average sized people should be on decks at one time.
9. 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.
10. Residents of the Edge Apartments and Townhomes may contact 540-552-3343 to leave a message for the Courtesy Officer that is on site from 9pm-3am. They will address any noise issues directly and as they are happening.

## 26. 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 (\$27.00). Duplicate mailbox keys cannot be issued due to Postal Regulations.

## 27. 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.

## 28. TELEVISION/CABLE/INTERNET

Management must approve the installation, use and/or location of any private satellite dish. **For residents at The Edge only:** Cable television is pre-installed before move in. Televisions at initial installation will require a channel scan to access all available channels. Smart TV's and gaming systems that require internet access have to be registered with Single Digits before gaining internet access. Smart TV's should be plugged in through an Ethernet port for internet streaming and can connect wirelessly. For questions regarding internet and television access, and to submit service tickets, please contact Single Digits at 1-833-715-3386 (Edge Community Only).

**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.

- Satellite 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.
- No holes may be drilled on the outside walls, roof, or windows.
- No holes may be drilled in the balcony or railings.
- No part of the dish or antenna may extend outside the balcony line.
- Size is limited to one (1) meter or less circular style.
- Any satellite dish that does not meet these requirements will be removed by Management without further notice.
- Resident is responsible for removing any device installed, such as a satellite dish, upon move-out.

**Internet for residents at The Edge only:** Internet access, Ethernet/Wireless, and cable television are pre-installed before move in. Residents of The Edge should not install personal routers for wireless internet. For questions regarding internet access, and to submit service tickets, please contact Single Digits at 1-833-715-3386 or via their Single Digits ONE Home App.

**Internet for residents at Chasewood only:** Internet access and Ethernet/Wireless are pre-installed before move in. Residents of Chasewood should not install personal routers for wireless internet and the WiFi Rukus box in your apartment should not be tampered with. For questions regarding internet access, and to submit service tickets, please contact Single Digits at 1-855-591-8833 or via their Single Digits ONE Home App.

**Internet for residents at The Chase, Roanoke St, and Tech Terrace only:** Internet access and Ethernet/Wireless are pre-installed before move in. Residents of The Chase, Roanoke St, or Tech Terrace should not install personal routers for wireless internet and the WiFi Rukus box in your apartment should not be tampered with. For questions regarding internet access, and to submit service tickets, please contact Single Digits at 1-877-9283 or via their Single Digits ONE Home App.

**Internet for residents at Cedar Pointe only:** Internet access and Ethernet/Wireless are pre-installed before move in. Residents of Cedar Pointe should not install personal routers for wireless internet and the WiFi Rukus box in your apartment should not be tampered with. For questions regarding internet access, and to submit service tickets, please contact Single Digits at 1-833-311-0173 or via their Single Digits ONE Home App.

**Internet for residents at Cedarfield only:** Internet access and Ethernet/Wireless are pre-installed before move in. Residents of Cedarfield should not install personal routers for wireless internet and the WiFi Rukus box in your apartment should not be tampered with. For questions regarding internet access, and to submit service tickets, please contact Single Digits at 1-855-461-2822 or via their Single Digits ONE Home App.

**Internet for residents at The Crossing only:** Internet access and Ethernet/Wireless are pre-installed before move in. Residents of The Crossing should not install personal routers for wireless internet and the WiFi Rukus box in your apartment should not be tampered with. For questions regarding internet access, and to submit service tickets, please contact Single Digits at 1-855-475-8867 or via their Single Digits ONE Home App.

**Internet for residents at Davis-Wilson, Downey Place, Fairfax, Hillside, Scottish Hills, and Scott's Run only:** Internet access and wireless modems are pre-installed before move in. Residents of Scott's Run and Scottish Hills should not install personal routers for wireless internet for wireless internet and the modem in your apartments should not be tampered with. For questions regarding internet access, and to submit service tickets, please contact Shentel at 800-743-6835.

**Internet for residents at The Reserve only:** Internet access and Ethernet/Wireless are pre-installed before move in. Residents of The Reserve should not install personal routers for wireless internet and the WiFi Rukus box in your apartment should not be tampered with. For questions regarding internet access, and to submit service tickets, please contact Single Digits at 1-833-962-1103 or via their Single Digits ONE Home App.

**Internet for residents at Vue only:** Internet access and Ethernet/Wireless are pre-installed before move in. Residents of Vue should not install personal routers for wireless internet and the WiFi Rukus box in your apartment should not be tampered with. For questions regarding internet access, and to submit service tickets, please contact Single Digits at 1-888-869-8890 or via their Single Digits ONE Home App.

**INTERNET ACCEPTABLE USE POLICY - FOR SINGLE DIGITS COMMUNITIES ONLY** (Cedar Pointe, Cedarfield, Chasewood, The Chase, Crossing, The Edge, The Reserve, Roanoke St, Tech Terrace, and Vue)

CMG Leasing, Inc.

ACCEPTABLE USE POLICY (“AUP”)

#### 1. SCOPE OF THIS AUP

The following terms apply to your use of and access to any website (“Website”) or network (“Network”) owned or operated by CMG Leasing, Inc. (“CMG Leasing”), any electronic transmission(s) sent, received, posted, accessed, or stored via any Website or Network, including without limitation any wireless and/or wired network and Internet services. All guests of residents should use the provided “Guest Network”. If a resident should give a guest access to the resident network, they will be responsible for the actions of the guest on the network. For purposes of this Acceptable Use Policy (“AUP”) the Internet, Websites and Network (and any components thereof) are sometimes collectively referred to as “Network Resources.”

You have been granted access to CMG Leasing’s Network Resources via (i) a direct agreement between you and CMG Leasing (“Agreement”); (ii) a third-party agreement (an “Owner’s Agreement”) between you and an owner or manager of a property which provides Network Resources to you (“Owner”); (iii) Service provided to a party that has an agreement directly with CMG Leasing or an Owner; or (iv) service provided in a public space for general use. Your use of Network Resources is at all times subject to the terms and conditions of (i) this AUP; and (ii) the terms and conditions of the Agreement or the Owner’s Agreement. In addition to any Agreement(s), and any Owner’s Agreement(s), this AUP describes the terms, conditions and policies that govern your access to and use of our Network Resources. By clicking “ACCEPT” or a similar acknowledgement, or by accessing or using our Network Resources, you agree to the terms of the AUP, which CMG Leasing may modify from time to time. If you do not agree to accept and comply with the terms of the AUP, your use of the Network Resources is expressly forbidden.

#### 2. LINKS TO THIRD PARTY SITES/ USE OF SOFTWARE

The Websites and Network may contain links or other access to other websites (“Third-Party Websites”) and software (“Third-Party Software”) which have been developed and are maintained by third parties. For purposes of this AUP, Third-Party Websites and Third-Party Software are sometimes collectively referred to herein as (“Third-Party Resources”). CMG Leasing has no control over Third Party Resources. Third-Party Resources are provided for convenience only. Use of Third-Party Websites will cause you to leave our website and use of Third-Party Software will cause your computer to run programs which we do not control. Therefore, use of any Third-Party Resource is entirely at your own risk. **CMG LEASING MAKES NO REPRESENTATION OR WARRANTY CONCERNING OR THE INFORMATION, PRODUCTS OR SERVICES OFFERED OR APPEARING ON OR THROUGH THIRD-PARTY RESOURCES.** CMG Leasing does not sponsor or endorse the operators of the Third Party Websites, creators or providers of the Third-Party Software, or the content, products or services they provide, and CMG Leasing is not responsible or liable for the conduct of the sites’ operators, the content, availability, accuracy, quality, advertising, products, services or other materials offered. As with any software, execution and/or installation of any Third-Party Resources may result in compatibility and/or stability issues with your computer. If you are unsure, please consult your computer manufacturer or other computer professional.

#### 3. PROHIBITED USE

You may access and use our Network Resources for lawful purposes only. In the event you (i) use any Network Resources for any unlawful purpose or any prohibited purpose, or (ii) breach any of the terms of this AUP or any Agreement or Owner’s Agreement, then CMG Leasing may, in its sole discretion, in addition to all other rights and remedies, limit, suspend and/or terminate your access to Network Resources

You may not use the Network Resources for any of the following:

1. **Infringement:** Infringe the intellectual property rights or other proprietary rights of any party, including, without limitation, material protected by copyright, trademark, patent, trade secret or other intellectual property right. Infringement may result from the unauthorized copying, distribution and/or posting of pictures, logos, software, articles, musical works, and videos. Without limiting the foregoing, pursuant to Section 512 of the Digital Millennium Copyright Act, it is CMG Leasing’s policy to terminate the account of repeat copyright infringers in appropriate circumstances.
2. **Offensive Materials:** Disseminate or post material that is unlawful, libelous, defamatory, obscene, indecent, lewd, harassing, threatening, harmful, invasive of privacy or publicity rights, abusive, inflammatory or otherwise objectionable.
3. **Export Violations:** Violate any export laws, regulations or rules, including, without limitation, the Export Administration Act and the Export Administration Regulations administered by the Department of Commerce.
4. **Fraudulent Conduct:** Offer or disseminate fraudulent goods, services, schemes, or promotions (e.g., make-money-fast schemes, chain letters, and pyramid schemes)
5. **Failure to Abide by Third-Party Website Policies:** Violate the rules, regulations, or policies that apply to any third-party network, server, computer database, or website that you access.
6. **Harmful Content:** Irrespective of intent, disseminate or post harmful content including, without limitation, viruses, worms, automated software agents/programs or any other computer programming routines that may damage, interfere with, intercept or seize any system, program, data or personal information.
7. **Electronic Transmissions:** Host, process, store, or send any of the following electronic transmissions:
  - a. So-called “spam”, including unsolicited advertisements, solicitations, commercial e-mail messages or promotional messages of any kind;
  - b. Unsolicited informational announcements;
  - c. Chain mail;
  - d. Numerous copies of the same or substantially similar messages;
  - e. Empty messages;
  - f. Messages which contain no substantive content; or
  - g. Very large messages or files that disrupt a server, account, newsgroup, or chat service.
  - h. Participate in collecting e-mail addresses, screen names, or other identifiers of others (without CMG Leasing’s prior written consent), a practice sometimes known as spidering or harvesting;
  - i. Participate in using software (including “spyware”) designed to facilitate such activity;
  - j. Collect responses from unsolicited messages; or
  - k. Use any of our mail servers or another site’s mail server to relay mail without the

express permission of the account holder or the site.

8. Servers: Use or run dedicated, stand-alone equipment or servers that provide network content or any other services to others, also commonly referred to as public services or servers. Examples of prohibited equipment and servers include, but are not limited to, email, web hosting, file sharing, and proxy services and servers.

In addition, any misuse or abuse of the Network Resources (including excessive bandwidth usage) is prohibited.

#### 4. NETWORK SECURITY AND INTEGRITY /CRIMINAL AND CIVIL LIABILITY

Your use of the Network Resources may not interfere with the integrity of our Network. You understand and acknowledge that the Network Resources is a shared network. Violations of this Agreement may result in criminal or civil liability. CMG Leasing may, but is not obligated to, investigate any misuse of Network Resources. CMG Leasing may cooperate with law enforcement where unlawful or unauthorized activity is suspected. Examples of Network security violations include, without limitation:

- Probing/Scanning: Unauthorized access to or use of data, systems or networks, including any attempt to probe, scan or test the vulnerability of a system or network or to breach security or authentication measures without the express prior authorization of the owner of the system or network.
- Interception: Unauthorized monitoring of data or traffic on any network or system without the express prior authorization of the owner/manager of the system or network and CMG Leasing.
- Intentional Interference: Interference with service to any user, host or network including, without limitation, denial-of-service attacks or other flooding techniques, deliberate attempts to overload a system, or broadcast attacks.
- Falsification of Origin or Routing Information: Altering any packet or application information to conceal or obfuscate the source or destination of the traffic. This includes, without limitation to, altering hardware MAC addresses, IP addresses, computer names, falsification of email addresses and/or return email addresses or other distinguishing identifiers.
- Avoiding System Restrictions, Access Controls, Or Resource Allocation: Using manual or electronic means to avoid any limitations, restrictions, or resource allocations established by CMG Leasing. This includes, without limitation to, attempts to gain unauthorized access to, alter, or destroy any information that relates to any CMG Leasing customer, end-user, or Resource, alteration of factory-set device parameters and identifiers, non-compliance with CMG Leasing Network Resource allocation methods, or any other attempt to subvert Airwave Network system restrictions, access controls, or allocation or network resources.

#### 5. REMEDIES FOR MISUSE

CMG Leasing may, but is not obligated to, take any action it deems necessary to protect any of Network Resources, its rights or the rights of its customers or third parties, or (2) optimize or improve any Network Resources. Such action may include, without limitation, employing methods, technologies, or procedures to filter or block any traffic sent through the Website or Network. CMG Leasing may, in its sole discretion, at any time, filter “spam” or prevent “hacking,” “viruses” or other potential harms without regard to any preference you may have communicated to us. We may also access and disclose any information (including transactional information) related to your access and use of our Website or Network for any lawful reason,

including but not limited to: (1) responding to emergencies; (2) complying with the law (e.g., a lawful subpoena); (3) protecting our rights or property and those of third parties; or (4) protecting users of those services and other carriers from fraudulent, abusive, or unlawful use of, or subscription to, such services.

#### 6. DISCLAIMER OF WARRANTIES AND LIMITATION OF LIABILITY

YOU UNDERSTAND THAT YOU ARE SOLELY RESPONSIBLE FOR ANY DAMAGE TO YOUR COMPUTER SYSTEM OR LOSS OF DATA THAT RESULTS FROM ANY MATERIAL DOWNLOADED FROM OR OTHERWISE PROVIDED THROUGH ANY NETWORK RESOURCES. ANY CONTENT OR INFORMATION ACCESSED BY OR PROVIDED TO YOU THROUGH NETWORK RESOURCES IS PROVIDED “AS IS,” “WITH ALL FAULTS,” AND “AS AVAILABLE.” CMG LEASING, ITS AGENTS, AND ITS LICENSORS DO NOT WARRANT THE ACCURACY, COMPLETENESS, CURRENTNESS, NONINFRINGEMENT, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OF ANY CONTENT OR INFORMATION AVAILABLE THROUGH ITS NETWORK RESOURCES. YOU ACCESS SUCH CONTENT OR INFORMATION AT YOUR OWN RISK. CMG LEASING DOES NOT GUARANTEE THAT ITS NETWORK RESOURCES WILL BE ERROR-FREE, OR CONTINUOUSLY AVAILABLE, OR THAT IT WILL BE FREE OF VIRUSES OR OTHER HARMFUL COMPONENTS. UNDER NO CIRCUMSTANCES WILL CMG LEASING, ITS AFFILIATES, ITS AGENTS OR ITS LICENSORS BE LIABLE TO YOU OR ANYONE ELSE FOR ANY DAMAGES THAT ARISE FROM THE USE OF THE NETWORK RESOURCES. THIS IS A COMPREHENSIVE LIMITATION OF LIABILITY THAT APPLIES TO ALL DAMAGES OF ANY KIND-FOR EXAMPLE, COMPENSATORY, SPECIAL, DIRECT, INDIRECT, OR CONSEQUENTIAL DAMAGES, LOSS OF DATA, INCOME OR PROFIT, LOSS OF OR DAMAGE TO PROPERTY AND CLAIMS OF THIRD PARTIES-EVEN IF WE ARE ADVISED BEFOREHAND OF THE POSSIBILITY OF SUCH DAMAGES. YOU AGREE THAT THE AGGREGATE LIABILITY OF CMG LEASING, ITS AGENTS, AND ITS LICENSORS, IF ANY, ARISING OUT OF ANY KIND OF LEGAL CLAIM IN ANY WAY CONNECTED TO ANY CMG LEASING NETWORK RESOURCES WILL NOT EXCEED \$50.00. BECAUSE SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF CERTAIN CATEGORIES OF DAMAGES OR IMPLIED WARRANTIES, THE ABOVE LIMITATION MAY NOT APPLY TO YOU. IN SUCH STATES, THE LIABILITY OF CMG LEASING, AND ITS AFFILIATES, AGENTS AND LICENSORS IS LIMITED TO THE FULLEST EXTENT PERMITTED BY SUCH STATE LAW.

#### 7. GOVERNING LAW

This AUP is governed by and must be construed under the laws of the State of Virginia.

#### 8. INDEMNIFICATION

You agree to indemnify, defend and hold harmless CMG Leasing from and against all claims, liabilities, losses, expenses, damages and costs (including reasonable attorneys’ fees) that arise from: (1) any violation of this AUP by you; (2) any violation of any rights of a third party by you; (3) any violation of applicable law; (4) information or content that you submit, post, transmit or make available through our Website or Network; or (5) your use of our Network Resources.

#### 9. MODIFICATION OF THE AUP

We reserve the right to modify this AUP at any time, effective upon its posting, as modified, in the Resident Handbook. You agree to any amendments to the AUP by accessing or otherwise using our Network Resources after such amendment is posted.

#### 10. MISCELLANEOUS

Any failure to insist upon or enforce performance of any provision in this AUP will not be construed as a waiver of any provision or right. Neither the course of conduct between the



parties nor trade practice will act to modify any provision in this AUP.

#### 11. QUESTIONS AND COMMENTS

If you have any specific comments or questions regarding the any of the Network Resources, or you wish to bring to our attention any misuse of Network Resources you can reach CMG Leasing at:

CMG Leasing  
Attn: AUP Questions  
P.O. Box 10397  
Blacksburg, VA 24062 or Email: [aup@cmgleasing.com](mailto:aup@cmgleasing.com)

#### 29. 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 large 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 trash cans 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. This is a major fire hazard. Clean up charges will be assessed, based on an hourly rate of \$50.00 per hour. Please use ashtrays if you smoke and dispose of cigarettes properly.**

#### 30. RECYCLING

CMG Leasing has provided several recycling collection sites at the properties in Blacksburg 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 (single stream). 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 and type 2-HDPE) need to be rinsed, lids removed, and flattened if possible. Paper needs to be kept dry. No plastic bags, no styrofoam, and no cartons. If recyclables are kept in a plastic shopping bag to carry to the recycling site, place recyclables in the recycling bin and discard the plastic shopping bag in the trash dumpster. Plastic shopping bags are not recyclable but can be turned in at local grocery stores. 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!

#### 31. 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 by the utility provider and the Resident will be charged a reconnection fee. Please note that general disconnects are done every Monday, May through August as Residents vacate. Residents who have signed an individual lease for the Radford Properties are not required to set up utilities in their name.

**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.**

**\* Utilities at The Edge are included in the rent. Certain caps may apply. See Leasing Rental Agreement.**

#### 32. 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 68 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.**
4. **Vacuum vents regularly.**
5. **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.**
6. **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 60 degrees to prevent pipes from freezing.

**NO KEROSENE HEATERS MAY BE BROUGHT INTO THE RESIDENCE.**

#### 33. 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:**

- Leave heat on a minimum of 60 degrees at all times. When you are away for several days ideally, temperatures should never fall below 60 degrees.
- 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 as easily.

### 34. FURNACE FILTERS

The maintenance staff will change the filters in the heating and air conditioning units on a seasonal 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 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.

### 35. 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 additional services are requested or required and you do not prepare in accordance with Management's instructions, you may be responsible for the cost of the exterminator's visit. If your apartment is still not prepared upon the second request, a cleaning contractor may be employed to assist and your account will be charged for this additional cost.

#### 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 wash day.
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, living room, or bedroom areas.
8. Report pest problems immediately to the Property Management office.

If the Resident caused or contributed to any such infestation due to Resident's negligence and/or failure to properly maintain the leased premises and/or failure to promptly notify Owner of said infestation, the Resident may be required to pay all reasonable costs of cleaning and of pest control treatment incurred by Owner. Further, if Resident fails to follow these provisions, Resident may likewise be held liable for any damages or costs incurred by Owner, and Resident may be held in default, which will afford Owner with the right to

terminate Resident's right of occupancy and to pursue all rights and remedies available to Owner under the Housing Contract and applicable Virginia law.

### 36. 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.

### 37. WINDOW 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.

### 38. 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. If removable wallpaper or decals are applied to the walls in your apartment, you may be charged an additional fee if residue remains on the wall surface. Ceiling paint charges not included in standard paint and are not included in 3rd year no paint charge.

### 39. 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. Residents are not permitted to unplug the refrigerator at any time.

### 40. 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 and fruit matter should ever be put into garbage disposals.

#### For best operation, follow these steps:

1. Remove stopper from sink opening and run strong flow of cold water.
2. Turn on switch to start disposal.
3. Slowly insert food waste into disposal and position stopper to minimize possible ejection of material while grinding.

**4. After grinding is complete, turn disposal off and run water for at least 15 seconds to flush drain line.**

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.**

**41. 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 cleaner 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.

**42. RANGE**

Periodic cleaning of the range top and the oven will ensure 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 cleanser. 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. For gas stoves, if your oven has a pilot light, cover it with something that will not burn, such as a small metal measuring cup and only use gas oven-safe oven cleaners. Drip pans must be new when you vacate, unless you have a gas or glass top stove. Periodically place drip pans and oven racks in the dishwasher for cleaning. Do not wrap drip pans with aluminum foil. This is a fire hazard.

Glass top/Flat top stoves should be frequently cleaned and wiped down to prevent damage. Cooked-on food, grease, and/or stains must be removed before move out. Deep scratches or cracks in glass top stoves are not normal wear and tear, and may require replacement of the glass at the resident's expense.

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.

**43. LIGHT BULBS**

Light bulbs are provided in each apartment at the time you move in. Thereafter, the Resident will be responsible for the replacement and installation of all LED light bulbs. If the Resident has questions about what light bulb to purchase, please contact your leasing office. If you need a fluorescent bulb replaced, contact your Leasing Office for a work order. Maintenance will install those for you. All light bulbs must be working when the Resident moves out of the 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.

**The Edge Apartments Only** - Energy efficient LED bulbs are used in all light fixtures. If one should go out, please contact the Leasing Office and they will be replaced at no cost to you. There will be a charge if these bulbs are missing.

**44. 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, with the exception of the Edge Apartments.

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. Do not block or cover your breaker box. For your safety it should be easily accessible at all times.

**45. PLUMBING**

If your water heater is electric and there is no hot water, check the breaker box for on/off



position, then contact the office. If the 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 seasonal 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.**

**46. 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, flushable wipes, 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 cat 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.

**47. 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 Dont's of Dishwashing:**

- Before starting the dishwasher, run the water in the kitchen sink until hot.
- The dishwasher drains through the garbage disposal. Run the garbage disposal prior to starting the dishwasher. Do not operate the dishwasher if the kitchen sink or garbage disposal is clogged or stopped up.
- 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.
- Because the dishwasher may leak or malfunction, never operate it unless someone is at home.
- 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.
- Make sure your garbage disposal is empty before starting the dishwasher.

- 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.
- 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.
- Remove foods such as mustard, mayonnaise, vinegar, lemon juice, and other high-acid foods, which may discolor stainless steel.
- Never use abrasives or sharp objects on the panel. See above for cleaning instructions.
- 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.
- The disposal is self-cleaning. Never use caustic drain cleaners in the unit. An occasional use of baking soda should eliminate odors.
- Do not allow items to extend through the bottom rack or silverware basket, such as knives, skewers or pot handles.
- Place glasses, cups, and saucers on the top rack face down to prevent them from becoming dislodged.
- 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.

**48. 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, broken bottles, beverage bottle tops or caps, or any 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. Do not leave any items hanging over balcony railings including clothing, towels, flags, or signs. Please do not use these areas for storage. Only outdoor furniture is permitted (no inside residential furniture) on balconies or patios. Reminder that residents are responsible for keeping their patio, deck, or balcony clean and clear. No personal items shall be stored under deck areas. CMG Leasing is not responsible for anything that lands within the confines of their patio, deck, or balcony (ie bodily fluids, personal items, garbage, etc.) 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, rooftops, or property grounds. Motorcycles, signs, trash containers, tires, doghouses, cat litter boxes, ping pong tables, punching bags, hammocks, hot tubs, landscaping, including but not limited to shrubbery and trees, string lights and/or any other such personal property or exterior decoration items are not to be kept nor installed in these areas. Notwithstanding the foregoing, however, soft/warm white exterior lighting will be permitted year-round, but it cannot be affixed in a manner that creates permanent damage to the building. Accordingly, zip ties are a recommended method on which to install the soft/warm white exterior lighting in a patio or balcony area. 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.

#### 49. LAUNDRY

##### Washer/dryer in apartments

Be careful not to overload your washer. This could cause serious damage to the machine. No heavy comforters or pillows may be put in your washer or dryer. Remove the lint from the dryer filter after each use of the dryer.

##### Laundry Facilities

For your convenience, laundry facilities have been provided in each apartment or are located within the community at Overlook, Davis/Wilson, Scottish Hills, Chasewood, and Shawnee. Smoking is prohibited in the laundry facilities. If you use the public facilities, please leave the laundry area clean and neat. Please do not leave clothes unattended. 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.

#### 50. LAWNS, SHRUBBERY, AND 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 or social gatherings. If sod is lost due to high foot traffic from such events resident may be charged for replacement of grass in that area. Please 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, pools, 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 all Residents are provided with a safe walkway.

#### 51. HALLWAYS, PORCHES, AND ELEVATORS

Please keep all porches, stairwells, elevators, 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, elevators 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.

#### 52. POOL/GRILLING FACILITIES

The following pool rules and regulations are for the health, safety, and comfort of our Residents. Observance of these rules will ensure an enjoyable atmosphere for all Residents using the pool facilities. **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 will be addressed as a Lease Violation.**

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 Shawnee, The Edge, Tech Terrace, Chasewood, The Crossing at Knollwood, The Reserve at Knollwood, Knollwood, Cedar Pointe, and Vue. You are only allowed to use the pool at your designated community. Tech Terrace residents may use The Edge pool. Knollwood Townhome residents may use the pool at The Reserve. Management reserves the right to require a photo ID for anyone using the pool facilities to verify residency. Carry proper ID with you.
3. The Edge pool is heated and will open/close for the season at the discretion of Management. Weather permitting, the Edge pool hours are from 10:00 am - 10:00 pm. The Edge pool deck is open year round for access to the grilling area and gas fireplace. Take precaution when entering the pool deck during cold temperatures. The pool deck freezes easily and could be slick. Entering the pool deck outside of posted hours is considered trespassing.
4. 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. Please note that the Clubhouse, the Fitness Center, the Pool, and any other such amenities that are made available to the residents are not supervised by staff, by lifeguards, or by any other such safety personnel. Therefore, the use of these amenities by the residents, by members of the residents' household, whether adult or juvenile, and/or by the residents' guests will be at their own sole and exclusive risk, and CMG Leasing, Inc. will not assume, nor accept any responsibility nor any liability for any such use of the aforesaid amenities by said individuals. Further, an individual's or a household's or a guest's use of the available amenities shall be in strict accordance with the applicable rules and regulations governing such use, and any violation of said rules and regulations shall result in the offending or breaching party's loss of use of the amenity or amenities. Finally, it is recommended, but not required, that children under the age of ten (10) years be accompanied by a responsible individual when using the available amenities.
5. Supervision of the pool is done on a resident-policing basis. Should a situation arise, which the Resident cannot handle - contact the office. No Lifeguard on duty.
6. Running, wrestling, or any other unnecessary disturbances are not allowed in or around

the pool.

7. No glass containers are allowed in or around the pool area. Please put all trash in the trash containers provided.
8. No pets are allowed in or around the pool area.
9. The use of life preservers, inner tubes, etc. will be allowed, provided they do not interfere with the comfort and safety of others.
10. 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.
11. No diving from the sides or walls of the pool.
12. Any damage to property stemming from misuse of the pool facilities will be charged to the person(s) responsible.
13. These rules and regulations are for the health, comfort, safety, and protection of Residents of Shawnee, The Edge, Tech Terrace, Chasewood, The Crossing at Knollwood, The Reserve at Knollwood, Knollwood, Cedar Pointe, and Vue. Cooperation is requested in observing and enforcing these rules. Management reserves the right to revise or establish additional rules at anytime.
14. It is recommended that you avoid swimming immediately after eating.
15. Do not drink alcohol and swim. No alcoholic beverages are allowed in the pool area. Any resident or guest found with alcohol at the pool will be required to leave.
16. Gas grills are conveniently located on the property at The Edge Apartments and Townhomes, Vue Apartments, and Cedar Pointe Apartments for use by those Residents only.
  - Residents are responsible for cleaning off grill grates after each use and turning the gas off.
  - Do not leave grills unattended while in use.
  - Please alert the Leasing Office if there are any problems with the grills or if they are in need of a propane refill.
  - Under no circumstances are residents permitted to remove, refill, or replace the propane tanks.

### 53. 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.**

### 54. 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 vacate.
3. Vacate and remove all of your property on or before the lease end date.
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 and free of damage. Normal wear and tear accepted.
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.

### 55. 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. Handicap parking spaces are not to be used as loading and unloading zones. We highly recommend that all move-out inspections be scheduled with the office at least THIRTY (30) DAYS IN ADVANCE. One inspection per apartment will be conducted. If multiple residents are moving out of the same apartment, the inspection cannot take place until all residents whom are vacating have vacated the premises. 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 and fob 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.

### 56. DEDUCTIONS FROM SECURITY DEPOSIT AT MOVE OUT

Maintenance base charge will be added to the cost of any painting, cleaning or repairs at move out.

### 57. 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 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.

### 58. VINYL AND WOOD FLOORS

Solvents should not be used to clean tile or wood plank floors, because such fluids loosen and soften the glue, causing it to seep up through the floor, loosen the covering, discolor the floor, and damage the surface. 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.

### 59. WALL CARE

Kitchen and bathroom walls are semigloss enamel, except at the Reserve at Knollwood Apartments. The Reserve Apartment kitchens have flat interior paint. 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. Ceiling paint charges not included in standard paint and are not included in 3rd year no paint charge.

### 60. 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 AND 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.

#### 61. 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.

#### 62. GENERAL CLEANING PROCEDURE

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

- 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.
- Apply the detergent-vinegar-water-solution mentioned above.
- Blot the area gently with a clean, white cloth from soiled edge to center.
- Allow the area to dry.
- Apply the detergent-vinegar-water solution mentioned above again if necessary.
- 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) is helpful when drying wall-to-wall carpeting.

#### 63. VACATING CHECKLIST

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.

#### KITCHEN

##### Work 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.

##### Cabinets

- 1 Cabinets should be cleaned with warm soapy water only. Cleaners will remove the finish and damage the wood veneer.

##### 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. If you have a gas stove, leave the range in place and clean all debris from the sides of the stove that can be removed without moving the stove.
- 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 stove top and clean underneath it thoroughly. If your stove top does not pull up, remove stove eyes and drip pans and reach underneath.
- 4 Drip pans must be replaced unless they are new, or if you have a gas or glass top stove.
- 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. For gas stoves: If your oven has a pilot light, cover it with something that will not burn, such as a small metal measuring cup and only use gas oven-safe oven cleaners.
- 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.

##### Microwave

1. Remove any removable pieces including the glass plate (if applicable)
2. Remove any food crumbs with a damp cloth
3. Clean the microwave inside and out with soapy sponge.
4. Beginning with the interior, wipe down the top of the microwave in a circular manner.
5. Next move to the sides and bottom.
6. Clean the exterior in a similar manner, but go easy on the buttons.

7. Don't forget to clean the grease from the microwave vent.
8. Reinstall removable pieces

### BATHROOMS

#### Fans

- 1 Exhaust Fans must be cleaned and, if applicable, the exhaust fan bulb must be working.

#### 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 Regular bathtub cleaning is required throughout your residency. 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. Please do not remove the shower rod. This is a fixture of the apartment.

#### Vanity/Sink

- 1 Scour basin and soap holders with proper cleansers.
- 2 Clean inside and outside of medicine cabinets and vanity cabinets with warm soapy water. Cleaners will remove the finish and damage the wood veneer.
- 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

- 64 Wipe out washer and dryer and make sure there is no lint remaining or dried detergent. Clean dryer filter.
- 65 Clean outside of washer/dryer, and vacuum behind and underneath. Mop floor.
- 66 Be careful not to rip the vinyl flooring when moving washer/dryer out from the wall and back in place.
- 67 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.

### BEDROOMS, HALLWAYS, LIVING ROOM, DINING AREA, AND OTHER AREAS

- 1 Clean all windows.
- 2 Clean windowsills, frame tracks, casings, and both sides of glass. (It is easier if you dust first).
- 3 Dust all mini-blinds and leave down. Wash if necessary.
- 4 Clean baseboard, door surfaces, and door frames.
- 5 Clean all receptacle covers and light switches from any dirt and fingerprints.
- 6 Vacuum out all heat vents and registers.
- 7 Clean ceiling fans if present.
- 8 Take down light fixtures/covers, wash/clean, dust, and remove dead bugs. Replace burned out bulbs as needed.
- 9 Clean all closet shelves, wipe down closet doors and interior doors.
- 10 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 the cost of the steam clean will be deducted from the security deposit. 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.**

### 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, except at The Reserve at Knollwood Apartments. 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. Ceiling paint charges not included in standard paint and are not included in 3rd year no paint charge.

### FURNITURE (THE EDGE AND CEDAR POINTE COMMUNITIES ONLY)

Furniture should not be removed from your apartment for any reason. For ordinary dirt and

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common stains use a soft cloth with mild soap and water or a mild household detergent. Rinse the surface with clear water after cleaning. For stubborn stains use a mild solvent and 5:1 ratio of water to bleach solution to disinfect. Rinse the surface with clear water after cleaning. **NO ammonia based cleaning agents and no Windex® for upholstered items.** Mattresses found with excessive stains and/or wear at move out will be replaced and charged to the resident.



**TYPES OF STAINS**

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.

**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.

**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)