



Dear Residents,

We want to start by saying we wish all tenants, old and new, a wonderful residency here. It is our job to serve you in maintaining all your needs for a better standard living. While working together, we will always put forth a big effort for a safe and enjoyable year.

Please make rent payments to the following address: 110 West Summit Hill Drive, Knoxville, TN 37902. You have the option to pay via PayPal, check, cash, money order or card (there is a 3% fee for using the card). We are not responsible for cash put in the mail.

Reminder: Rent is due on the 1st of each month and late on the 6th. **Late fees will be applied. Any rent not paid by the fifteenth of each month will result in eviction, unless you have made adequate arrangements with us for payment.** Anyone with a NSF check must pay with cash or money order only.

THE EXTERIOR

Porches and balconies must remain clean of debris. We expect you to keep these areas and the grounds clear of trash. If we have to send maintenance to pick up your trash, **YOU WILL BE CHARGED A MINIMUM OF \$25** for the removal. Additional charges for labor will also apply. Any tenant or guest littering on the premises, damaging the property, leaving garbage outside the dumpster or on porches, balconies, or hallways will be charged. **NOTE:** All these fines are STRICTLY enforced!! The dumpster is provided at the complex/house for your convenience and safety. Please use it.

PARKING

As a tenant, you must have a visible parking tag in your vehicle. Any automobile without a tag will be towed at the owners expense. **NOTE:** If there is a non-

working vehicle, such as a flat tire, hood opened, etc...it will be removed WITHOUT notice. There shall be:

- A. NO parking on the grass
- B. NO parking or blocking the dumpster or Garbage bins
- C. NO inoperable vehicles on the premises
- D. NO maintenance is to be performed on any vehicle on the property
- E. NO blocking of other vehicles

Please advise all guests they must find parking on the streets or other locations. All vehicles without a parking tag will be towed at the owners expense.

KEYS AND LOCKS

For your safety, we must have access to your apartment at all times. Your keys and locks must NOT be changed unless the office is notified to do the changes. We must have your locks mastered into our system in case of any emergency. We will also do periodic exterminating and inspections of each apartment and must have access if you are unavailable. Any tenant that loses his/her key, or locks himself/herself out of their unit and requests our service, will be charged a minimum of \$25 for a key fee.

You should receive the following keys and codes:

- 1 door key
- 1 mailbox key
- 4 digit code for your front door
- 4 digit code for laundry room door

Pet Policy

Tenants shall NOT permit any pet without having signed a pet addendum. Once your pet has been approved you must then agree to pay the nonrefundable pet deposit and \$10 monthly pet fee (per pet) for having a pet. If the pet policy is violated it is considered to be a noncompliance by tenant with a Lease Agreement and, in addition, all tenants shall be subject to a penalty of \$50 per day of violation and subject tenant's apartment to unannounced inspections for 6 months or longer. A second pet violation will result in eviction.

Pets must be cleaned up after and all wasted discarded of appropriately. Penalties of no less than \$100 per violation will apply, with subsequent violations increasing in value, and eviction is also possible for multiple offenses.

Reimbursement

Tenants shall promptly reimburse landlord for any loss, property damage, or cost of repairs of service to the dwelling caused by negligence or by improper use. Tenants guest, or other occupants, landlords failure or delay in demanding reimbursement, utility charge, late fees, pet policy fees, returned check fees or any other sum due by tenant shall NOT be deemed a waiver and landlord may require payment of same at any time, including deduction from deposit, landlord may require advanced payment of repairs for which tenant is liable.

Absences

Tenant must notify the office if planning to be absent from the apartment for 5 days or longer.

General Maintenance

Tenants are responsible for keeping all drains, toilets, and garbage disposals free from clogging, and water systems from freezing and shall pay all expenses for damages and repairs. Tenants shall NOT perform any maintenance work. Maintenance is requested online through your account only. We cannot guarantee work orders will be handled in a timely manner through any other means, please use your HV online account for this.

Upkeep

Tenant is responsible for maintaining clean and sanitary conditions within the dwelling unit. The management reserves the right to make periodic inspections of the dwelling unit to insure that desired standards of maintenance, cleanliness, and sanitation are maintained. Failure to keep apartment clean shall authorize the landlord to have it cleaned at tenants expense.

Deposits Deductions/Charges

We attempt to offer good, clean, well-maintained units. The unit you are moving into is in this condition. If you see anything to the contrary, please advise the office in writing at once. We will expect you to return the unit to us in the same condition at the completion of your lease. The premises will be inspected at the end of the lease AFTER you have vacated and cleaned. Your security deposit, less any deductions, will be mailed to your forwarding address within 30 days after the lease expires.

Amenities

All amenities outside your dwelling, (Pool, Deck, etc.) are permissible for use as posted for tenants in good standing only. Any tenant more than 11 days late with Rent, or in default for any other reason will be considered NOT in good standing, and will not be allowed to use these amenities until they achieve good standing status again, which can only be granted through our office. Please note that

violations of this term could result in eviction or fines of no less than \$50 per use per day per person (including your guests).

Assignments

Should Lessee find it necessary to find a replacement tenant or assign their lease to any third party(ies) prior to its expiration, Lessee must first get approval from the Lessor and then the replacement and/or assignee must also be approved by the Lessor. Upon approval, they must then complete all requirements as set forth by Lessor. All terms of the original lease will remain in effect throughout this process. Lessee must continue to pay their original lease through the day before the new party takes possession. Upon the new party taking possession, and solely at the Lessor’s discretion, Lessee may or may not be released from some or all of their original lease terms. An administrative fee to be set by the Lessor, of no less than \$350, will be charged to handle this matter, and must be paid PRIOR to the replacement tenant taking possession. Please note that Lessee is responsible for finding their replacement/assignee, any assistance by the Lessor could possibly incur additional fees. All payments will be received with a full reservation of rights.

All the above is hereby incorporated into your lease and is STRICTLY enforced. Should you have any questions, please ask before signing below. We also stress the importance of reading your ENTIRE lease. You will receive a copy of all signed upon request.

Lessor **Date**

Lessee Date

Lessee Date

Lessee Date

Lessee Date