

WELCOME!

Pleasant Valley Properties takes pride in operating safe, clean, quality housing. In order to help you better understand our responsibilities and your responsibilities, we are presenting you with the RESIDENT HANDBOOK. Please read it carefully and keep it for future references.

Pleasant Valley Properties management office determines policies and resident eligibility requirements and establishes rents.

This handbook is meant to offer guidelines for safe and comfortable housing. The Handbook does not take the place of or supercede the lease agreement or any other contracts by and between Pleasant Valley Properties its agents and the Resident.

CORPORATE MANAGEMENT OFFICE

Pleasant Valley Properties
N7240 810th St
Elk Mound, WI 54739
715-879-5179

CORPORATE OFFICE HOURS

8:00 am to 5:00 pm
Monday thru Friday
Saturday 9am to 4pm

Thank you for making your home with us!

GENERAL

1. The Resident, members of his/her household, and visitors shall comply with all laws and city, village or township ordinances affecting the use of or occupancy of the premises.
2. All apartments must be maintained in a clean and sanitary condition at all times.
3. Routine inspection of all apartments will be required at least once a year. You will be given notice in advance notifying you of when these inspections will be performed.
4. Please ensure that we have in our files the name and telephone number of your closet relative or friend to notify in case of an emergency.

LEASE

1. Other than a few exceptions, we require a signed ONE-YEAR Lease for all residents. If the Lease is not renewed, either party must notify the other IN WRITING. If you wish to terminate your Lease, please notify Pleasant Valley Properties at N7240 810th St, Elk Mound, WI 54739, at least 28 (twenty eight) days prior to the lease expiration date. Leases run from the first day of each month.
2. If Resident moves out of an apartment before the Lease expires, the Resident shall be responsible for rent either until the apartment is re-rented, or the Lease term expires, whichever occurs first.
3. **Continuation of Lease:** If the Resident continues to occupy the premises after the expiration of the Lease and makes timely payment of rent, the Resident shall be charged as a month-to-month resident until another agreement is signed.

RENT

1. RENT IS DUE MONTHLY ON THE FIRST DAY OF THE MONTH. Late fees will apply to delinquent accounts at the rate of \$3.00 per day after the 3rd day of the month. Upon such delinquency, Pleasant Valley Properties retains the right to begin eviction proceedings for late payment and non-payment of rent.
2. RENT IS TO BE MAILED DIRECTLY TO PLEASANT VALLEY PROPERTIES MANAGEMENT OFFICE, PAYABLE TO:
Pleasant Valley Properties
N7240 810th St
Elk Mound, WI 54739
3. All rental payments shall be paid in the form of a check or money order - NOT CASH. NEVER SEND CASH IN THE MAIL.
4. Pleasant Valley Properties personnel are not allowed to make change for overpayment of rent.
5. A \$50.00 charge will be issued for a NSF check. More than one NSF check will warrant rental payment made by money order only.

MAINTENANCE REQUESTS (EMERGENCY)

Pleasant Valley Properties considers the following situations to be EMERGENCIES:

1. Flooding caused by a plumbing breakdown.
2. Lack of heat in winter.
3. Damage caused by fire, storm, or wind.
4. When security has been breached or is threatened.
5. Backup of sewer.
6. Electrical failure.

In an emergency, please contact your Resident Manager immediately.

All other maintenance requirements are to be handled as indicated below.

MAINTENANCE REQUIREMENTS (NON-EMERGENCY)

All maintenance requests must be set forth **in writing** by using the attached form (Service Request Form). Please fill in the maintenance request and give it to the Resident Manager, or send it to the attention of Pleasant Valley Properties, N7240 810th St, Elk Mound, WI 54739. Utilizing the Service Request Form will eliminate any questions regarding the nature of your maintenance request.

REPAIRS

Repairs needed, or service required for faucets, sinks, drains, light fixtures, toilets, stoves, refrigerators, fireplaces, etc. should be reported to the Resident Manager for corrections as soon as possible. Residents will be assessed for repairs beyond normal wear and tear.

COMPLAINTS

All complaints regarding neighbors, apartment or property should be directed **in writing** to the attention of the Resident Manager on site, or mail to Pleasant Valley Properties, N7240 810th St, Elk Mound, WI 54739. The complaint will be investigated and handled accordingly.

Pleasant Valley Properties intends that your move-in and move-out should go as smoothly as possible. Pleasant Valley Properties intends that a workable, mutually beneficial Resident/Management relationship shall be established and maintained.

UTILITY BILLS

All utility bills for which the Resident is responsible are to be promptly paid when due. Failure to pay utility bills promptly will be considered as delinquent rent and will be handled in the same way as nonpayment of rent. The security deposit will be held until each final paid receipt for all utility bills are sent to our office as proof of final payment.

SECURITY DEPOSITS

A security deposit equal to one months' rent is required for each apartment. The money must be paid to Pleasant Valley Properties at the beginning of the rental agreement and will be refunded at the end of the agreement according to the following stipulations:

1. Residents must give a 28-day notice **in writing** to Pleasant Valley Properties, N7240 810th St, Elk Mound, WI 54739 showing intent to move and intended move-out date. This notice is to be postmarked no fewer than 28 (twenty-eight) days prior to the Lease termination date/move-out date. If the Resident chooses to move out before the Lease expires, the Resident will be responsible for the rent payments until the Lease termination date, or until the apartment is re-rented, whichever occurs first.
2. The Resident must leave a forwarding address with management.
3. The owners may deduct from the security deposit charges for unpaid rent, damages, cleaning and unpaid utility bills.
4. The management will refund any amounts to the Resident in accordance with the Lease terms and State law after the Resident has permanently moved out and returned full possession of the apartment to Pleasant Valley Properties.
5. We expect the usual wear and tear that goes with living in any home, but we also expect that your apartment will be left in approximately the same condition that you found it when you moved in. The following charges will be deducted from your security deposit for any of the items **beyond ordinary wear and tear** that have not been taken care of at the end of your tenancy:

STANDARD CHARGES

COST

Dirty Range and/or oven	\$50.00
Replace Drip Pans on Stove	\$15.00
Dirty Range Hood and Fan	\$15.00

Dirty Broiler Pan	\$10.00
Dirty Refrigerator/Freezer	\$50.00
Dirty Dishwasher	\$15.00
Dirty Microwave	\$35.00
Dirty Cabinets	\$15.00
Dirty Tub/Shower/Vanity/Stool	\$45.00 PER BATHROOM
Trash/Dirty Garbage	\$15.00/hour
Window Blinds/Shades	\$20.00 and up (depends on size)
Dirty vinyl floor	\$20.00
Dirty linen closet	\$10.00
Dirty windows	\$10.00 per window
Cleaning of Washer & Dryer	\$25.00
Dirty Air Conditioner	\$10.00
Replacement on Air Conditioner Cover	\$25.00
Stick-ons in Bath or Kitchen	\$40.00
Light bulb replacement	\$3.00 each
Towel bar replacement	\$20.00
Lease Breakage Charge*	\$200.00

* Will be deducted from Security Deposit even if apartment is re-rented. Resident is also responsible for rent until apartment is re-rented or Lease expires.

FLOOR COVERINGS

CLEANING/ DAMAGES

COST

Carpet cleaning	\$139.00 (\$25.00 extra for pet owners)
Damages such as Holes, rips, burns, stains	Time and materials
Carpet and pad replacement	\$25.00 per square yard installed

Carpet shampooing at the time you vacate the apartment is to be done by a professional carpet cleaner, at the Residents expense. A "Rinse 'n Vac" receipt WILL NOT do. If a receipt is not turned in, **Resident will be charged** according to the schedule above. Any odors, such as pet or human urine odors, or any damages remaining after carpet cleaning will be billed to outgoing Resident(s) within a reasonable period of time after vacating.

KEYS

Failure to return apartment keys on move-out day:	\$50.00
Failure to return mailbox keys on move-out day:	\$50.00

GENERAL DAMAGES

General damages, such as holes in sheetrock, damaged or missing cupboards, damaged bathroom mirrors or countertops or broken/torn screens, will be charged for Time and Materials. If project personnel are able to perform repairs, the repair rate will be \$25.00/hour. If project personnel are not able to perform the repair, the cost could be as high as \$100.00/hour for labor. Any additional charges over and above the amount of the Security Deposit will be billed to the outgoing Resident.

SERVICE CHARGES IN ADDITION OF RENT

1. **Lost Key Charges:** Management may assess the Resident the cost incurred when apartment keys are lost, such as the cost of re-keying the lock, replacing the lock, or making a new key.
2. **Late Payment Fine:** Rent is payable monthly on the FIRST DAY OF EACH MONTH. Payments received after the 3rd of the month will be assessed a late payment fine of \$3.00 per day. **Any account past due will be subject to eviction proceedings.**
3. **Service charge for checks returned Non Sufficient Funds:** There will be a \$50.00 service charge. If at any time Resident has a second NSF check, Resident shall then pay by Money Order only.
4. **Other Charges During Occupancy:**

A. If the Resident causes damages to the unit, common areas, building complex or grounds, Resident will be charged the cost of repairing damage. The Resident will be expected to pay these costs when repairs are made.

B. Excessive lockout calls during the hours of 9:00 PM to 7:00 AM will be charged \$30.00 per call.

GARBAGE REMOVAL

1. All garbage is the responsibility of the Resident.
2. Garbage cans must be kept in the garage until the day the garbage hauler picks up.

SNOW REMOVAL

1. When driveway snow removal is taking place, Residents must remove their vehicle promptly. If the vehicle is not removed, one of several things may occur:
 - A. The Resident shall remove the snow from his/her driveway at his/her expense;
 - B. The car may be towed by Landlord/Resident Manager at Residents own expense;
 - C. The Landlord will bill vehicle owner for labor and materials for cost of snow removal from area at Residents own expense.
2. Resident is responsible for snow removal from patios and sidewalks.

PARKING LOT/DRIVEWAY

1. Cars shall be parked only in front of your garage.
2. Vehicles not in running condition, unregistered vehicles, or vehicles not owned by Resident are not allowed to be parked on any of the property. These vehicles will be towed away at the Residents expense.

PARTIES AND GUESTS

1. The Resident shall not conduct or permit loud parties or noisy activities neither in his /her dwelling, nor in any manner create disturbances that would cause annoyance or discomfort to the other residents of the community.
2. Absolutely no live-in arrangements are allowed for persons other than Lessees on Lease Agreement without Management approval. Violations of this may result in immediate eviction. Residents may not permit any guest to live in the apartment exceeding two weeks without prior **written** consent of the Management office.
3. Resident is to be liable for all acts of negligence or breaches of the Lease the result from activities of guest.

TELEPHONE

Telephones may be installed at the Resident's expense. There are several places in each apartment where telephones may be installed. Residents are responsible for returning phone service to its original condition at move-out.

SMOKE DETECTORS

Management Obligations:

1. A working smoke detector in each dwelling unit will be provided. The attic and garage areas will not be equipped with a smoke detector unit.
2. All smoke detector installations shall meet all State and local requirements.
3. Management shall be responsible for replacing the smoke detector if it malfunctions.

Resident Obligations:

1. Resident shall be responsible for ensuring that the smoke detector batteries are in good working order upon move-in and until occupancy is terminated by move-out.
2. Resident is responsible for notifying the Landlord immediately, **in writing**, if the smoke detector malfunctions during occupancy.
3. Resident shall NEVER remove the battery or willfully disable a working smoke detector. Resident may be liable by a court of law for damages resulting from the event of a fire and/or loss of property in a fire.

INSPECTIONS

1. Management may enter the premises at reasonable times and with 12 hours advance notice, with or without Residents permission, to inspect the premises, make repairs, show the premises to prospective Residents to purchasers, or to comply with any applicable laws and regulations.
2. Management may enter with less than 12 hours advance notice upon specific consent of the Resident.
3. No advance notice is required for entry in a health or safety emergency or where entry is necessary to preserve and protect the premises from damage in Residents absence.

PLAYGROUNDS (if applicable)

All children must be supervised by an adult while playing in any common area. All toys must be picked up daily and placed inside.

PET POLICY

1. **NO PETS, without consent** of management. Residents have a special responsibility to maintain control over their pet so that the peaceful enjoyment of the community by all can be maintained. All pets must be under the control of the Resident at all times. Permitting pets to stray, allowing a pet to soil other Residents' yards or unreasonable noise shall be cause for eviction.
2. Only house pets are allowed. No farm animals (rabbits, chickens, etc). You may have no more than one (1) pet. This pet must be registered with management. You must apply for and receive a license for your pet from the local governmental agency and be current on its vaccinations. The pet must remain in your home and not be tied or allowed to run loose. Pet droppings must be contained to your yard and cleaned up daily. Consent to have a pet shall be revoked for failure to follow these rules or if your pet is noisy, unruly or causing complaints from other Residents.
3. No pit bulldogs, or other breeds that have a reputation of being vicious, are allowed. Any demonstration of aggressive behavior by any dog will be considered reason for eviction.
4. All pets must remain inside the home at all times except when accompanied by a member of the household older than twelve years old **AND ON A LEASH**. Any unattended pets will be taken to animal control and all costs, including a charge of \$30.00 by Management, will be paid by the pet's owner.
5. Pleasant Valley Properties does not discriminate against the handicapped. Any handicapped resident will be allowed a guide animal provided a statement from a medical professional acceptable to the Landlord identifies the animal as necessary to the life functions of the Resident and the Resident furnishes credentials issued by a school accredited to train animals for the individuals with impaired vision, hearing or mobility. Animals required by the handicapped will be permitted to the extent they are medically necessary. The Landlord reserves the right to require an independent medical opinion to determine medical necessity. The Resident shall be responsible for sanitation with respect to damages to the home and/or yard cause by the pet.

PET POLICY RULES WILL BE STRICTLY ENFORCED!

TUB AND SHOWER CARE

1. Do not use abrasive cleaners that will scratch and dull the glossy surface.
2. Do not use abrasive scouring pads such as S.O.S. and abrasive cleaners such as Dutch Cleanser or Comet, as these will cause dulling and permanent scratches.

CARE OF CARPETS

It is the Residents responsibility to care for the carpet once occupancy has begun. Commercial carpet cleaning is considered necessary annually. Residents are responsible for the contracting of and payment for this service.

HOW THE APARTMENT RESIDENT CAN SAVE ENERGY

1. When you leave for a weekend or extended periods of time set the thermostat at 60 degrees in the winter and turn off the air conditioner in the summer.
2. When you leave a room, simply turn off the light switch. Many of us have a tendency to leave the light on in the bathroom, kitchen or bedroom when we are not using these rooms.
3. Keep your doors and windows closed in order to conserve air conditioning or heating.
4. When using the dishwasher, washer or dryer, do a full load rather than a partial load.
5. When radios, television sets, computers or stereos are not in use, turn them off.
6. Close blinds on the sunny side of the apartment to keep the heat out in the summer.

RULES AND REGULATIONS

During the lease term, as a condition of the Resident's continuing right to use and occupy the Premises, Resident agrees and promises, unless Landlord otherwise provides in writing, as follows:

1. To use the Premises for residential purposes only for Resident and Resident's immediate family.
2. To NOT make or permit use of the Premises for any unlawful purpose or any purpose that will injure the reputation of the Premises or the building of which they are a part.
3. To NOT use or keep in or about the Premises anything which would adversely affect coverage of the Premises or the building of which they are a part under a standard fire or extended insurance policy.
4. To NOT make excessive noise or engage in activities which unduly disturb neighbors or other residents in the building of which the Premises are located.
5. To NOT keep in or about the Premises any pet unless specifically authorized by Landlord in writing.
6. To obey all lawful orders, rules and regulations of all governmental authorities and, if a condominium, any condominium association with authority over the premises.
7. To keep the Premises in clean and resident able condition and in as good repair as on the first day of the lease term, normal wear and tear accepted.
8. To maintain a reasonable amount of heat in cold weather to prevent damages to the premises, and if damage results from Resident's failure to maintain a reasonable amount of heat, Resident shall be liable for this damage.
9. Unless Resident has received written consent from landlord, to NOT do or permit any of the following:
 - A. Paint upon, attach, exhibit or display in or about the Premises any sign or placard.
 - B. Alter or redecorate the Premises.
 - C. Drive nails, tacks, and screws or apply adhesive fasteners on or into any wall, ceiling, floor or woodwork of the Premises.
 - D. Attach or affix anything to the exterior of the Premises without prior written consent of Landlord.
 - E. NO BURNING CANDLES
10. To NOT permit any guest or invitee to reside in the Premises exceeding two weeks without prior written consent of Landlord.
11. To be responsible for all acts of negligence or breaches of this Agreement by Resident and Resident's guests and invitees, and to be liable for any resulting property damage or injury.
12. To NOT assign this Agreement or sublet the Premises or any part thereof without the prior consent of Landlord. If Landlord permits an assignment or a sublease, such permission shall in no way relieve Resident of Resident's liability under this Agreement.

WHAT IS NOT ALLOWED IN APARTMENTS

1. No pets (dogs, cats, birds, or other animals) may be kept in the apartment or on the premises unless exception is made **in writing** by Management and a pet deposit has been paid.
2. Flammable (gasoline, solvents, etc) must not be kept in the dwelling unit or common areas.
3. No painting is to be done without approval of Management.

DO'S AND DON'TS: DOORS, WALLS, WINDOWS AND FIXTURE CARE

1. The Resident shall display no signs. Articles of any description cannot be junk from windows, doors or placed on exterior window sills. Nothing may be thrown out the doors or windows of any dwelling.
2. No shades, awnings, or window guards shall be used, except those approved by Management.
3. Do not use bathroom towel bars for grab bars.
4. Do not use stick-on decals on walls or bathtub.
5. Any large holes left in the walls after vacating will be repaired at the Residents expense. Please leave nail holes for the Manager to repair.
6. You may experience some water condensation on your windows during the cold season. To prevent mold and damage to woodwork and trim, please wipe any moisture accumulation off windows.
7. When using the shower or bathtub, run the bathroom fan to exhaust the moist air. This will help prevent mold and damage in the bathroom areas.
8. Your apartment comes with working light bulbs. When you move, there **MUST** be a working light bulb in each fixture socket.
9. Do not use wax on the kitchen or bathroom floors. Apartments have wax-free vinyl flooring.
10. Residents must observe strict care to not leave their windows open when it rains or snows.
11. Do **NOT** put grease down the drains. This will plug and the cost to unplug will be charged to the Resident.

SAFETY

1. All children at play outside **must be supervised** by a parent at all times.
2. No toys are permitted to be left outside after play. Toys not picked up will be picked up by the Resident Manager. Parent must see Resident Manager to repossess toys.
3. No 3-wheelers, 4-wheelers, mini bikes, dirt bikes, go-carts, snowmobiles, or other recreational vehicles can be operated in Pleasant Valley Properties.

INSURANCE

The Management and owners are not responsible for any losses incurred by the Resident. It is the responsibility of each Resident to carry insurance coverage on personal belongings and liability. Supplemental insurance may be available only if damage or injury results from negligence on the part of the owners, agents or management.

RENTER'S INSURANCE

"You may be liable for damage that you do to the apartment that you occupy; you have an investment in clothing, dishes, furniture and appliances that you own."

So, these precautions are not to be minimized:

1. **NEVER** smoke in bed.
2. Don't put ashtrays on overstuffed chairs. Should the cigarette fall, it may smolder unnoticed for hours before it breaks into flames.
3. Never leave cooking oil unattended while heating. Sixty seconds after it is warmed to cooking temperature on high heat it will burst into flames.
4. If a grease fire occurs, smother it with a blanket; do not use water to try to extinguish a grease fire.
5. Keep matches and lighters away from small children.

6. Don't repair motor vehicles in the garage.
7. Rubber or rubber-padded articles should not be put in dryers.
8. Please report any water leakage or water damage to Management immediately.
9. You should obtain a "Resident Homeowner's Policy" to provide you with the following protection:
 - A. Fire, theft, etc. of personal property.
 - B. Protection for your liability for bodily injury or property damage.
 - C. Your liability for fire damage to your own apartment.

Pleasant Valley Properties reserves the right to make other such reasonable rules as in their judgment may from time to time be necessary for the safety, care and cleanliness of the premises and for keeping good order within the community.

This handbook is meant to offer guidelines for safe and comfortable living. The handbook does not take the place of or supersede the Lease agreement or any other contract by and between the Landlord and Resident.

Thank you for choosing us for your home!

28 DAY NOTICE OF INTENT TO VACATE APARTMENT

(Lessee must notify lessor of intention to vacate with a 28 day written notice prior to the next/last rent period)

If proper notice is not received within a 28-day notice period, lessee will be responsible for the following months rent.

DATE _____ Property Address _____

Name _____

Address _____

City, State, Zip _____

TO THE MANAGER:

I/we, the RESIDENT(s) of the above apartment, hereby give you my/our 28 day notice that I/we intend to vacate this apartment on the _____ day of _____ 20____.

If needed, I can be out as early as the _____ day of _____ 20____.

_____ I/we have completed the term of my/our Lease Agreement.

_____ I/we have **not** completed the term of my/our Lease Agreement.

Resident's Signature Date

Resident's Signature Date

FOR OFFICE USE ONLY

Notice to vacate was received on _____, 20_____.

Resident(s) gave _____ day (s) notice to vacate.

Manager/Owner

SERVICE REQUEST

**** Please return to Resident Manager****

If you need maintenance, please let us know!

I have a maintenance request that needs attention. Would you please schedule maintenance to make the following repairs:

(URGENT) (NOT SO URGENT)

I am home at this time, please give me a call to schedule repairs: _____

Permission to enter: () Yes or () No Please circle one

Name _____

Address _____

Signature _____

Home Phone _____ Work Phone _____

Date _____