



Residents & Tenants HANDBOOK

Version 24
EFFECTIVE 11/10/2020

Your New Home

We wish to extend a hearty welcome to you as a resident! We hope that the months and years to come will be a pleasant experience. We want to thank you for choosing to lease with us and we will do our best to make your move as smooth and efficient as possible. We stand ready to assist you in any way within our capabilities as property managers. We ask only that you abide by the terms of your rental lease. In this guide, the term "apartment" is construed to mean apartment, single family dwelling and/or duplex.

This guide has been written to assist you in smoothing your way toward successful and enjoyable apartment living. This guide states the policies of the owner regarding the administration of your tenancy, explains our mutual responsibilities to each other and contains some hints for better enjoyment of the property. This guide constitutes the rules and regulations of your apartment, unless otherwise provided for in the apartment lease in effect for the tenancy.

Apartment Leasing Basics

The Apartment Lease

It is the property owner's policy to have a lease with each resident. It may be for a year, or a number of months, under very special conditions. Leases protect both the owner and resident and are favored over verbal rental agreements by Wisconsin law. The conditions of the tenancy are thus written out for you to read and understand. We use the standard lease form approved by the Wisconsin Real Estate Examining Board; completed to fit the particular tenancy agreed upon. You should read your lease carefully and understand its provisions.

Property Maintenance – Owner Responsibilities

The property owner, or their agent, is responsible for the structure of the building. Servicing of electrical, heating, and plumbing systems are done either by the owner, a contractor or our staff through our office. Your lease will specify which utility costs you are responsible for and also if you are responsible for lawn care or snow removal. Trash & recyclables are picked up on a regular basis.

Property maintenance – Resident Responsibilities

Under the Wisconsin State Owner/owners agent and Tenant Law (Chapter 704) and the Agriculture Trade and Consumer Protection Residential Rental Practices (Chapter Ag. 134), you as the resident have clearly defined responsibilities for tenantable maintenance during your occupancy of the apartment. Damage, breakage or injury to the property not caused by normal wear and tear is the responsibility of the resident to repair. Thus, a broken window, crayon drawings on the walls, a clogged toilet or sink, burnt out light bulbs, holes made in the walls, leaky faucets, etc, must be either fixed by you or, if done at your request by the owner/owners agent, must be paid for by you. Any fixtures installed by you may be removed upon vacating the apartment if the property is restored to the same condition as before the installation. You must use due care to prevent or minimize needless damage which occurs due to water overflows, leaks, open windows, freeze-ups, loose objects being blown by high winds, etc. Your lease will specify which utility costs you are responsible for as well as any other responsibilities you may have for lawn care and snow removal.

CHECK-IN SHEET

It is your responsibility to inspect your apartment and to notify Owner/agent in writing, of any existing damage or defects, which existed prior to your taking occupancy. You must report any damage or defects within 7 days of the lease start date to Owner/agent. You will receive a Check-In form to assist you in your inspection of the apartment at the time you sign the lease, plus we leave another copy at move-in. If you misplace both of those you can request another one from our office or download one from the forms section of our website at any time.

NOTE: Failure to report items such as water leaks may result in your being liable for the costs associated with its repair or usage. In addition, if you are responsible for lawn care and/or snow removal, you can be held liable for damage or injury associated with them such as slip & falls, or city fines if not done in a timely manner. For this reason, we STRONGLY encourage residents to have renters insurance to protect you and your belongings.

Repairs

Specific repairs for which you, as a resident, may be responsible for are:

- 1) Garbage disposal becomes jammed.
- 2) Toilet becomes plugged.
- 3) Sinks and drains become clogged.
- 4) Light bulbs burn out.
- 5) Windows are broken
- 6) Window and door screens become torn
- 7) Other repairs under the direct control of the tenant as a result of abuse, neglect or failure to protect the property.
- 8) Carpet becomes spotted or stained
- 9) Dishwasher becomes clogged
- 10) Bathroom fixtures pulled loose
- 11) Walls become spotted or stained
- 12) Filters – Water and Furnace

Rental Terms

Rent is due on the first of the calendar month unless otherwise stated in your lease. As a best practice, please mail payment 5 days before the first to ensure that it is in our office on time. Late rents are subject to late fees as described in your lease agreement.

RESIDENT POLICIES

The following policies have been proven from long experience to be essential and conducive to harmonious relations in the close environment of apartment living.

APARTMENT CLEANLINESS: During your tenancy, we require that your place be kept clean and organized. This is important for health and safety reasons, to curb potential rodent/insect issues, and for the general well-being of our residents and the property. Failure to maintain your place in an acceptable fashion can be grounds for termination of lease agreements.

DECORATION OF APARTMENTS: You may redecorate your apartment if you request permission in writing from the owner/agent and include the work to be done, by whom, and specify the colors to be used. Apartment redecoration is at your expense.

EXTERMINATION SERVICE: The control of insects and rodents can be very costly to the owner of your building. They did not invite pests/rodents in and it is not their fault if they are there. The best prevention is cleanliness, neatness, proper garbage removal, keeping doors and basement windows closed. Do not let trash, debris, old unwashed clothes, etc. accumulate in the apartment/basement areas. Clean up dropped food and keep food containers tightly closed. Professional extermination services must be requested only when necessary. If it can be determined that you are responsible for the infestation, you may be held liable for the cost of extermination and related costs.

FIRE ALARM SYSTEM: Not all buildings have fire alarm systems, but if they do please be aware that they do not automatically call the Fire Department. They only alert the tenants to a fire in the building. The Fire Department must still be called. Do not use the building fire extinguishers for anything other than fighting fires. When needed, they must be ready for their job.

GRILLING: Grilling and storage of grills is prohibited on balconies & decks at all times. Storage of a flammable liquid or outboard motors is prohibited in the building. (City Fire Regulation) Stay in attendance of your grill whenever it is lit and extinguish the ashes as soon as you are done grilling. No grills should be kept in front of the building or on upper decks. Grills should not be kept outside when not in use. Always remove gas tanks/let charcoal grills cool down before storing in garage or in your basement storage.

GARBAGE: Food remains are best disposed of by being placed in a plastic bag in the trash container. Proper garbage disposal is vital to the prevention of insects and rodents in the building. The resident will be responsible for disposal of items other than foodstuff, trash mail and other small items. The resident will also be responsible for any fines or penalties levied as a result of not conforming to recycling laws.

SATELLITE DISHES: Please note that we have many properties that do not allow satellite dishes. Those properties that do require that the tenants must receive written permission in advance of installation and pay an additional deposit. The deposit will be returned once the dish and post are removed. Additional rules also apply to how and where dishes must be placed and it is possible that a property may allow dishes, but the satellite dish may not be able to get a signal.

INSURANCE ON PROPERTY: The building owner carries fire, other damage and personal property liability insurance on the building ---NOT on its contents. You should protect your personal belongings with adequate renters insurance. Residents with water beds or fish aquariums must carry appropriate insurance to protect the owner/agent from water damage to the building. Seek the advice of your insurance agent.

KEYS: You were given keys when you moved into your apartment. Please return them all when you leave. You will be charged for any keys not received and responsible for the cost of changing locks, which will be subtracted from your security deposit. PLEASE NOTE: We have a few properties with high-security locks and keys. Losing these generally requires the locks to be changed out and they can cost up to \$300 or more for these specialized locks that you would be liable for. Monitor your keys closely to avoid these charges. Owner/agent maintains a master key file for all rental units in the event you lose a key or lock yourself out.

HALLWAY/COMMON AREAS: Nothing can be in the hallway/common areas other than a welcome mat outside the tenants' door. This is not a storage area. These areas are cleaned on a regular basis & must be presentable at all times. Also, if a tenant makes a mess or causes damage either moving in or out, that tenant is responsible for cleaning it up/fixing or the extra cleaning charge will go to that tenant.

BUILDING: Nothing can be leaning against any of the buildings or left outside. The grounds must be presentable at all times. Any extra storage **MUST** be put in your garage, basement, storage area, or apartment.

LAUNDRY FACILITIES: Coin-operated laundry equipment is easy to use if the directions are followed. Please clean the equipment and filters after use. Clean up after your laundry is finished, removing all boxes, trash, lint, and cleaning up any water spills. Notify Owner/agent should there be any problems with the machines or conditions of the laundry room. Do not use it during quiet hours.

LIGHT BULBS: The building owner supplies light bulbs for use in the halls, stairways, laundry area, and exterior of the building. Bulbs are usually marked to prevent pilferage. Please do not remove the light bulbs. You are responsible for any burned-out bulbs in your apartment.

BASEMENT STORAGE, GARAGE, AND/OR ADDITIONAL STORAGE: Storage areas and garages are provided to safeguard your property. They should be kept neat, free from fire hazards and arranged to provide ventilation. Keep them locked and report any break-ins to the police & notify our office. This space is provided gratuitously, and we cannot accept responsibility for loss or damage to items stored therein.

PETS: Many apartment buildings do not allow pets because of the damage they cause. Pets may be well behaved, however, even they get frustrated and bored when left alone for a period of time. You must get permission from Owner/agent before a pet is allowed. A pet fee and/or deposit may be required. Pet fees are strictly for the convenience of having a pet and are not a security deposit or a prepayment for any pet damage. You will still be additionally liable for damage/cleaning costs of your pet. Pets must be picked up after immediately and on a leash when outside. Your pet must **NOT** be left outside by itself. If rules are not followed, your lease may be terminated upon notification. Some owners require that pet owners have renters' insurance. This is a good precaution for all pet owners as it will help protect you for liability in regards to damage caused by your pet, in addition to covering your belongings.

If a pet is brought on the premises at any point without prior written approval from Owner/agent, even if it is only visiting, you will be assessed a penalty and an additional penalty will be assessed each day the pet remains on the premises. This provision does not grant permission to keep an unauthorized pet in your unit.

PARKING SPACE: Adequate parking spaces are provided for each resident at most properties. Garages are provided (at some locations) at an additional rent. Do not park in areas that block traffic, block garbage cans, in fire lanes, or on the grass. Doing so may result in your car being towed at your expense. At no time do we allow tenants to repair cars at the property other than changing a flat tire or jump-starting your car.

PEST CONTROL GUIDELINES: Keeping your place pest-free is a priority for us. Listed here are some basic rules that we ask all residents to follow. These items should minimize the chances of your property having issues with pests.

- **DO** wash your bedding at a minimum of every ten days using good quality detergent and hot water. This includes mattress pad, pillowcases, pillows, and sheets.
- **DO** frequently deep vacuum all carpets and rugs as well as all furniture, crevices, and the like.
- **DO** sweep, dust, and remove all human, pet, or other dander from your room.
- **DO** keep all floors, counters, and kitchen areas clean of food, sugar, and crumbs that attract and feed insects and small rodents.
- **DO**, when traveling, carefully inspect your luggage and clothing for cockroaches, bedbugs, silverfish, and earwigs. Remove them with a vacuum, dispose of them immediately.
- **DO** report immediately to the owner/agent any infestation that you discover so the owner/agent may evaluate the infestation with you
- **DO** acquire your furniture through a new or reputable used furniture outlet. Before you set up used furniture in your apartment, vacuum it completely with a power vacuum, getting into all crevices. You should remove the gauze undercoating and vacuum thoroughly to remove any uninvited guests.
- **DO NOT** bring in used furniture from a place where you are unaware of its prior use, you may be bringing in rodents, cockroaches, bedbugs, ants, and other things that might bite you or your guests and reproduce in your apartment.

- **DO NOT** let any insect get a foothold in your apartment.
- **DO NOT** leave food on the floor.
- **DO NOT** fail to turn in your move-in checklist.
- **DO NOT** allow your roommates to bring in used furniture that they found in an alley, curbside or yard sale which may already be a biohazard due to human waste or rodent/insect infestation.
- **DO NOT** purchase used mattresses; you very well could be bringing in bedbugs or their eggs.

GUEST PARKING AREAS: Are for guests, or when you need to park somewhere *temporarily*. Vehicles not moved after 1 week or that have expired plates will be towed at the owner's expense.

SMOKE/CO ALARMS: All living units and common areas have smoke alarms. Some units have CO detectors as well. Residents are responsible to keep these alarms in place and operable and to inform the owner/agent if they need maintenance. Tenants are responsible for replacing batteries. You are responsible for any costs incurred by the Owner/agent as a result of tampering or removing any alarms in your unit or building. Please test them monthly and report any problems in writing to our office.

PICTURE HANGERS: The best hangers are the nail and hook type. When carefully installed and removed, they only make a little hole, which is easily patched. Any wall damage other than these small holes will result in a repair charge against your security deposit when you vacate.

CAUSING DISTURBANCES: We wish to standardize the hours of quiet in our apartments as 10:00 p.m. to 7:00 a.m. Please cooperate by turning down your television, stereo, or radio, cease the playing of musical instruments and caution your guests about noise. Between these hours noise should not be able to be heard outside your unit.

SNOW AND ICE REMOVAL: In the apartments that residents are not required to remove snow and ice, you are requested to cooperate with the people whose job it is by moving your vehicle if appropriate so snow removal may be expedited. Check your lease to determine snow removal responsibilities. If you are responsible for snow and ice removal, you also assume the liability that it is done properly and safely and for related injuries caused by snow and ice.

TOYS: Toys become a nuisance when strewn around the yard and in common areas of the building. Please keep toys picked up and out of yards when not in use. Do not keep bicycles, toys, etc. in the halls or stairways. These things should be stored in the basement or your garage.

UTILITIES CONSERVATION: Whether you pay the utility bills, or we furnish them, utilities should be conserved. Waste is waste. Call Owner/agent immediately on water leaks, lights burning, or heaters running without cause. You may be held liable for utility waste costs and repairs if you knew of an issue and did not report it. Contact our office to report any issues and if you have not received a response within 2-3 business days, follow up with a written request.

LOCK OUT: In the event, you get locked out of your apartment, Owner/agent has a master key to let you in. This can be costly and a time-consuming activity. There will be a charge for opening locked apartments.

CHRISTMAS TREES: Only artificial trees are allowed in multi-family apartment buildings. Live trees are not permitted due to the potential fire hazard.

FIRE PITS: Because of the potential for fire hazards, fire pits are not allowed at any property

BOATS, WATERCRAFT, ATV/UTV: These items must be stored in your garage if you have one or off property. They cannot occupy one of your parking spaces if it creates a shortage of parking (ie if you have 2 spaces, 2 cars and a boat. The boat must be stored elsewhere.)

VEHICLES: Any vehicle you have on the property must be in immediate running order, licensed, registration current, and properly parked. If not, vehicle will be towed at the owner's expense without notice. At no time is it allowed to work on the mechanics of the vehicle, including changing oil, tires, etc. while on the property.

NSF CHECKS: There will be a charge to the resident for any checks written for rent, security deposit, or other payment that does not clear the bank. This charge is to be paid with the following month's rent payment.

End of Lease Procedures

LEASE RENEWAL

A lease renewal is a form that renews (extends) your lease for another term and can include changes to rent, fees and conditions. If a renewal is offered, you will receive that prior to the end of your lease. For non-student properties, in the final months of your lease, you will receive this renewal. Because of the way the student leasing cycle works, students will generally receive renewals at the beginning of their current lease for the following school year. All renewals will inform you that your lease is due to expire and will also let you know of any rent increase or lease changes. You will be asked whether you wish to remain in your apartment, or if you wish to vacate. Please complete this form and return the letter to our office by the due date listed on the renewal. If you wish to remain, this renewal will extend your lease based on the terms and conditions listed. If you are leaving, your apartment will need to be empty and cleaned on the last day of your lease period. If a renewal is offered and you fail to return it within the given time frame, it will be assumed that you are moving. At this point, we will proceed to market the apartment and possibly re-rent to others. (Note: Once a renewal is signed by all parties, it legally extends your lease effective immediately and you are bound to the new full term. You are required to find a replacement tenant if you can't fulfill the new lease term).

VACATING BEFORE THE END OF YOUR LEASE

If conditions come up and you must move during the lease period, you must fill out the Lease Assignment Agreement form, which you can access on our website or at our office. If you or the owner/agent is unable to rent the apartment for immediate occupancy when you leave, you are liable for the rent until the owner/agent is able to re-rent your apartment or until your lease expires, whichever comes first. There will be a charge for advertising and showing expenses incurred in the renting of your apartment if you vacate before your lease expires.

CLEANING THE APARTMENT

You rented the apartment in a clean and tenantable condition; we hope you will leave it as good (or better) than when you occupied it. All walls should be clean, stove and refrigerator cleaned, carpets vacuumed, and stains removed, windows and light fixtures cleaned. Garage/storage areas should be swept, and all debris removed. If you leave the apartment in such a condition that we must have it cleaned to rent it again, the cleaning charge will be deducted from your security deposit. This is fair and necessary no matter how long you lived in the apartment.

SECURITY DEPOSIT INSPECTION & KEYS

We will inspect your apartment after you have vacated and cleaned it. Your lease officially ends by 12:00 pm (noon) of the last day. Failure to vacate on time can result in additional fees such as double the daily rent or per hour charges for each hour you are still occupying the apartment. By noon on the last day, you will need to surrender ALL your keys, including any copies made. If keys are missing at the move-out, locks will be changed, and you will be charged. After the inspection, we will determine work needed other than fair wear and tear and charge your security deposit with the cost of such repair, and you will receive the remainder as your return security deposit. If we decide that no extra work or repair is needed, you will have the entire security deposit returned.

SECURITY DEPOSIT

The Security Deposit is in common use throughout the rental industry. **It is not to be considered as rent in any manner and may not be used as any month's rent.** The property owner holds the Security Deposit during the term of the tenancy. When you vacate the apartment and after you have moved and cleaned the space, the manager or owner will inspect the property for damage, neglect and for routine rehabilitative maintenance. Conditions of fair wear and tear attributable to any normal living will not be charged against the resident. However, excess dirt and dust, grease and debris, or damage must be corrected prior to renting to the next resident. Wisconsin law says that a resident must leave the premises in the same condition in which possession was taken, less normal wear and tear. The owner/agent inspects the apartment after vacancy, and if there is damage or dirt evident, or neglect is indicated, the contract cost of cleaning or repair will be deducted from the Security Deposit. The Tenant's security deposit, less any amounts legally withheld, will be delivered or mailed to Tenant's last known address as provided in Wis. Stat. § 704.28(4). Please provide the address you want the deposit sent to. If no forwarding address is provided, it will be mailed to the address you are vacating. If damage has been done to the premises, which is not your fault, you should bring this to the attention of the owner/agent immediately at the time it occurs.

NOTE: Under Wisconsin Law, this is notice that Owner/agent and the related owners we work with do not store property left by the tenants. Items left after the end of the lease are considered abandoned and will be disposed of in any manner we see fit. The only exception to this is prescription medicine and medical equipment. Those items will be stored for 7 days and disposed of after that.

CHANGE YOUR MAILING ADDRESS

Important mail has been lost because residents fail to send change of address to friends, relatives, and business connections. Also notify the local Post Office. Make sure Owner/agent has a forwarding address for mail and your security deposit.

PAY ALL UTILITY BILLS

This is important to preserve your credit rating. Utilities and telephone accounts can be damaging if left unpaid. **DO NOT** have the electricity or water shut off, request only a final reading be made, and a final billing be sent to you. This will end your liability for the utilities but will leave the service connected. Have the telephone disconnected. End newspaper and other deliveries. You are responsible for the utilities through the last day of your lease.

SAMPLE

IMPORTANT PHONE NUMBERS

Candlewood Property Management, LLC

Office 715-344-7524
Fax 715-344-1001
Maintenance line - Follow Menu Prompts
(General & Emergency Requests) 715-344-7524

Police Department

Emergency 911
Stevens Point Non-Emergency 715-346-1500
Plover Non-Emergency 715-345-5255
Mosinee Non-Emergency 715-693-2000
Wausau Non-Emergency 715-261-7800
Weston Non-Emergency 715-359-4202
Merrill Non-Emergency 715-536-8311
Marshfield Non-Emergency 715-387-4394
Stratford Non-Emergency 715-687-3131
Berlin Non-Emergency 920-361-2121
Wisconsin Rapids Non-Emergency 715-423-4444
Plainfield Non-Emergency 715-335-8282

Fire Department

Emergency 911
Stevens Point Non-Emergency 715-344-1833
Plover Non-Emergency 715-345-5310
Mosinee Non-Emergency 715-693-2059
Wausau Non-Emergency 715-261-7900
Weston Non-Emergency 715-355-5419
Merrill Non-Emergency 715-536-2233
Marshfield Non-Emergency 715-486-2094
Stratford Non-Emergency 715-687-2121
Berlin Non-Emergency 920-361-5415
Wisconsin Rapids Non-Emergency 715-423-1150
Plainfield Non-Emergency 715-335-4253
Auburndale Non-Emergency 715-897-2300

Utilities

Wisconsin Public Service 800-450-7260
Alliant Energy 800-255-4268
Stevens Point Water Dept 715-345-5260
Plover Water Department 715-345-5254
Village of Whiting Water Dept 715-341-2742
WW&LC 715-423-6300
Marshfield Utilities 715-387-1195
WE Energies 800-242-9137
Stratford Water & Electric 715-687-4166
Plainfield Water 715-335-6501

Cable/Internet Service

Spectrum Customer Service 800-581-0081
TDS 888-233-0001

Carpet Cleaning

Puro Clean Carpet Cleaning 715-321-2526

Online Payments

Forte 866-290-5400

RENT PAYMENTS

Rent payments can be made on your **Tenant Portal**, dropped off in our office dropbox, or can be mailed to our office at the following address:

Candlewood Property Management, LLC
1004 First Street, Suite 4
Stevens Point, WI 54481

If you are having issues with online payments, please contact Forte at 866-290-5400. There will be a charge to the resident for any checks written for rent, security deposit, or other payment that does not clear the bank. This charge is to be paid with the following month's rent payment.

CONTACT INFO

OFFICE HOURS

Monday 8:30 am - 4:30 pm
Tuesday 8:30 am - 4:30 pm
Wednesday 11:30 am - 4:30 pm
Thursday 8:30 am - 4:30 pm
Friday 8:30 am - 2:30 pm
Saturday Closed
Sunday Closed

Please check with our office for current hours as office hours may change.

PHONE 715-344-7524
FAX 715-344-1001
EMAIL rent@rentcandlewood.com

MAINTENANCE EMERGENCIES - Pinnacle Repair & Remodeling, LLC

We are as close as your telephone when it comes to maintenance emergencies. If you have any tenancy questions or problems, please call (715) 344-7524

We do business in accordance with the Federal Fair Housing Law.

ACKNOWLEDGEMENT OF RECEIPT OF HANDBOOK

I (we) acknowledge that we have received a copy of the resident guide. This handbook includes most, but not all, of the items that tenants need to know during the tenancy with us. I (we) also acknowledge that the rules outlined in here are all considered part of the lease agreement and violations of these rules also constitute a violation of the lease. Because rules and information are subject to change without notice, a copy of the most current Resident Handbook is kept online at www.rentcandlewood.com and may be downloaded or viewed at any time.

I understand and agree to follow the rules outlined above:

TENANT 1: _____ DATE: _____

TENANT 2: _____ DATE: _____

TENANT 3: _____ DATE: _____

TENANT 4: _____ DATE: _____