



Resident Handbook
2009/2010

Welcome to your new home! We would like to take this opportunity to introduce ourselves and explain our mission. We are Arch Realty Company formerly known as Wilson White Management, specializing in student housing. Our goal is to provide exceptional housing and service to accommodate the hectic student lifestyle. If you have received this guide it means you have chosen to make one of our properties your new home, we are glad to have you! Please review this guide it will explain everything from move in to move out, our policies, and we hope you find the maintenance guide will assist you with any problems.

IMPORTANT CONTACT INFORMATION

Arch Realty Office: 734-995-9200
Arch Realty Maintenance Department: 734-995-9551
Emergency Maintenance Number: 866-361-4842

Arch Realty Mailing Address:
PO Box 4360
Ann Arbor, MI 48106

Arch Realty Office Location:
616 Church St.
Ann Arbor, MI 48104
Office Hours: Mon-Fri 8:30a.m. to 5:00p.m.

E-mail: campus@archrealtyco.com
Website: www.archrealtyco.com

Ann Arbor Police: 734-994-2911
Ypsilanti Police: 734-483-9510
DTE Energy (gas and electric):. 800-477-4747
City of Ann Arbor Water: 734-994-2666
Ypsilanti Community Utilities: 734-484-4600
City of Chelsea Water (and electric): 734-475-1771
Comcast: 800-COMCAST
TDS Metrocom (telephone): 888-655-4745
MCI (telephone): 734-514-0560
University of Michigan Campus Info: 734-763-4636
Student Locator: 734-764-2330

Receiving mail tip!

Please ensure upon move in that you place your name/s on your mailbox! It is the policy of the postal service that they will not deliver mail without residents names displayed on them.

Arch Realty Company's Website & Emails to Resident(s):

Please be sure to check out our website for information, and pay attention to Arch Realty e-mail. Ignoring e-mails from the management company could mean you're missing out on important information regarding your apartment, lease, or payments! Majority of our correspondence will be done through e-mail which include but are not limited to monthly statements and notices. If you have not received any e-mails from Arch Realty Company **please contact us to make certain we have your correct e-mail address.**

MOVING IN

This section is provided to answer any questions you may have about your move in day. Here are some tips to ensure things go smoothly for you.

Move-in Costs - Please make sure that all of your move-in costs have been paid in full. This includes application fee(s), prep fees, security deposit, 1st months rent and any other fees.

Bed Bug Prevention – Due to the increasing incidences of bed bugs infecting buildings throughout the United States, we encourage you to take the following precautions as you prepare for your move.

- Be extremely careful when buying second hand furniture as it can be infested.
- If you will be staying in hotels/motels, check for bed bugs. Even five star hotels are reporting problems.
- There have also been reports of persons picking up bed bugs from moving vans, trailers, buses, restaurants and subways. Check your belongings carefully.

If you would like to read in detail regarding the bed bug problem, what preventative measures to take and procedures to follow, please go to the link http://www.nysipm.cornell.edu/publications/bb_guidelines/. There is a lot of additional information online. This will ensure that you do not experience the arduous task of exterminating the pest.

Keys - Please ensure that you pick them up during normal business hours, Monday through Friday, 8:30am to 5:00pm! Do not call the emergency maintenance number. The emergency technician does not have access to apartment keys and cannot assist you. **Remember, in order to pick up your keys all remaining move in costs are due.**

Utilities - Remember to contact the utility companies ahead of time to ensure your service will be in your name. Failure to do this will result in a **\$50.00** administrative fee per utility bill invoice. Remember to give the utility company your actual move in date! If you are responsible for a percentage of any/all utilities, we will charge your rental account the appropriate percentage of the bill. A statement will be e-mailed to you at least once a month which will reflect any activity. Please refer to your lease for details.

The Importance of Rental Insurance - We highly recommend that all residents obtain renters insurance to cover your personal belongings. Be aware that our insurance only covers structure/buildings and not your personal items! For example, in the event of fire, flood, or theft you will be referred to your insurance company by our office to cover damages/theft of your personal items.

Move-in Inventory Checklist and Maintenance Request Forms - In your move in package you will find a move in condition form. This form is very important! Carefully walk through your apartment noting any and all damages. Yes, even a small nail hole in the wall. It will protect you upon move out from being charged for damages you did not cause. Please have this form filled out and returned to the office **within 7 days of move in**, retaining a copy for your records. If you find a maintenance issue that needs to be attended to upon move in there is a form provided in your package to fill out and submit to the office.

Move in day trash/boxes: We are aware that move in leaves one with a lot of empty boxes and packing material and it is indeed a hectic time but please don't leave trash in any common areas! Break down all boxes prior to disposing of them in trash receptacles provided. Note that our maintenance technicians and grounds personnel do not provide personal trash service; any residents leaving trash in common building areas will be charged a fee of **\$25 per bag** for the removal.

RENTAL PAYMENTS

Our rental payment policy is **no cash**. This protects both our residents and us. We ask that all payments be made in the form of check, money order, or cashiers check. Please make certain that your **address and apartment number appears on the check or money order** to ensure that the payment is applied to the correct account.

Rent is due on the first of each month and must be paid with only one check per unit. If any additional checks are received, there will be a **\$15.00** per check administrative fee charged to your rental account. Rental payments received on the sixth day of the month are considered delinquent. A fee of **5%** of the monthly rental rate (per your lease) will be applied to your account if rent is not received in our office by the **fifth** of the month. There will be no exceptions even when the fifth of the month falls on a holiday or weekend.

There is a **\$35.00 fee** for NSF checks.

What happens if rent doesn't get paid?

Each resident will receive a rental account update, via e-mail, around the 8th of the month. If by the 10th of the month your account balance is greater than **\$200.00** for any reason a **7-day notice** will be sent to your apartment.

Following this notice documents are provided to our legal department and court proceedings will begin followed with eviction. Any damages, court costs, filing/legal fees, in addition to the rent will be applied to the account. It is important to ensure your rent is paid to avoid additional fees, eviction, and court costs. Protect your credit by not avoiding these notices and contacting the office

immediately. We don't wish to evict anyone from their homes, but must protect our interests in the event of non-payment.

Please review your lease carefully and ensure you're clear on our policies!

Index of property rental payments: If you live at the following address, the name next to it will be the entity you make your rental check payable to.

113 Hill Street:	Haynes Properties
140-42 Hill:	IHM Holdings LLC
200 Packard:	Madison Equities
200 N. State St:	Draprop Corp
200 N. Ingalls:	Eastover Properties LLC
201 E. Madison:	MJB Trust
202 Crest:	Schlazer
204 N. State St:	Draprop Corp
205-207 N. Division:	112 LLC
208 N. Division:	Draprop Corp
209 N. Thayer:	Haynes Properties
210 N. State St:	Draprop Corp
211 E. Madison:	Madison Square Apts
212 ½ E. Washington:	Welch
214 ½ E. Washington:	Welch
215 E. Madison:	Madison Square Prop
216 N. State St:	Draprop Corp
216 Packard:	Liberty Interests LLC
217 N. Normal:	Haynes Properties
301 N. Washington:	Haynes Properties
304 Beakes:	IHM Holdings LLC
307 Thompson:	307 Thompson LLC
309-311 N. Washington:	Haynes Properties
310 Beakes:	IHM Holdings LLC
310 Liberty:	IHM Holdings LLC
311 Mapleridge:	Foster
311 ½ S. Fifth:	IHM Holdings LLC
312 Beakes:	IHM Holdings LLC
312 Glendale:	Hillside Houses LLC
312 S. Thayer:	Welch
314 E. Summit:	R.Bannen LLC
314 Glendale:	Hillside Houses LLC
314 S. Thayer:	Welch
315 S. Division:	William and Barbara Dutil
316 Beakes:	IHM Holdings LLC
316 E. Madison:	MMC LLC
320 E. Madison:	MMC LLC
320 S. Division:	Martin
322 N. State:	Draprop Corp

322 S. Division: Martin
 322 South: State Street Ventures LLC
 325 E. Jefferson: Power Ball Six LLC
 328 E. William: Power Ball Six LLC
 331-333 E. Jefferson: Hook Properties LLC
 335 E. Ann: State Street Capital LLC
 337 Third, 337 ½ Third and 339 Third: Draprop Corp
 401 E. Madison: IHM Holdings LLC
 404 N. Thayer: 404 N. Thayer LLC
 405 S. Seventh St: Bruce Loughry
 407 E. Kingsley: North State Holdings
 409 E. Kingsley: North State Holdings
 415 E. Hoover: 415 E. Hoover LLC
 418 Second: Grey House Properties
 422 Hamilton: IHM Holdings LLC
 423 Benjamin: Welch Family Trust
 424 N. State: North State Holdings
 425 Hill: Four Twenty Five Hill, Inc.
 426 Second: Grey House Properties LLC
 441 First: Bright Brothers LLC
 499 E. Ann and 501 E. Ann: Draprop Corp
 503 Hill: Hill Terrace Apartments LLC
 504 Catherine IHM Properties LLC
 505 E. Hoover: Haynes Properties
 507 Glen: 507 Glen LLC
 507 Walnut: MSA Capital LLC
 508 E. Ann: Hashimoto
 509 Detroit: TMG Brauer
 510 E. Ann: Hashimoto
 510 Miller: State Street Capital LLC
 512 Packard: Mario Love
 512 W. Hoover: Chase River Commons LLC
 515 S. Fourth: Arch Partners LLC
 522 Monroe: IHM Holdings LLC
 523, 525, 527, and 531 N. Main: R. Bannen LLC
 529 N. Division: Epstein
 532 S. Fifth: Louise Mann
 535 S. Division: Hoop Properties LLC
 540 Detroit: Epstein
 547 S. Fourth: 4th/5th Ave Inc
 551 S. Fourth: Madison Square Apts
 553 S. Fourth: 4th/5th Ave Inc
 554 S. Fifth: 4th/5th Ave Inc
 558 S. Fifth: Madison Square Prop
 603 Gott: Gauri
 605 West Hoover: Chase River Commons LLC

611 Church: Church Street Investments LLC
 615 W. Huron: Burton
 628 Revena: Eastover Properties LLC
 630 Packard: State Packard LLC
 704 Granger: MSA Capital LLC
 704 Hill: IHM Holdings LLC
 705-707 Newport Place: Eberle Properties LLC
 705 S. Division: Keresztesi-Stevent
 712 Hill: IHM Holdings LLC
 716 Arch: Arch Partners LLC
 716 W. Washington: Eastover Properties LLC
 720 W. Washington: 720 W. Washington LLC
 721-723 Kingsley: GB Properties LLC
 722 Arbor: IHM Holdings LLC
 722 Packard: Madison Equities
 725 Oxford: XI Alumni LLC
 727 Packard: Herbert Wickersham
 731 Packard: MMC LLC
 736 Packard: MMC LLC
 736 S. State: IHM Holdings LLC
 737 Packard: Hashimoto
 741 Packard: Hashimoto
 743 Packard: Hashimoto
 800 McKinley: Bacalis Rentals
 800 Sylvan: Gloria Freedland
 804 Dewey: Carol Sanford Taylor
 806 Catherine: Epstein
 806 Pearl: Hewett
 810 Sybil: Arch Partners LLC
 810 Sylvan: Eastover Properties LLC
 814 Church: James R and Marilyn H. Tanner
 816 Packard: GDR Properties LLC
 818 Oakland: Chase River Commons LLC
 820 E. University: 823 Dewey LLC
 821 Dewey: 823 Dewey LLC
 823 Dewey: 823 Dewey LLC
 826 McKinley: Hewett
 837 E. University: James R and Marilyn H. Tanner
 849 Brookwood: State Street Capital LLC
 903 Mary: State Packard LLC
 904 S. State: State Packard LLC
 908 Spring: Eberle Properties LLC
 909 E. Ann: Eastover Properties LLC
 909 Mary: State Packard LLC
 911 Greenwood: Poor
 911 Oakland: GB Properties LLC

913 Mary:	State Packard LLC
915 Oakland:	GB Properties LLC
916 Sybil:	Arch Partners LLC
917 S. State:	Madison Equities
919 and 921 Oakland:	GB Properties LLC
921 Dewey:	MSA Capital LLC
922 Woodlawn:	Chase River Commons LLC
925 Church:	Hashimoto
927 E. Ann:	927 E. Ann LLC
927 S. State St:	MMC LLC
929 Church:	Hewett
931 Dewey:	Liberty Interests LLC
933 S. State St:	MMC LLC
934 Dewey:	Welch Family Trust
1000 & 1000 ½ Brooks:	Hewett
1001 E. University:	Herbert Wickersham
1004 Brooks:	Hewett
1004 Olivia:	Rampant Lion Foundation
1004 Packard:	State Street Ventures LLC
1006 Brooks:	Hewett
1006 Packard:	State Street Ventures LLC
1014-16 Church:	IHM Holdings LLC
1014 Vaughn:	Furrha Group
1015 Packard:	IHM Holdings LLC
1019 Arbordale:	Bruce Loughry
1020 W. Huron:	Grey House Properties LLC
1021 E. University:	1021 E. University LLC
1022 Vaughn:	State Street Capital
1040-42 Michigan:	Power Ball Six LLC
1050 Wall:	Michael S. Belin
1104 Brooks:	Hewett
1105 S. State Street:	Arch Partners LLC
1110 Brooks:	Hewett
1116-24 Hill Street:	Haynes Properties
1119 Granger:	Kim Gleichert
1123 Michigan:	Lum
1127 Church:	JM Property Management
1130 S. Forest:	FDC
1132 White:	Schlazer
1135 Church:	Carl Werner
1136 Michigan:	823 Dewey LLC
1203 Church:	Carl Werner
1203 Oakland:	Hewett
1282 Clarita:	Schwanibeck
1302 S. Forest:	Ron's Houses LLC
1307 S. State St:	State Street Capitol LLC

1309 S. State St:	GDR Properties LLC
1315 and 1317 Sheehan:	GB Properties LLC
1354 Rosewood:	Weaver
1408 Wakefield:	Eastover Properties LLC
1425-1427 S. State St:	Harry and Pat Dion
1504 White St:	GB Properties LLC
1514 Golden Ave:	Eastover Properties LLC
1523 S. University:	State Street Capital LLC
1537 Packard:	823 Dewey LLC
1615 Peach:	Hewett
1619-21 Dexter:	Matthew James and Traci Reickman
1619 S. University:	1619 S. University LLC
1709 S. University:	1709 S. University LLC
1712 E. Stadium:	Hamano
1714 E. Stadium:	Hamano
1943 Jackson Ave:	Hillside Houses LLC
2001 & 2003 Anderson:	Hamano
2019 Devonshire:	FDC
2211-2211 ½ Dexter:	Eberle Properties LLC
2253 S. Main:	D'Cuto
2710 Cumberland:	Weaver
2923 Knights Ridge:	Pete and Rosemary Bailie
5055 W. Liberty:	Burkhart
5599 Hampshire Ln:	Friedkin Properties LLC

UTILITIES

Most Arch Realty residents are responsible for some if not all of the utilities in their unit. Please read through Schedule A of your lease agreement for details on what you are required to pay.

If your lease says that a utility is separately metered, you will be responsible for contacting the appropriate utility company and switching that utility into your name. If you fail to do so Arch Realty Company will receive a utility bill on your behalf and issue payment. The amount of the bill will be charged to your rental account along with a **\$50 administrative fee**. The **\$50 fee** will be charged each time we pay a utility bill that is your responsibility to pay!

If your lease says that you are required to pay a percentage of a utility or pro-ration of a utility this means that Arch Realty Company will be receiving one bill from the utility company for your entire building. We will charge your rental account the appropriate percentage of the bill.

PARKING INFORMATION

At the beginning of each school year new hang tags will be distributed to all new and renewing Arch Realty residents. Parking notices will be sent out reminding all renewing residents, who have parking, to get their new hang tag(s) from the office prior to the expiration date.

This hang tag(s) will designate the parking lot at which you will be permitted to park in. Unfortunately because of the limited amount of parking available on campus and in the down town area Arch Realty will not be providing additional parking spaces for guests. As such any vehicles parked on Arch Realty property without the appropriate hang tags are subject to towing at the expense of the vehicle owner, to ensure this does not happen to you make certain that it is placed on the rear view mirror and the hand written information is legible when viewed through the windshield.

There is absolutely no parking in any designated fire lanes or in front of dumpsters, doing so will again result in towing at the vehicle owners expense. Any areas marked with no parking, lawns, or fire lanes are not only subject to towing but may result in a ticket by the City of Ann Arbor. Avoid these unnecessary fines and please be respectful to the parking rules.

No tags are to be duplicated or altered. If you lose your tag the replacement fee is **\$25.00**. If it is discovered that a 'lost', duplicated or altered tag is being used the vehicle with said tag will be towed and, in addition to towing fees, your account will be charged **\$250.00**.

Please be advised that **the towing company patrols certain parking areas** and violators are NOT guaranteed any 'warning' call prior to their vehicle being towed. If the parking regulations are being violated neither the office nor towing company is required to attempt contact prior to removing a vehicle.

Arch Realty Company and/or towing company will not be responsible for reimbursement of towing and storage fees incurred by either residents or trespassers as the result of violation of any portion of the Arch Realty Parking Rules and Regulations. **Once a vehicle has been towed, Arch Realty will be unable to assist in retrieving it.** If your vehicle has been towed or you have any further questions/concerns, please contact the towing company whose number is displayed on the building.

Parking rules and regulations are made due to a shortage of parking and, occasionally, unauthorized vehicles park at certain parking areas restricting the number of spaces that are provided to unit(s) and/or parking lease holder(s).

RENEWING POLICY

Before the leasing season begins each year Arch Realty Company will email out renewal letters. You will at that time have an opportunity to renew your lease before we put it on the market.

You must, however, have your renewal lease signed before the leasing season begins or your apartment will be offered to others. Please be advised we do, unfortunately, at times find it necessary to opt not to renew a lease and reserve the right to do so.

If you want to stay but have to have new roommates because the current ones are moving on you may do so by having them come to the office and fill out a rental application along with a **\$50.00 fee** and they can 'upon approval' be replaced on the renewal lease.

LEASE ASSIGNMENT & SUBLETTING

Should you choose to sublet be aware that YOU are responsible for the apartment as your name is still on the lease unless you choose to have a lease assignment to the other party in which case you forfeit your security deposit. (The security deposit stays with the apartment until the original lease term is up.)

All sublets and lease assignments are subject to approval from Arch Realty Company and a fee of **\$100.00** is due along with a rental application.

A word of caution, do be careful of whom you choose to sublet to, disputes between your sublet and yourself are not our issue and we will not mediate! If damages are done to the property you will be charged regardless if it's the fault of the subtenant or not. It is unfortunate, but subletting an apartment can be risky and you need to be aware of who you're trusting.

SHOWING YOUR APARTMENT

If you have decided not to renew your lease for the following year, the Arch Realty Leasing Staff will require access to show your unit until it is leased to some one else. We will notify you, via email, in advance that a showing will be taking place.

MAINTENANCE GUIDE

Calling in a maintenance request:

If you have a maintenance issue that requires attention please call it in when you notice it, don't delay calling in an issue, especially when it involves water leaks or heating! When you do call be specific as to the nature and location of the issue, i.e. don't just call and say my light bulb is out! In order to serve you better our maintenance department needs:

- Specific details of the problem.
- Your call back number.
- Your name.
- Your complete address.

While we also understand that sometimes you come home and find an issue it is also extremely helpful to have our residents call in the morning if they get up and notice the heat is not working properly or they see water dripping/leaking. It is more costly all the way around when a heating issue is noticed but not called in until 5 minutes prior to closing time, or a leak was noticed "a couple of days ago" and not called in until 5p.m. on a Friday.

You should be aware that calling in a maintenance request is an automatic permission to enter, while we will try to assist you in making arrangements we cannot have maintenance technicians turned away when they come to solve a problem you called in because it's not convenient. Should this become a problem you should be aware that your work order will be placed last on the list and after two turn away issues we will disregard the work order and you will have to call the item back in. Note also that in emergency situations we reserve the right to enter any apartment for flood issues, fire, gas smell, etc. This will however only be done in the event of an emergency and you will have a note left explaining why entry was necessary.

Maintenance Tips and Advice:

Light bulbs: The majority of our light fixtures are rated for 60watts. Meaning any higher wattage bulbs put in the fixture will damage the fixture wiring not to mention the bulbs will simply keep burning out. If you replace a bulb ensure it is 60watts or lower.

Toilets: There are many products on the market right now that claim to be 'safe to flush'. False! These items are harmful to the plumbing and will cause your toilet to plug up. Do not flush the following:

- Toilet cleaning wand heads.
- Feminine products
- Baby wipes

- Paper towel
- Kleenex

If we find any of these items are the cause of a toilet overflow the resident will be charged. Only flush toilet tissue please!

If you notice your toilet backing up do not flush it again! It will overflow; you must use a plunger to clear the blockage, when the water level starts to go down after plunging test flush. If it still seems to be plugged call for maintenance.

Note! If you call in a plugged or overflowing toilet after hours and we find you have not attempted to plunge it prior to calling in you will be charged for labor costs and any damages to the apartment below you if it leaks through.

Trash Issues: At no time is it acceptable to leave any garbage in the common hallways, porches, or decks. Kindly dispose of your garbage in the appropriate receptacle provided to you. Leaving trash around draws unwanted animals in and looks awful! This is your home show pride in your surroundings. Note that we will charge, as much as **\$25.00 per bag** of trash we have to remove from any common areas.

Proper Patio/Lawn Furniture: At no time is there to be upholstered furniture on a porch, patio, or deck. This is not only unsightly it is a fire hazard and we will remove and dispose of the furniture charging the labor costs to you for doing so. The only outdoor furniture we allow would be just that, outdoor furniture appropriate for placing on a porch, or deck.

On Call Emergencies: Are just that, emergencies. We do not come in after hours for laundry machines not working, light bulbs, disposals, or someone being parked in 'your spot'. Kindly use common sense when determining a real emergency vs. something that can wait until regular business hours. Below is a handy list to explain what we consider an emergency:

- Security breach: Broken out windows, busted in doors, no hallway or common lighting throughout the building and any inability to secure an apartment.
- Any water leak that cannot be contained
- Gas leaks
- Loss of power in unit must be entire unit or loss of power in the kitchen area affecting the refrigerator or stove.
- Non-functioning toilets if there is only one bathroom in the apartment.
- No hot water
- No heat (below 68 degrees 4' off the floor from the middle of the room) as determined by City of Ann Arbor code. Anything above this will be charged back to the resident, note also that should we arrive for a no heat call and find a window open you will also be charged.
- Sewer back up or frozen pipes
- Locked out of apartment

Reasonable Time: With the volume of work orders and varying degrees of issues it is common to at times have to wait for a work order to be completed. Of course a plumbing leak issue or refrigerator not working will take priority over a fluorescent light bulb in the kitchen not working. Kindly be patient and not call repeatedly into the office to ask for a specific time for work to be completed. The maintenance department does it's best to ensure things are done in reasonable time.

Misc. Items: Please be aware we do not provide the following:

- Light bulbs unless it is a fluorescent bulb for the ceiling fixtures.
- Shower curtains
- Replacements of full-length mirrors, ceiling fans, or any other items that have been installed by prior residents. Should any of these items break or become non functional they will be removed and replaced with what we provide from our stock or suppliers.

Properly using your appliances:

Dishwashers: Do not place plastic disposable non-dishwasher safe flatware, cups, or plates in the dishwasher. They will melt!

Only use automatic dishwasher detergent in your dishwasher. Regular dish soap will foam up and leak out of the dishwasher. This can take hours to wet vac out as the unit has to be run over and over to remove all of the soap and we will tenant charge the labor for this.

Garbage disposals: Are only designed to rid your sink of small amounts of refuse. Large quantities of food should be disposed of in a trashcan not crammed into the disposal. Bones, plastic, bottle caps, glasses, fish tank gravel and silverware will damage a disposal and ruin the blades. Any non-food item put down a disposal that requires maintenance to repair or replace the unit will be tenant charged.

*Tip-*Should you turn on the switch to your disposal and find it is not working, try pressing the reset button on the bottom of the unit. Sometimes things stored under the sink knock the button. If you press the reset button and it is still not working call maintenance.

Do not attempt to put your hand inside of the disposal if you suspect something is inside jamming it, call for maintenance!

Ranges: Gas and electric ranges operate differently. Electric burners heat up very quickly and you will need to adjust your cooking temperatures accordingly to prevent burning. Should you find a burner on your electric range not working check to see if the burner has been knocked out. This can happen during

cleaning, simply push it back into place. Check again, if this does not solve the problem call maintenance.

*Tip-*You've turned on your oven and it is smoking? Was there a spill not properly cleaned up in the oven? If you notice that food spillage has occurred inside of your oven clean it up promptly, otherwise it will smoke and it will smell!

Air conditioning: Window or sleeve air conditioning units are not designed to work like central air. Nor should you expect that they reduce allergens, dusting and cleaning reduce allergens, not air conditioners. They do not have h.e.p.a. filters. If you find your air conditioner is not working correctly prior to calling maintenance you can try checking the vent control knob. Is it in the proper closed position? Check the filter, is it dirty? Have you tried removing and cleaning the filter? If you've checked the above and find that it is still not working call maintenance. Do not however, call in your air conditioner not working to after hours emergency maintenance!

Air conditioners are not emergency items. Also note that operating an air conditioning unit at temperatures lower than 60 degrees is damaging to the unit. The compressor will not even kick on at outside temperatures that low. Do not call maintenance in the fall winter months regarding air conditioning units. We cannot check the operation of the compressor during this time.

Heating: For those used to forced air heating you should note that steam or boiler heating work differently. It is quite efficient but you should refrain from placing large pieces of furniture in front of the heating registers as it is a radiant heat this will block the warmth from distributing. Nor should you turn your thermostat down when you leave for the day and expect to have it re-heat up as quickly as forced air when you turn it back up. Try instead to keep the thermostat set at a temperature comfortable to you and leave it set.

Note also that all thermostats new or not are not calibrated precisely there is a 3 to 5 degree variable. Per City of Ann Arbor code to be considered no heat it must be below 68 degrees in the center of the room. You should know that if you call into after hour's emergency maintenance for no heat and upon arrival our technician finds any windows open you will be charged for the call.

Laundry Machines: Should you find that the dryer is not drying your clothes ensure that the lint trap is not clogged with lint prior to calling maintenance. After use you should clean the lint trap yourself out of courtesy to your neighbors using the machine after you. When reporting a washer or dryer not working please be specific as to which machine has the problem and what the problem is. Do remove your clothing promptly so that others can use the machines! Note also that we are not responsible for any lost garments if they are left in the laundry facility.

City of Ann Arbor Inspections:

Please be advised that bi-annually all buildings are inspected by the City of Ann Arbor. In order to complete any necessary repair work we will need to enter all units and have access to all rooms in units to make corrections. The size of your building, number of apartments, and needed work will dictate how long an inspection process will go on. You will be notified of entry times and dates and per Michigan law be notified every 10 days thereafter until the actual inspection has been completed. We do apologize for the inconvenience but must comply with the city.

City of Ann Arbor Inspection Procedures:

- After 24 hours notice we will enter all apartments to inspect necessary code issues, this is an initial walk thru.
- All items for repair will be noted.
- You will again be notified that we will be entering for said repairs over the course of 10 days between specified hours and work will commence. If repairs require more than a 10-day period you will receive another notice advising we will continue to require entry for repair work.
- Final walk thru with inspector.

City of Ann Arbor Smoking Ordinance: Per the City of Ann Arbor smoking ordinance smoking in any common area of the building is not permitted! We also reserve the right per the lease agreement to designate our leased properties as non-smoking. You should also note that any cigarette smoke damage to our units will be tenant charged. Burn holes in carpets and on hardwood flooring cannot be 'patched' the flooring will have to be replaced and this can be quite costly.

MOVING OUT

To know the exact move out time and date refer to your lease it will explain when you need to be vacated from your apartment.

Ensure that:

- Your apartment is completely empty of all personal belongings, trash, and that it is clean.
- No damages are present less normal wear and tear i.e. cigarette burns in carpets, hardwood floors, or tile will be charged!
- Contact the utilities to ensure your account has been switched back over to Arch Realty Company, and make sure they are given the correct move out date!
- Ensure when turning in your keys you leave a forward address for any security deposit returns; make certain that you leave NO UNPAID UTILITY BILLS!
- According to State Statute, you must notify your landlord in writing within **4 days** after you move of a forwarding address where you can be reached and where you will receive mail; otherwise your landlord shall be relieved of sending you an itemized list of damages and the penalties adherent to that failure.

A representative of the company will conduct a move out walk thru upon your move out and any and all damages will be noted.

Please note that any personal property left behind will be disposed of, we do not have 'storage' to keep personal property to hold for any residents. Make sure you remove all items! We will not be held responsible for any personal items left behind after move out.

Hold over policy: Regrettably, we cannot allow residents to 'hold over.' When the lease ends you must be vacated from the unit in order for us to prepare for new residents. We cannot allow anyone additional time. Please refer to your lease agreement regarding penalties.

Final payment of rent: Our total dollar amount for the months of the lease term is divided by the number of months of the lease and will NOT be pro-rated at the beginning or the end of a lease term. Therefore upon move out the entire final months rent is due.

Security Deposits: From the date that you turn in your keys and provide us with a correct forwarding address, Arch Realty Company has **30 days** to place the security deposit in the mail to you. You will receive an itemized inventory list of

the condition of your apartment which will include charges, if any, against your security deposit along with the balance of your deposit.

July 14, 2009