

## Chandler Park Welcome List

<b>Chandler Park Office Hours:</b>	Monday-Friday 9am-6pm	Saturday 9am-3pm
<b>Office Phone Number:</b>	(270) 842-2500	
<b>Community Manager:</b>	Brooke Vinson	( <a href="mailto:bvinson@chandlerparkapartments.com">bvinson@chandlerparkapartments.com</a> )
<b>Assistant Manager:</b>	Jessie Kleis	( <a href="mailto:jkleis@chandlerparkapartments.com">jkleis@chandlerparkapartments.com</a> )
<b>Leasing Staff:</b>	Ellen Hayes	( <a href="mailto:ehayes@chandlerparkapartments.com">ehayes@chandlerparkapartments.com</a> )

My New Address is \_\_\_\_\_ Chandler Drive Apt \_\_\_\_\_, Bowling Green KY 42104

- ❖ **Cable TV, Internet, Telephone:** Time Warner Cable (270) 889-3617 – Sales Rep, Kenny Cole
- ❖ **Mailbox Key & Address Change:** To purchase your mailbox keys, take a signed copy of your lease to the main post office located at: **311 East 11<sup>th</sup> Ave, Bowling Green KY 42101**. Please note that the mailbox keys may take 3-5 business days to receive. The post office phone number is (270) 796-4035. You can arrange for an address change at the post office or online at [www.usps.com](http://www.usps.com).
- ❖ **Electricity Transfer:** Take a signed copy of your lease to BGMU (Bowling Green Municipal Utilities), located at **801 Center Street, Bowling Green KY 42101**. Their office hours are Mon-Fri, 8am-4:30pm. Their phone number is (270) 782-1200. Please note that BGMU requires two (2) forms of Government issued ID for your electric transfer (one ID must have a social security number).
- ❖ **Recycling:** Southern Recycling picks up every Tuesday. Please call (270) 781-3265 to request a recycling bin. You may also get one at BGMU when you transfer the electricity.
- ❖ **Water & Sewer:** Chandler Park transfers your water upon move in. You will receive all bills from Commercial Water of Miami. If you have questions regarding your water bill, please call 888-776-3837
- ❖ **Trash Compactor:** When entering the property, turn left and the trash compactor is located in the left corner. Please remember to breakdown and recycle your cardboard boxes. All trash must fit into the compactor. If you have furniture to donate, please call Habitat for Humanity at (270) 843-6027 to schedule a pick-up time. Do not leave trash outside your apartment door at any time.
- ❖ **Pool Hours:** Open daily from 10:00am-9:00pm (seasonal)
- ❖ **Fitness Center:** Residents have access to the Fitness Center 24 hours per day, 7 days a week. Persons under the age of 18 must be accompanied by an adult.



## Resident Handbook

### Rules & Regulations

We welcome you as a new resident to the community! This handbook was designed to provide you with valuable information about your new home and the surrounding community. If you have any questions regarding this handbook, please do not hesitate to call us at (270) 842-2500. Our goal at Chandler Park is to maintain a community that is enjoyable for all of our residents, and we hope that you will be pleased with your choice to live here.

### Holding Deposit

The holding deposit secures the apartment and helps to defer costs to damages that might occur over time. In order to receive your full deposit refund you must meet the following requirements:

1. No damage to the property beyond normal wear and tear
2. Entire apartment including appliances, (refrigerator, oven, dishwasher, microwave, range) bathrooms, closets, & cabinets must be cleaned. ***Carpets must be thoroughly vacuumed.***
3. ***Any change in paint color has been painted back to the original color. Changing the paint color in an apartment, even if only certain walls could result in being charged for a full re-paint to the room and possibly the entire apartment.***
4. No stickers, glue-on picture hangers, large scratches or holes in walls (There is an allowance for a few small nail holes)
5. No noticeable indentations in resilient floor, broken tiles, or unclean carpet
6. No unpaid charges or delinquent rents
7. All keys (garage door openers if applicable) have been returned to the office
8. Forwarding addresses left with management

**\*\*\*Lease cancellation forfeits deposit.**

Your deposit refund will be mailed to you within 30 days if the conditions above are met. If a partial refund is made, you will be furnished an accounting statement of all charges assigned.

### Rent & Late Payments

Rent is due on or before 11:59pm on the 5<sup>th</sup> of every month. On the 6<sup>th</sup> you will be charged a late fee of **\$75.00** if your balance is not current. If rent is not paid in a timely manner, your account **may be turned over to the attorney for eviction proceedings**. Bring your rent payments to the office or put in the Rent Drop Box, located outside the Clubhouse front door.

Rent can be paid by check or money order. For our safety, Cash will not be accepted at any time. If you would like to have your rent automatically drafted out of your account, please contact the office to have your AutoPay account set up.

A **\$35.00** Insufficient Funds charge will be collected on all returned checks.

## Maintenance Requests

Most requests for service can be completed within a 24-hour period by contacting the office Monday-Friday during normal business hours. In case of an emergency, please call 270-842-2500. A 24-hour automated service will be available to direct your call to the appropriate person. **Emergencies include fire, flood, electrical outage, heat/air conditioning interruptions, and sewer back-ups.** Residents' requests for service cannot be fulfilled if pets are left unattended.

If your door battery begins flashing red, contact the office ASAP. It is your responsibility to let us know that your door battery is dying. Help us prevent you from getting locked out by placing a maintenance request as soon as you notice the battery light change. If you fail to inform us of the issue and get locked out after hours, you will be charged a **\$25.00** lockout fee to be let into your apartment.

**It is the responsibility of the resident to replace light bulbs as needed. Bulbs must be working upon move out.**

All service requests must be directed through the office. Please do not ask our maintenance staff to perform repair services if you see them on the property. Your request for repair will be taken care of once a written service order has been prepared in the office.

Service requests are completed in the order they are received. If you wish to be home when the staff fulfills a maintenance request, please let the office know. Otherwise, they will enter your apartment to correct the mentioned issue.

If insects are spotted in your apartment please contact AA Rid All at (270) 843-8586. This way you will be able to describe the insects and where you are seeing them. Chandler Park will cover the cost of standard pest control issues but is not responsible for pests associated with pets or apartments that have not been maintained in a sanitary condition.

## Parking & Speed Limit

- ❖ Parking shall be on first come first serve.
- ❖ Park vehicles only in the designated parking areas. Any vehicles parked illegally in handicapped spaces, on lawn areas, or in no-parking zones will be towed without notice at the owner's expense.
- ❖ All vehicles must have a current valid motor vehicle registration. All commercial vehicles including semis, buses, vans, limousines, boats, trailers, and recreational vehicles are not permitted.
- ❖ Auto repair work is not allowed in the community.
- ❖ Vehicles with expired plates, flat tires, or vehicles that are abandoned, unsightly, or deemed inoperable by owner are not permitted and may be towed without notice at the owner's expense.
- ❖ Parking or driving on grass is not permitted.
- ❖ Motorcycles are to be treated as vehicles and only parked in designated parking areas. Driving on sidewalks and parking in the breezeways is not permitted.
- ❖ The speed limit throughout the community is 15 mph. Watch for pedestrians!
- ❖ Advertising vehicles for sale is not permitted.

## Mailboxes and Mail Pick-Up

If you receive mail in your mailbox to a former resident, please write RTS (Return to Sender) on the mail and place it in the outgoing mailbox.

UPS, FedEx, and all other delivery companies will bring packages to the office if you are not home to sign for them. If your package does not require a signature, it will be left at your doorstep. Otherwise, the office staff will sign for it and hold it in the office until you come to redeem it. A tag will be put on your door to notify you that there is a package in the office. Chandler Park office staff signs for packages as a courtesy and is not responsible for lost packages.

### Pool & Fitness Center

Pool hours are from 10am-9pm (seasonal) and no one is to enter the pool area when closed. There is no lifeguard on duty, so swim at your own risk.

The pool may be used for Chandler Park residents and guests only. Guests are limited to two (2) per apartment. Management has the right to regulate when need arises. No person under the age of 18 is permitted without the accompaniment of a parent or guardian.

No food, drinks in glass containers, gum, or use of tobacco products are permitted in the pool area.

The Fitness Center is open 24 hours a day, 7 days a week for Chandler Park Residents. Residents may gain access to the Fitness Center and Core Strengthening room with their apartment key. Persons under the age 18 must be accompanied by an adult. Please report any mechanical issues in the Fitness Center to the office staff.

### Pet Policies

To keep a pet in your apartment, you must pay a \$300 pet fee and \$20 a month per pet. Pet fees and pet rent will not be used to cover damages caused by pet. There is a limit of two (2) pets per apartment and breed restrictions apply. These breeds include, but are not limited to: Pit Bull, Bull Mastiff, Rottweiler, German Shepard, Husky, Chow Chow, Doberman Pincher, Akita, & Wolf Hybrid.

Any resident who owns a dog is required to **pick up after their dog and keep it on a leash**. We strive to keep this community enjoyable for all residents, and stepping in your pet's waste is not what your neighbors enjoy. If you see a resident violating either of these rules, please report it to the office. It is important that you are able to give us a description of the dog and person, so that we can address the issue.

Do not leave your pet on your patio while you are gone. If you violate any of the rules on the Pet Agreement form, you may be fined and/or your lease may be terminated.

### Early Termination & Intent to Vacate

You may terminate the Lease Contract prior to the end of the lease term and cut off all liability for paying rent for the remainder of the lease term if all of the following occur:

- ❖ You provide written notice of early termination at least 60 days prior to your move-out date
- ❖ A lease cancellation fee equal to one month of rent is paid at the time notice is given
- ❖ Any concessions received when signing the Lease Contract or upon Lease Renewal are reimbursed to Chandler Park and paid on or before the specified move-out date
- ❖ All balances are paid in full
- ❖ Forfeit security deposit

Military personnel may terminate a lease without penalty with a 60-day written notice. Verifiable travel orders more than 35 miles of Chandler Park and a supporting letter of transfer by the commanding officer will need to be turned into the management office.

If you do not intend to renew your lease, you must notify the office, *in writing*, 60 days prior to your lease expiration. If you do intend to renew, simply fill out the renewal offer letter furnished by the leasing office.

If you do not notify the office staff of your plans by signing a Renewal form or Intent to Vacate form, you will be renewed on a month-to-month basis and subject to a short term lease premium of \$200.

### **Patios Balconies & Grills**

Personal items such as; bikes, trash, grills are not permitted to be left on patios or balconies. The only permissible items are thriving plants and tasteful patio furniture. Furnishing your own balcony or patio screens is not permitted. String lighting and holiday decorations are permitted only during the holiday season and must be removed promptly after the holiday has passed.

Hallways, stairways, landings and public common areas are not to be used for any other purpose other than to enter and/or exit from the apartment building or residence. These areas shall be kept clear of bicycles, motorcycles, toys, waste/recycling reciprocals, cigarette, footwear, umbrellas and all other articles at all times.

According to the Bowling Green Fire Department Uniform Fire Code:

**10.11.6.1 No hibachi, grill, or other similar devices used for cooking, heating, or any other purpose shall be used or kindled on any balcony, under any overhanging portion, or within 10 ft. (3m) of any structure.**

**10.11.6.2 No hibachi, grill, or other similar device used for cooking shall be stored on a balcony**

**10.11.7 Electric ranges, electric grills, or similar electrical apparatus shall be permitted.**

**10.16.4 Combustible material shall not be stored beneath a building or structure unless specifically constructed or protected for this purpose.**

Any person who violates any provision of this Section or any of the provisions of the standards of safety or any other above listed code herein adopted by reference, shall be guilty of a misdemeanor and shall be fined not less than ten (\$10.00) dollars nor more than five hundred (\$500.00) dollars or confined for not more than sixty (60) days or both. Each day such violation exists shall, in the discretion of the court, be considered a separate offense; provided, however, if a more severe penalty for the same violation is provided by KRS Chapter 227 or any other statute, then the penalty shall be imposed.

Failure to comply with the above regulations, may result in the above listed civil fines and incarceration by the city of Bowling Green, but may also lead to lease termination and fines no less than \$50 per day of violation. Outdoor cooking devices left in balconies, patios, breezeways, under staircases, and other common areas will be hauled away at owner's expense.

### **Keys & Lockouts**

You will be issued two keys per household upon move in, with the exception of a third roommate in a three bedroom apartment. All keys must be returned to management upon move out. Any keys not returned will be charged back you or deducted from your deposit. Replacement keys are \$25.

Should you lock yourself out of your apartment after business hours, please call (270) 842-2500 and leave a message with your name, apartment number, time & date, and phone number. An on-site resident liaison will respond to your call by telephone to confirm information. When the resident liaison arrives, be prepared to show him identification. You must be a lease holder or authorized occupant to gain access.

There will be a \$25 fee for this service that must be paid to the leasing office the next business day following the lockout service. The resident liaison will not take the payment and has no further authority other than providing resident lockout service. He will not address issues concerning noise complaints. Please address these complaints to the leasing personnel or police department in severe cases.

### **Satellite Dishes**

Satellite dishes are permitted under the following guidelines.

- ❖ Dish must be on the patio or balcony. Dishes may not be placed in the lawn area.
- ❖ Holes may not be drilled inside or outside the dwelling for wires.
- ❖ Under no circumstance may a satellite dish be attached to any part of the building or balcony.
- ❖ The use of a tripod within your personal patio/balcony space is recommended.

### **Noise**

Neither resident, nor resident's guests or invitees, shall make or permit any disturbing noises in the building or in the community, nor do or permit anything to be done that will interfere with the rights, comforts, or conveniences of other residents. No resident or guest of resident may play any musical instrument, television set, or radio in such a manner that is disruptive or annoying to neighbors.

### **Window Coverings**

To assure a uniform exterior appearance throughout the community, all window coverings must be approved or furnished by management. Window coverings must be in good repair at all times. Under no circumstance may a window be covered by any item not designed as window covering (i.e. bed linens, towels, aluminum foil, reflective film, flags, paper products, etc.). No signs, illumination, advertisement, or any lettering or item may be displayed on windows with the exception of intrusion alarm stickers.

### **Candles & Cigarettes**

**Use Caution:** Soot emitted from scented candles is damaging to the walls, blinds, carpet, and other furnishings. You will be charged for replacement of these items if needed upon move out. If you choose to use these candles, please follow instructions for use. Trim wick to 1/4" before use. Do not burn for more than 3 hours at a time. Do not use near a draft. Keep out of reach of children and pets. Do not burn candles unsupervised.

Smoking cigarettes inside the apartment is strongly advised against. Smoking inside an apartment often leads to carpet being replaced, full paint jobs, changing out of blinds, outlet covers, and in some cases; appliances. You will be charged for replacement of these items if needed upon move out. In some cases excessive smoking inside the apartment can cause discomfort to your neighbors. When this is the case, you may be asked to ventilate your apartment or smoke outside to remedy the problem.

### **Pest Control**

Routine & general maintenance pest control is included at no charge for seasonal pests; such as the occasional ant, beetle, or spider. Pests that are brought into your home; e.g. fleas, roaches, bedbugs, are not covered under this contract and must be remedied by the tenant. Infestations are not covered by this contract and will be the tenant's responsibility to remedy. Failure to notify office or remedy any infestation can lead to lease cancellation or move out charges.

**Renter's Insurance**

Chandler Park Apartments advises all Residents to obtain renter's insurance for their personal property, personal injuries occurring in their apartment, and/or other damages that may occur. According to the terms of the Lease Agreement, Chandler Park Apartments is in no way responsible for the damage to Resident's personal property, and our insurance does not cover the personal belongings of Residents.

Renter's insurance provides you with coverage for loss, damage, or destruction of your property. It also provides coverage for additional living expenses you may incur if the apartment becomes uninhabitable. Such insurance can also protect you from any liability claims resulting from your own activities. For example, if your negligence causes a fire, you may be held responsible for the damage of the property of others, including Chandler Park Apartments. Similarly, if a guest were to have an accident in your apartment, you could be personally responsible for the guest's injuries.

We strongly encourage all Residents to purchase this form of protection. Consult with an insurance agent to review your personal needs.

**Management Rights**

These rules and regulations may be added to, amended or replaced by the manager upon thirty days prior written notice unless an emergency requires immediate implementation.

THESE RULES AND REGULATIONS HAVE BEEN ESTABLISHED BY THE AGENT/MANAGER AND ARE HEREBY MADE PART OF THE LEASE AGREEMENT.

Defined terms used herein shall have the same meaning as given in the lease agreement. Failure to comply with the rules and regulations may, at the discretion of the agent, be deemed a breach of the lease agreement and subject you to eviction.

You are responsible for seeing that guests, with your expressed or implied consent, comply with these rules and regulations as well as with the lease agreement.

I hereby acknowledge and agree to the rules and regulations established in the Chandler Park Resident Handbook.

I understand that the policies shall have the same force and effect as the covenants of my Lease Agreement, and that my family and guests will observe all such rules and regulations. In addition, I understand that Chandler Park Apartments reserves the right to alter, amend, or modify such rules and regulations as deemed necessary, and I agree to abide by any such modifications.

It is further understood that signature of this acknowledgement will be authorization to make provisions specified within the Resident Handbook a permanent part of my Lease Agreement.

Resident \_\_\_\_\_

Date \_\_\_\_\_

Resident \_\_\_\_\_

Date \_\_\_\_\_

Resident \_\_\_\_\_

Date \_\_\_\_\_

Management \_\_\_\_\_

Date \_\_\_\_\_