



*Transforming People
and Communities*



Resident Handbook

CAP Services' mission is to transform people and communities to advance social and economic justice.

Revision 20191213



CAP Services, Inc. is an equal employment opportunity and service provider.

How to Use This Handbook:

This handbook has been designed to assist you in the housing unit provided for you by CAP Services, Inc. You should refer to this handbook periodically for reference, and to remind you of both your own and CAP's responsibilities.

This book contains guidelines for residing in any of CAP Services' owned or managed properties. These guidelines have been carefully thought out and proven through our experience. We want to ensure your happiness and satisfaction while living in your home.

Please observe these guidelines, as we are obligated to enforce them fairly to ensure your comfort and privacy, as well as the rights of other residents and the property which plays such an important part in creating an above-average lifestyle for all residents.

GUIDELINES ARE SUBJECT TO CHANGE in order to keep us responsive to your needs and the communities we serve.

For your convenience, please keep the following documents with this handbook for reference:

- Lease and Addendum.
- Correspondence from CAP Services, Inc.
- Rent Statements and Receipts.
- Any added standards or rules sent to you.
- Do not remove this book from your apartment.
- This book is intended only for the use of Residents.
- This book may not be copied or used for any other purpose.

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Table of Contents

| | | |
|------|--------------------------------------|----|
| 1.0 | Introduction | 5 |
| 2.0 | Rent Collection | 6 |
| 2.1 | Rental Assistance | 7 |
| 3.0 | Clubhouse or Community Rooms | 7 |
| 4.0 | Parking Policy | 8 |
| 5.0 | Housekeeping Policy | 9 |
| 5.1 | Space Surrounding Apartments | 11 |
| 5.2 | Egress | 11 |
| 6.0 | Non-Smoking Requirement | 11 |
| 7.0 | Emergency Procedures | 13 |
| 7.1 | Tornado | 14 |
| 7.2 | Recovering from Disaster | 16 |
| 8.0 | Pet Policy | 16 |
| 8.1 | Certification and Approval Process | 17 |
| 8.2 | Additional Deposit Due to Pet | 18 |
| 8.3 | Pet Rent | 19 |
| 8.4 | Animal Restraint | 19 |
| 8.5 | Animal Care | 19 |
| 8.6 | Death of the Pet | 20 |
| 8.7 | Agreement | 21 |
| 9.0 | Attics and Crawl Spaces | 21 |
| 10.0 | Cable & Satellite Television | 21 |
| 11.0 | Inspections | 22 |
| 11.1 | Annual Maintenance Inspections | 22 |
| 11.2 | Inspections by Funders and Investors | 22 |
| 11.3 | Re-Inspections | 22 |
| 12.0 | Trash and Recycling | 23 |
| 12.1 | What to recycle? | 23 |
| 13.0 | Office Information | 24 |
| 14.0 | Your Rights and Responsibilities | 26 |
| 15.0 | Renter's Insurance | 27 |
| 16.0 | Keys & Locks | 27 |
| 16.1 | Digital Locks | 27 |
| 17.0 | Guests | 28 |
| 18.0 | Decorating & Painting | 29 |
| 19.0 | Laundry Facilities | 29 |
| 20.0 | Freezing Weather | 29 |
| 21.0 | Activities | 30 |
| 22.0 | Plumbing | 30 |
| 23.0 | Light Fixtures | 30 |
| 24.0 | Energy Conservation | 30 |
| 24.1 | Utilities Paid by Landlord | 32 |

| | | |
|--------|--|----|
| 25.0 | Income/Asset Certifications and Recertifications | 32 |
| 25.1 | Annual Recertification | 32 |
| 25.2 | Notification of Changes | 33 |
| 26.0 | Security Deposit | 33 |
| 26.1 | Security Deposit Withholding | 33 |
| 27.0 | Keeping Your Home in Good Condition | 34 |
| 27.1 | Condition Report | 34 |
| 27.2 | Cleaning Tips | 34 |
| 27.2.1 | Kitchen | 34 |
| 27.2.2 | Bathroom | 36 |
| 27.2.3 | Carpets | 36 |
| 27.3 | Cleaning Recipes | 36 |
| 28.0 | Notices and Violations | 37 |
| 28.1 | Notices | 37 |
| 28.2 | Violations | 37 |
| 29.0 | Repairs and Maintenance | 38 |
| 29.1 | Annual Inspection | 39 |
| 29.2 | Resident Supplied Dryers | 39 |
| 29.3 | Reporting Repair Needs | 40 |
| 29.4 | Garbage Disposal | 41 |
| 30.0 | Lawn Care | 42 |
| 31.0 | Your Lease: A Legal Document | 43 |
| 32.0 | Moving Out | 43 |
| 32.1 | Move-out Procedure | 43 |
| 32.2 | Move-out Standards Checklist | 47 |
| 33.0 | Be a Good Neighbor | 52 |
| 34.0 | Fire Safety | 53 |
| 35.0 | Avoiding Slips, Trips and Broken Hips | 55 |
| | Index | 56 |

1.0 Introduction

Welcome to CAP Services' housing!

We are pleased to welcome you to your new tenancy with CAP Services, Inc. We want you to be happy in your new home and have all the information you may need. This resident handbook will help you to understand your rental contract or lease; it provides you with information relating to the services that CAP Services will make available as Owner/Manager, and what you need to do as a resident.

You have signed a lease agreement acknowledging that you, your family, and guests will comply with all guidelines included herein. Any changes will be stated in special notices delivered to your apartment or posted in your community room; we would appreciate your compliance.

Your apartment was designed and intended for reasonable residential use and was designed to comply with all applicable building codes at the time of construction. Unreasonable use of your apartment such as very large gatherings of people, having excessive or heavy machinery or furniture, etc., may exceed design criteria. For your safety, the safety of your guests and other residents in the building, unreasonable use of your apartment must be avoided. Apartment premises may not be used for business purposes.

Most importantly, to provide you with quality service, we need you to pay your rent and any service charges on time. Our goal is to keep happy residents in their homes for as long as they want to stay; fulfilling your responsibilities will be very helpful! We value what you have to say about the way we provide services for you. At any time, please feel free to contact us and tell us how you think we are doing; we welcome any suggestions you may have for improvements.

We hope you will find this handbook helpful. If you need any more information about your tenancy, please speak to your Property Manager.

On behalf of CAP Services, Inc., ***Welcome to your new home!***

CAP Services' mission is to transform people and communities to advance social and economic justice.

CAP Services is a private, non-profit corporation serving Marquette, Outagamie, Portage, Waupaca and Waushara Counties with programs that have been helping low-income people attain social and economic justice since 1966.

2.0 Rent Collection

CAP Services requires that all Rent be paid by ACH withdrawal. Exceptions to this requirement must have written permission from the Property Manager. The rent will not be taken out of the account before the 5th of the month. In the event that there are no funds in the account or the payment is not available the Resident is responsible to have the rent paid manually along with any late fees and penalties if applicable.

Any requests for changes to the ACH, such as account changes, stop payments, etc., must be received in the Wautoma Rental Office by the last full business day of the month prior to the rent payment being drawn. If you change your account where the rent is drawn from, please call the office to request a new ACH form, and return it so the Wautoma office has it by the 15th of the month prior to the change. For example, in order for an ACH to be processed for the October rent payment, a change must be requested by September 15th.

Rent is due on or before the fifth day of each month. Rent is considered late if not received by the fifth (5th) day of each month. A five (5) day notice to pay or quit will be served after the fifth day. If rent is not paid within the time stated on said notice, eviction proceedings may begin. Any resident receiving two (2) five (5) day notices in a twelve (12) month period may receive notice to vacate. A cashier's check, money order, or cash in the office is required to cure any pay or quit notice.

Any resident paying rent after the fifth (5th) day of the month may be required to pay a late fee of \$25.00.

Should you for any reason have to write a check to your landlord, the check(s) are to be made payable to the business entity noted on your lease agreement in the *Landlord* section (page one, on the top of the second column).

ALL checks should be delivered by mail to:

CAP Services, Inc.
2900 Hoover Rd., Ste. A
Stevens Point, WI 54481

If paying in person at the above address only, the office hours are:

Monday-Thursday, 8:30 a.m. to 4:30 p.m., Friday, 8:30 a.m. to 12:00 p.m.
(excluding holidays)

All payments not paid by ACH withdrawal must be paid by personal check, cashier's check or money order. Cash payment is not encouraged, but will be accepted at the office above. Please do not mail cash.

Always include your name, address, and telephone number with your payment. Post-dated checks cannot be accepted. If there is a balance on the account, any rent payment will be applied to the outstanding balance first.

Any resident paying by personal check that is returned by the bank for non-sufficient funds will be required to pay a late fee of \$25.00 in addition to a returned check fee of \$10.00.

2.1 Rental Assistance

Should your circumstances change and you find it difficult to make your rent payments, the Section 8 housing choice voucher program is one program that may help you with rent payments.

Some communities provide assistance to low-income renting individuals when they are having difficult times. These assistance programs vary by community. Contact your Property Manager as he or she may know of this and other resources that may help you through your difficult time.

3.0 Clubhouse or Community Rooms

Some of our locations have a clubhouse or community room for the use of residents at that location. When using the clubhouse or community room, the tenant who reserves the room is considered the host. The following rules would apply:

1. HOST agrees to leave the Clubhouse or Community Room in the same or better condition the Clubhouse or Community Room was in before use by the HOST and his/her guest(s). If there are any damages to the Clubhouse or Community Room, HOST agrees to pay for the actual repair or replacement costs. A statement for such charges will be directed to HOST and becomes immediately due and payable. HOST agrees to complete the following cleaning in addition to any additional necessary cleaning to return the Clubhouse or Community Room to its previous condition:

- Remove trash and recycling
- Pick up glasses, bottles, other garbage, wipe tables
- Vacuum carpets and/or sweep floors
- Clean kitchen (refrigerator, coffee maker, etc.)
- Clean restrooms
- Clean front porch

2. HOST shall not charge admission or cover charges or sell beverages.
3. HOST shall limit the number of guest to no more than the posted room capacity.

4. HOST shall not permit loud noise or music which disturbs other residents of the community.
5. HOST shall not allow any illegal act to be committed in or around the Clubhouse.
6. HOST shall be present at all times for the duration of their event.
7. HOST shall not permit their guests or family members to use the Clubhouse or Community Room without the HOST being present.
8. HOST acknowledges that he or she is solely responsible for his/her acts and the acts of his/her guest in regard to the use and care of the Clubhouse or Community Room and its facilities during this reservation period.
9. HOST agrees to immediately suspend all activities and vacate the premises upon notification by the property manager to vacate.
10. HOST agrees to indemnify and hold harmless OWNER and/or CAP Services, Inc., their agents, servants and employees from and against any and all damages or injury that may occur due to the HOST's use of the Clubhouse.

4.0 Parking Policy

It is the policy of CAP Services to maintain our properties in compliance with city codes and ordinances. In accordance with government ordinances, non-working, and/or unlicensed and/or unregistered vehicles are prohibited from being parked on the property or in the driveways of any property of CAP Services.

No owner, operator, or occupant of any premises shall suffer, permit, or allow any disassembled, dismantled, junked, wrecked, or inoperable and/or unlicensed motor vehicle, machinery, or trailer to be stored or allowed to remain in the open on such premise for a period in excess of three days.

No major work on cars is permitted on the property, in the driveways or parking areas of any CAP properties. Putting cars "up on blocks" is hereby prohibited. No oil changes or changes of fluids allowed unless proper precautions are taken to prevent spills and damage. Should your car leak oil, etc. you must clean this immediately. (Charges for clean-up will be assessed to the resident.)

No more than one vehicle per licensed driver is permitted. Exceptions to this rule must be requested and approved in writing.

Parking is not allowed on lawns. Some properties have irrigation systems for watering the grass, and if a tenant or guest parks on the grass, they may damage the sprinkler system. The tenant will then be assessed repair charges for any damage they or their guests do to the system.

For the convenience and safety of our tenants, all visitors must park in designated parking areas or on-street parking only. If visitor parking is not clearly designated, ask our on-site representative where your guests should park and direct your guests to park only in this area. Please be aware that if visitors repeatedly park outside the designated parking areas, we will

have the vehicle towed at the owner's expense. No parking is allowed on throughways in multi-family properties.

During the winter season, it is expected that vehicles are parked in a garage if available. If you do not have a garage, or choose not to park your vehicle(s) in the garage, it is expected that you move your vehicle(s) while the snow plows are removing the snow. This would allow the snow plows access to remove as much snow as possible. If this is not done, it is expected that the resident remove the accumulated snow within 12 hours or before you move the vehicle.

ABSOLUTELY NO PARKING OR DRIVING OF MOTOR VEHICLES ON THE GRASS OR IN AREAS NOT DESIGNED FOR PARKING.

5.0 Housekeeping Policy

The following housekeeping requirements are standards our residents must maintain in their apartments. These standards are meant to keep the home/apartment in the safest, healthiest, and most aesthetically pleasing condition at all times. It is a courtesy to yourself, your fellow residents, and your landlord to keep these standards, and it is expected that you will follow them. Please address any questions to the landlord's representative.

GENERAL

- Walls:** Clean, free of dirt, grease, holes, cobwebs, and fingerprints. No stickers, wallpaper, or contact paper allowed on walls. CAP Services does not allow any walls to be painted or stenciled without prior approval.
- Floor:** Clean, clear, dry, and free of hazards. This includes the area under appliances. Carpets should be clean and vacuumed. Carpets should be shampooed at least once per year, or sooner if needed.
- Ceilings:** Clean and free of cobwebs. No stickers allowed. Fans should be clean and free of dust.
- Fans:** It is the tenant's responsibility to keep the overhead fan blades free of dust, so that the fan remains in proper working condition.
- Windows:** Clean and not nailed shut. Shades and blinds should be intact and clean. Window tracks should be clean and all screens should be intact and in place.
- Woodwork:** Clean, free of dust, no gouges or scratches.
- Doors:** Clean, free of grease and fingerprints. Doorstops should be present. All locks working.
- Closets:** All storage areas should be neat, clean, and free of hazards. No flammable material should be stored in the apartment/home.
- Light Fixtures:** Clean, light shades intact, working light bulbs in place.
- Furnaces:** Dusted and access uncluttered. Filters should be changed at least once per month during the heating season.
- Trash/Recycling:** Shall be disposed of properly and not left in the unit. Trash and recyclables shall not be stored outside unless in covered trash containers. If the property has dumpsters, trash shall be placed inside the dumpster, and recycling shall be placed in the recycling dumpster. At no time may trash be left outside the dumpster container. Furniture is

not to be placed in the dumpster or dumpster area. Disposal of furniture is the tenant's responsibility.

- Entire Unit: Free of rodent or insect infestation. It is the responsibility of the resident to notify management if a problem occurs.
- Laundry Area: Clean, neat and clear. Remove lint from dryers after use. Make sure dryer is vented to the outside.

KITCHEN

- Stove: Clean, free of food and grease. Oven shall be clean, along with broiler pan. No plastic should be stored in or used in the oven due to fire hazard. Stove exhaust fan filters need to be cleaned periodically with a degreasing solution. This should be done once a year and more often for those who use burners frequently.
- Refrigerator: Clean inside and out.
- Cabinets: Clean and neat. Cabinet surfaces and counter top should be free of grease and spilled food. Cabinets should not be overloaded. Storage under the sink should be limited to small or lightweight items to permit access for repairs. Heavy pots and pans should not be stored under the sink.
- Exhaust fan: Clean and free of grease and dust, including the fan filter.
- Sink: Clean, free of grease and garbage. Dirty dishes should be washed and put away in a timely manner.
- Food Storage: All areas should be neat and clean without spilled food.
- Trash/Garbage: Should be stored in a covered container until removed to the disposal area.

BATHROOM

- Toilet: Clean and odor free.
- Tub/Shower: Clean and free of excessive mildew and mold. Where applicable, shower curtains should be in place and of adequate length.
- Lavatory: Clean and odor free.
- Exhaust fan: Clean and free of dust.
- Floor: Clean and dry.

OUTSIDE THE APARTMENT OR HOME

- Yards: Should be free of debris and trash and recycling. No indoor furniture is to be kept outdoors. No parking on any area other than designated driveways and lots. No bicycles, toys, or motorcycles allowed on the lawn. If you are responsible for cutting the grass, the grass shall not be more than 4 inches high. If your lease included a LAWN CARE POLICY, please refer to it for additional requirements.
- Porches: Front and rear porches should be clean and free of hazards.
- Steps: Front and rear steps should be clean and free of hazards.
- Storm Doors: Clean, with glass and/or screens intact.
- Sidewalks: Clean and free of hazards.
- Parking Area: Free of abandoned, unregistered, non-working cars. There should be no ongoing repairs or major work on vehicles. No more than one car per licensed driver. Refer to your PARKING POLICY. Any oil/vehicular fluid spills caused by residents or their guests, should

- be cleaned with a degreasing agent immediately. Proper steps should then be taken to ensure future spills do not occur.
- Hallways: Clean and free of hazards. No storing of personal items in any common hallway or common area.
- Stairwells: Should be clean and free of hazards. No storing of any item allowed on a stairwell.
- Garage: Tenants should be aware the garage overhead door operates through sensors located at the base on both sides of the garage door. Should these sensors be bumped, or an article be in the way, the safety light beam will not be able to make a connection and the door will not operate.
- Any oil/vehicular fluid spills caused by residents or their guest(s), should be cleaned with a degreasing agent immediately. Proper steps should then be taken to ensure future spills do not occur.
- Utility Room: If applicable, Tenants should keep their utility room free of clutter and accessible at all times.

5.1 Space Surrounding Apartments

Tenants may place decorative items in the stones immediately in front of/behind their apartment only. If tenant places bird feeders in the area, they are required to keep the stone area cleaned out of any plants or other debris resulting from the bird feeder in the spring and the fall. No bird feeders, including hummingbird or other types of bird feeders, may be placed on the front or rear porches, including on the hooks provided on the front and rear porches, to prevent staining of the railings or cement. Items may not be placed in the grass or walkways.

5.2 Egress

Knowing the way out of your home/apartment is critical to safety in case of a fire. Many times the landlord finds furniture, window air conditioners, and clutter blocking egress. Tenants are reminded to be sure any egress areas are not blocked so they can be easily accessed when needed. If something is blocking egress, we will ask that you move the item(s).

6.0 Non-Smoking Requirement

Resident and all members of resident's family or household are parties to a written lease with Landlord (the Lease). A breach of this section of the Lease shall give each party all the rights contained in the Lease.

1. **Purpose of No-Smoking Standard.** The parties desire to mitigate (i) the irritation and known health effects of secondhand smoke; (ii) the increased maintenance, cleaning, and redecorating costs from smoking; (iii) the increased risk of fire from smoking; and (iv) the higher costs of fire insurance for a non-smoke-free building;
2. **Definition of Smoking.** The term "smoking" means inhaling, exhaling, breathing, or carrying any lighted cigar, cigarette, or other tobacco product or similar lighted product in any manner or in any form.
3. **Smoke-Free Complex.** Resident agrees and acknowledges that the premises to be occupied by Resident and members of Resident's household have been designated as a smoke-free living environment. Resident and members of Resident's household shall not smoke anywhere in the unit rented by Resident, or the building where the Resident's dwelling is located or in any of the common areas or adjoining grounds of such building or other parts

of the rental community, nor shall Resident permit any guests or visitors under the control of Resident to do so.

4. **Resident to Promote No-Smoking Standard and to Alert Landlord of Violations.** Resident shall inform Resident's guests of the no-smoking standard. Further, Resident shall promptly give Landlord a written statement of any incident where tobacco smoke is migrating into the Resident's unit from sources outside of the Resident's apartment unit.
5. **Landlord to Promote No-Smoking Standard.** Landlord shall post no-smoking signs at entrances and exits, common areas, hallways, and in conspicuous places adjoining the grounds of the apartment complex.
6. **Landlord Not a Guarantor of Smoke-Free Environment.** Resident acknowledges that Landlord's adoption of a smoke-free living environment, and the efforts to designate the rental complex as smoke-free, do not make the Landlord or any of its managing agents the guarantor of Resident's health or of the smoke-free condition of the Resident's unit and the common areas. However, Landlord shall take reasonable steps to enforce the smoke-free terms of its leases and to make the complex smoke-free. Landlord is not required to take steps in response to smoking unless Landlord knows of said smoking or has been given written notice of said smoking.
7. **Other Residents are Third-Party Beneficiaries of Resident's Agreement.** Resident agrees that the other Residents at the complex are the third-party beneficiaries of Resident's smoke-free addendum agreements with Landlord. (In layman's terms, this means that Resident's commitments in this Addendum are made to the other Residents as well as to Landlord.) A Resident may sue another Resident for an injunction to prohibit smoking or for damages, but does not have the right to evict another Resident. Any suit between Residents herein shall not create a presumption that the Landlord breached this Addendum.
8. **Effect of Breach and Right to Terminate Lease.** A breach of this Lease Addendum shall give each party all the rights contained herein, as well as the rights in the Lease. A material breach of this Addendum shall be a material breach of the lease and grounds for immediate termination of the Lease by the Landlord.
9. **Disclaimer by Landlord.** Resident acknowledges that Landlord's adoption of a smoke-free living environment, and the efforts to designate the rental complex as smoke-free, does not in any way change the standard of care that the Landlord or managing agent would have to a Resident household to render buildings and premises designated as smoke-free any safer, more habitable, or improved in terms of air quality standards than any other rental premises. Landlord specifically disclaims any implied or express warranties that the building, common areas, or Resident's premises will have any higher or improved air quality standards than any other rental property. Landlord cannot and does not warranty or promise that the rental premises or common areas will be free from secondhand smoke. Resident acknowledges that Landlord's ability to police, monitor, or enforce the agreements of this Addendum is dependent in significant part on voluntary compliance by Resident and Resident's guests. Residents with respiratory ailments, allergies, or any other physical or mental condition relating to smoke are put on notice that Landlord does not assume any

higher duty of care to enforce this Addendum than any other landlord obligation under the Lease.

10. **Smoke Test.** If a tenant is suspected to be in violation of the smoking policy, a smoke test may be administered. If the smoke test is positive, the tenant will be responsible for the cost of the test.

7.0 Emergency Procedures

In case of emergency, residents are urged to first secure the safety of their immediate family or guests, call the appropriate authorities, and then call CAP Services. Depending on the emergency, please take the following actions:

- Fire* Exit the building as soon as possible, and then call **911**. When everyone is safely out of the building and the authorities have been called, call the toll free line **1 (877) 377-1434**, or if it is after business hours or on a weekend or holiday, call **1 (800) 472-3377**.
- Gas Smell* Exit the building as soon as possible, and then call the gas company:
Alliant Energy: 1 (800) 255-4268
Wisconsin Power & Light: 1 (800) 862-6263
Wisconsin Public Service: 1 (800) 450-7280
WE Energies: 1 (800) 261-5325
- No Heat (Room temp. below 66°)* Call the toll-free line **1 (877) 377-1434**, or If it is after business hours or on a weekend or holiday, call **(800) 472-3377**.
- Water Leak* Call the toll-free line **1 (877) 377-1434**, or if it is after business hours or on a weekend or holiday, call **1 (800) 472-3377**.
- Crime* Should you observe a crime taking place, secure yourself and your family, call **911** to inform the authorities, then call the toll-free line **1 (877) 377-1434** to inform CAP Services of the situation.
- CO Detector* All units are also equipped with a carbon monoxide (CO) detector. Should you hear the alarm sounding in a constant manner, dial 911 and remove yourself from the building. If there is a single chirp, this could mean there is a problem with the device. Contact the toll free maintenance line to report this and we will take care of the problem.

WHO SHOULD YOU CALL FOR AN EMERGENCY?

In order, listed below:

WEEKDAYS (8:30 AM to 4:30 PM) call RENTAL HOUSING DEPARTMENT'S TOLL-FREE NUMBER:

1 (877) 377-1434

AFTER HOURS WEEKDAYS (4:30 PM TO 8:30 AM, SATURDAYS, SUNDAYS & HOLIDAYS CALL THE CRISIS CENTER'S TOLL-FREE NUMBER:

1 (800) 472-3377

WHEN REPORTING AN EMERGENCY, please give the following information:

- Your name
- Your address
- Your phone number
- What is the emergency?

IMPROPER USE OF THE EMERGENCY LINE

If tenants call the emergency line for something that could have waited until the next business day a fee of \$35.00 per occurrence may be assessed.

7.1 Tornado

Tornadoes are nature's most violent storms. Spawned from powerful thunderstorms, tornadoes can cause fatalities and devastate a neighborhood in seconds. A tornado appears as a rotating, funnel-shaped cloud that extends from a thunderstorm to the ground with whirling winds that can reach 300 miles per hour. Damage paths can be in excess of one mile wide and 50 miles long. Every state is at some risk from this hazard. Some tornadoes are clearly visible, while rain or nearby low-hanging clouds obscure others. Occasionally, tornadoes develop so rapidly that little, if any, advance warning is possible. Before a tornado hits, the wind may die down and the air may become very still. A cloud of debris can mark the location of a tornado even if a funnel is not visible. Tornadoes generally occur near the trailing edge of a thunderstorm. It is not uncommon to see clear, sunlit skies behind a tornado.

The following are facts about tornadoes:

- They may strike quickly, with little or no warning.
- They may appear nearly transparent until dust and debris are picked up or a cloud forms in the funnel.

- The average tornado moves Southwest to Northeast, but tornadoes have been known to move in any direction.
- The average forward speed of a tornado is 30 MPH, but may vary from stationary to 70 MPH.
- Tornadoes can accompany tropical storms and hurricanes as they move onto land.
- Waterspouts are tornadoes that form over water.
- Tornadoes are most frequently reported east of the Rocky Mountains during the spring and summer months.
- Peak tornado season in the southern states is March through May; in the northern states, it is late spring through early summer.
- Tornadoes are most likely to occur between 3:00 p.m. and 9:00 p.m., but can occur at any time.

Know Your Tornado Terms

Familiarize yourself with these terms to help identify a tornado hazard:

Tornado Watch: Tornadoes are possible. Remain alert for approaching storms. Watch the sky and stay tuned to NOAA Weather Radio, commercial radio, or television for information.

Tornado Warning: A tornado has been sighted or indicated by weather radar. Take shelter immediately.

What to do Before a Tornado: Be alert to changing weather conditions.

- Listen to NOAA Weather Radio or commercial radio or television newscasts for the latest information.
- Look for approaching storms.
- Look for the following danger signs:
 - Dark, often greenish sky
 - Large hail
 - A large, dark, low-lying cloud (particularly if rotating)
 - Loud roar, similar to a freight train

If you see approaching storms or any of the danger signs, be prepared to take shelter immediately.

What to Do During a Tornado

If you are under a tornado WARNING, seek shelter immediately!

| If you are in: | Then: |
|--|---|
| A structure (e.g. residence, small building, school, nursing home, hospital, factory, shopping center, high-rise building) | Go to a pre-designated shelter area such as a safe room, basement, storm cellar, or the lowest building level. If there is no basement, go to the center of an interior room on the lowest level (closet, interior hallway) away from corners, windows, doors, and outside walls. Put as many walls as possible between you and the outside. Get under a sturdy table and use your arms to protect your head and neck. Do not open windows. |
| A vehicle, trailer, or mobile home | Get out immediately and go to the lowest floor of a sturdy, nearby building or a storm shelter. Mobile homes, even if tied down, offer little protection from tornadoes. |
| The outside with no shelter | Lie flat in a nearby ditch or depression and cover your head with your hands. Be aware of the potential for flooding. Do not get under an overpass or bridge. You are safer in a low, flat location. Never try to outrun a tornado in urban or congested areas in a car or truck. Instead, leave the vehicle immediately for safe shelter. Watch out for flying debris. Flying debris from tornadoes causes most fatalities and injuries. |

7.2 Recovering from Disaster

Recovering from a disaster is usually a gradual process. Safety is a primary issue, as are mental and physical well-being. If assistance is available, knowing how to access it makes the process faster and less stressful. This section offers some general advice on steps to take after disaster strikes in order to begin getting your home, your community, and your life back to normal.

Prioritize your activities. Aiding the injured should be the first priority. Do not attempt to move a seriously injured person unless they are in immediate danger of death or further injury. Next, consider your health. Be aware of exhaustion, and get needed nourishment, water, and rest. Be aware of safety issues, such as gas leaks, broken gas, downed power lines, etc., and notify the authorities.

Review the FEMA brochure “Recovering from Disaster.” It can be found at the following location:

https://www.fema.gov/pdf/areyouready/recovering_from_disaster.pdf

8.0 Pet Policy

Some of CAP Services' managed properties allow pets. For those that do, the following agreement shall govern the keeping of pets in and on properties owned and operated by CAP Services, Inc (CAP). The purpose of the agreement is to accommodate individual residents who request to have a pet reside at their residence; at the same time, ensuring the rights of all residents to clean, quiet, and safe surroundings. Residents shall abide by all regulations regarding the care and control of such animals. This pet policy covers the housing of domestic pets. **Visiting pets are only allowed after management provides written authorization to the tenant. A pet deposit must be paid for visiting pets. UNDER NO CIRCUMSTANCES CAN A RESIDENT OBTAIN A PET OR HAVE A VISITING PET WITHOUT FIRST RECEIVING WRITTEN APPROVAL FROM MANAGEMENT.**

The types of pets allowed can be chosen from the list on page 18. Tenants may choose a single pet from column A or B. If the tenant wishes to have more than one pet they can have up to one pet from column A and up to one pet from column B, or two pets from column B.

Caged animals that remain in the cage at all times unless being handled by a responsible human will not be charged the pet rent.

8.1 Certification and Approval Process

All residents must complete the certification and approval process before the pet is brought to the residence. Any resident housing a pet without CAP's authorization will be considered in violation of the lease and could lead to negative consequences, including termination of the lease. The process is as follows:

1. Inform the Property Manager that you are requesting to have a pet at your residence in writing.
2. Read, agree to follow, and sign the *Pet Agreement*
 - The Pet Agreement must be executed prior to bringing the pet on premises.
3. Complete the *Pet Registration and Authorization* form
 - This form must be completed and submitted to CAP before the animal can be brought into the residence. All sections must be completed, including the name and phone number of a responsible person who will care for the pet in case of emergencies, a written description of pet, and a color photograph of pet. If the pet is approved, a CAP representative will sign the form and return a copy to you for your records.
4. Provide Proof of License
 - If applicable, residents shall provide proof of current license from the city, town, or municipality in which animal is kept.
5. Provide Proof of Inoculation
 - Pets must be inoculated against rabies (and any other legally required inoculations).

6. Provide Proof of Neutering or Spaying
 - Residents must provide proof of neutering or spaying by the age of six months old.
7. Provide Proof of Declawing or Claw-Capping (cats only)
 - Residents must provide proof of declawing or claw-capping by the age of six months old for cats residing in the unit.

Animal Types and Sizes

| Column A | Column B |
|-------------|---|
| One (1) dog | Caged bird(s) |
| One (1) cat | Small aquarium with fish |
| | Small aquarium with turtle(s), hermit crab(s), or small non-venomous/poisonous reptile(s) |
| | Small cage/terrarium with hamster(s) or gerbil(s) |
| | Small cage/terrarium with guinea pig(s), sugar glider(s), prairie dog(s), hedgehog(s), or rabbit(s) |

Dogs and Cats

Prohibited breeds include Pitbull, Rottweiler, Doberman Pinscher, or any mixed breed dog with identifiable characteristics specific to one of these breeds. All cats and dogs must wear identification tags at all times.

Aquariums, Terrariums, & Cages

Aquariums and terrariums can be up to 10 gallons, and multiple are allowed, but the total size cannot be more than 10 gallons (e.g. two 5-gallon aquariums are okay, two 10-gallon aquariums are not okay). Small cages can be no larger than 6 square feet.

Other Animals

Livestock; poisonous/venomous reptiles; snakes; birds of prey; insects, arachnids (spiders); ferrets; and rodents not listed in the above table are strictly prohibited.

8.2 Additional Deposit Due to Pet

The additional deposit for a cat or dog is \$300 to be paid as follows: \$50 at the time the pet is brought onto the premises. The remainder will be paid in monthly installments of at least \$10 per month until it is paid in full. The full deposit can be paid at any time before the total amount is due.

Any damages caused by the pet must be paid immediately. If management uses all or any portion of the additional deposit to cover any pet-related damages or expenses incurred by management during the resident’s tenancy, the resident must immediately restore the deposits to their full, original amount.

The additional deposit is refundable at the time the resident vacates the apartment. An inspection is required prior to refund to determine if any portion of the deposit is to be

retained for damages caused by the pet. A written explanation will be provided to the resident to detail why any portion of the deposit is being retained, such as fumigation, cleaning or deodorizing, de-fleaing, emergency boarding, etc.

8.3 Pet Rent

All households with a pet will pay a monthly pet rent in the amount of \$25. This must be paid along with regular monthly rent. Auto-withdrawal is the method preferred for payment.

8.4 Animal Restraint

All animals shall remain inside the resident's unit, unless on a leash for exercising or in a portable carry cage. Animals are not allowed in common areas, except for entering the resident's unit. All animals being exercised must be contained by a leash no longer than six (6) feet, controlled by a responsible human companion. No animal may be leashed or tied to any stationary object outside the resident's apartment (no unattended pets).

It is not required to have dogs and cats in a cage. However, all other pets must remain caged or in an aquarium.

8.5 Animal Care

1. Animals shall not be permitted to deposit waste on the unit's floors or common areas. If the animal does not use a litter box, it should be taken outside to a designated area (behind dumpster) for waste purposes. The resident is to ensure that the animal waste is immediately picked up and disposed of in a sealed bag, and then promptly placed in a proper trash can or dumpster. Litter from litter boxes must be disposed of in the same manner as animal waste. Litter collected in a box must be properly disposed of at least twice each week. It is not permitted to dispose of animal waste or litter in the toilet. **PEE PADS ARE NOT ALLOWED ANYWHERE INSIDE THE UNIT OR GARAGE.**
2. Should CAP staff need to remove the animal waste from the property due to the residents lack of properly dispose of the waste, there will be a \$5 per waste deposit removed penalty charge for failure to comply with the rules regarding waste removal. This could also result in revocation of the animal's registration, causing the resident to be required to remove the animal from the premises.
3. Animals are to be fed only inside the resident's unit.
4. The resident agrees that CAP may contact the emergency pet contact if the pet is improperly cared for, shows signs of abuse or neglect, causes damage to the premises or presents a danger to others. CAP will report suspected instances of animal neglect to the appropriate animal control authority.
5. After proper and reasonable notice to the resident, CAP staff may enter and inspect the premises if a complaint has been received which alleges (or if CAP staff has reasonable grounds to believe) that the conduct or condition of a pet in the dwelling unit constitutes a nuisance or a threat to the health or safety of the

occupants of the unit or building or other persons in the community where the unit or building is located or to the animal itself.

6. Dogs and cats must wear an identification collar/tag at all times.
7. Pets shall not be allowed to interfere with the peaceful enjoyment of other residents or neighbors. Examples of **nuisance behavior** include, but are not limited to:
 - a. Animals whose unruly behavior causes personal injury or property damage.
 - b. Animals that make noise continuously and/or incessantly for a period of ten minutes or intermittently for 1 hour or more to the disturbance of any person at any time of day or night.
 - c. Animals in common areas and areas outside of resident's apartment that are not under the complete physical control of a responsible human companion.
 - d. Animals that relieve themselves on walls or floors of common areas or in apartments (e.g. marking).
 - e. Animals who exhibit aggressive or other dangerous or potentially dangerous behavior.
 - f. Animals who are conspicuously unclean or parasite-infested.
8. CAP staff may enter a unit to remove or transfer an animal to the proper authorities (such as Animal Control or the Humane Society) when it is for the protection of the animal or when there is a threat to the health or safety of others. In the case of emergencies, including an immediate threat to the health or safety of any person, CAP staff will request the animal owner to remove the animal from the unit or area immediately. If the animal owner refuses, or if the pet is left unattended and the animal owner cannot be located, CAP will remove, or cause the animal to be removed from the premises. Entries for emergency situations do not require prior written notice by CAP.
9. The resident shall keep the apartment and surrounding areas free of pet odors, insect infestation, waste and litter and maintain the apartment in sanitary condition at all times.

8.6 Death of the Pet

Upon removal or death of an approved pet, no new pet may be brought onto the premises without executing a new agreement and submitting a new Pet Registration and Authorization form.

8.7 Agreement

The resident must sign a document with the following agreements:

I/We agree to adhere to the terms of this agreement and understand that should CAP determine that the conduct or condition of my/our pet constitutes a nuisance or a threat to the health and safety of other occupants or of other persons in the community; I/we will be responsible for permanently removing the animal from the premises.

If it can be shown that additional training of the animal and/or resident would cause the situation to be remedied or cured, CAP may, at its option, allow this in lieu of the removal of the animal.

I/We agree that the treatment of any infestation of animal parasites will be my/our responsibility.

I/We agree to comply with all Municipal, City, and/or County codes regarding animal ownership.

I/We understand that I/we have the right to utilize the Grievance Procedure should any disputes arise between myself/ourselves and the management regarding the pet.

I/We agree to indemnify, defend and hold harmless CAP Services, Inc. from and against any and all claims, actions, suits judgements, and demands brought by any party arising on account of or in connection with, any activity of or damage caused by my pet.

9.0 Attics and Crawl Spaces

All attics and crawl spaces are off limits to tenants. These areas should not be accessed by anyone other than the landlord or any contractor that has prior approval from the landlord. This policy is for the safety of everyone. If you notice a problem in any of these areas, please call the landlord to notify them.

10.0 Cable & Satellite Television

CAP Services' managed properties generally allow cable television to be installed by the local provider. However, most locations must have satellite service installed by a specific provider. **Before you call a satellite company for installation, first call our toll-free line (1-877-377-1434) to be sure that it is installed by an approved provider.** Once you have permission, then you may call the approved provider to have the satellite service installed.

Should you have an unapproved satellite installation, you will be responsible for the costs to remove the satellite from the premises and repair any damage caused by the installation to the building.

11.0 Inspections

11.1 Annual Maintenance Inspections

At least one inspection will be conducted annually for each apartment to identify maintenance and housekeeping issues that need to be corrected. Residents will be notified at least one week ahead of time of the inspection.

These inspections require coordinating schedules of several people, for over 600 units. Therefore, we will not be able to arrange for requests to reschedule the annual spring inspections.

If the resident would like to be present when an inspection is performed, they must arrange to be present at the designated inspection time. If the resident is not home, the inspection will be performed on the scheduled date whether or not anyone is present, according to the original notice. CAP Services will lock the apartment after completing the inspection, should the resident not be present, regardless of requests to do otherwise. CAP Services will not issue any blanket agreements not to enter an apartment without the resident's presence. Per Wisconsin State Law, it is lawful for the landlord to enter the apartment after giving a 12 hour advanced notice.

11.2 Inspections by Funders and Investors

It is CAP Services intention not to enter your apartment any more than necessary; however, due to the funding programs used to develop affordable housing, you may be subject to four additional walk-throughs by funding agencies and CAP Services in a year's time. We understand that, at times, the number of intrusions that are caused by the need to enter your apartment will seem excessive. Unfortunately, it is necessary to access your apartment to perform the required government inspections, safety system inspections, follow-up inspections, and various maintenance necessary to keep the property in good repair and remain compliant with funding programs, as well as local, state and federal regulations.

11.3 Re-Inspections

Any unit that fails an inspection will be sent a lease violation and re-inspected within one week. Should the unit not pass this re-inspection; a 30 day notice will be issued to vacate the premises. Should the unit pass the re-inspection; a follow up inspection will be conducted six months from the date of the last inspection. Should the unit pass this six month review inspection, inspections will return to its yearly schedule.

12.0 Trash and Recycling

At all of our locations, we require tenants to follow local trash and recycling regulations. To promote environmental health and safety. If dumpsters are provided, they are labeled “Trash” or “Recycle”. Tenants are required to put trash in the trash dumpster, and commingled recycle materials in the recycle bin. Neither tenants nor guests or household members are allowed to play on or near the dumpsters.

12.1 What to recycle?

- Glass - Jars and bottles, all colors.
 - i. Rinse jar, and place in the recycle dumpster. Place caps and lids in the trash.
 - ii. Ceramics, windows, vases, cookware, and light bulbs should be placed in the trash.
- Cans - Aluminum, steel and bi-metal cans from food and beverages, empty dry paint cans.
 - i. Rinse cans. Remove the labels, and if possible, flatten the can.
- Plastic - Beverage and laundry product bottles marked with a #1 (PET) or #2 (HDPE) on the bottom.
 - i. Rinse bottles.
 - ii. Bags, toys, laundry baskets, cups and Tupperware should be placed in the trash dumpster, not in the recycle dumpster.
- Paper - Newspaper, magazines, catalogs, office paper, junk mail and paperboard boxes.
 - i. Bundle and placed in a paper bag.
- Cardboard - Clean corrugated, without wax coating or foil, cereal boxes, tissue boxes.
 - i. Flatten boxes. No food contaminated cardboard.

Trash shall be disposed of properly and not left in the unit. Trash and recyclables shall not be stored outside unless in covered trash containers. If the property has dumpsters, trash shall be placed inside the dumpster, and recycling shall be placed in the recycling dumpster. At no time may trash be left outside the dumpster container.

Lead-acid batteries, used motor oil, used oil absorbent materials, used oil filters, major appliances, waste tires, yard waste, furniture such as, but not limited to, mattresses, dressers, chairs, tables or bookshelves, etc. and electronic devices must be transported by you to a facility licensed to accept these materials.

13.0 Office Information

Feel free to stop in our rental housing office during office hours. If you would like to meet for a specific reason, please call the toll-free line to ensure the person you wish to meet with will be present. Please remember that if you have a maintenance request, it must be made through the toll-free line or e-mail address noted on the back of this book. After business hours or holiday meetings will be by appointment only.

Rental Housing Office Address

CAPsell Center
205 E Main Street, Suite 12
Wautoma, WI 54982

E-mail Address

rentals@capmail.org

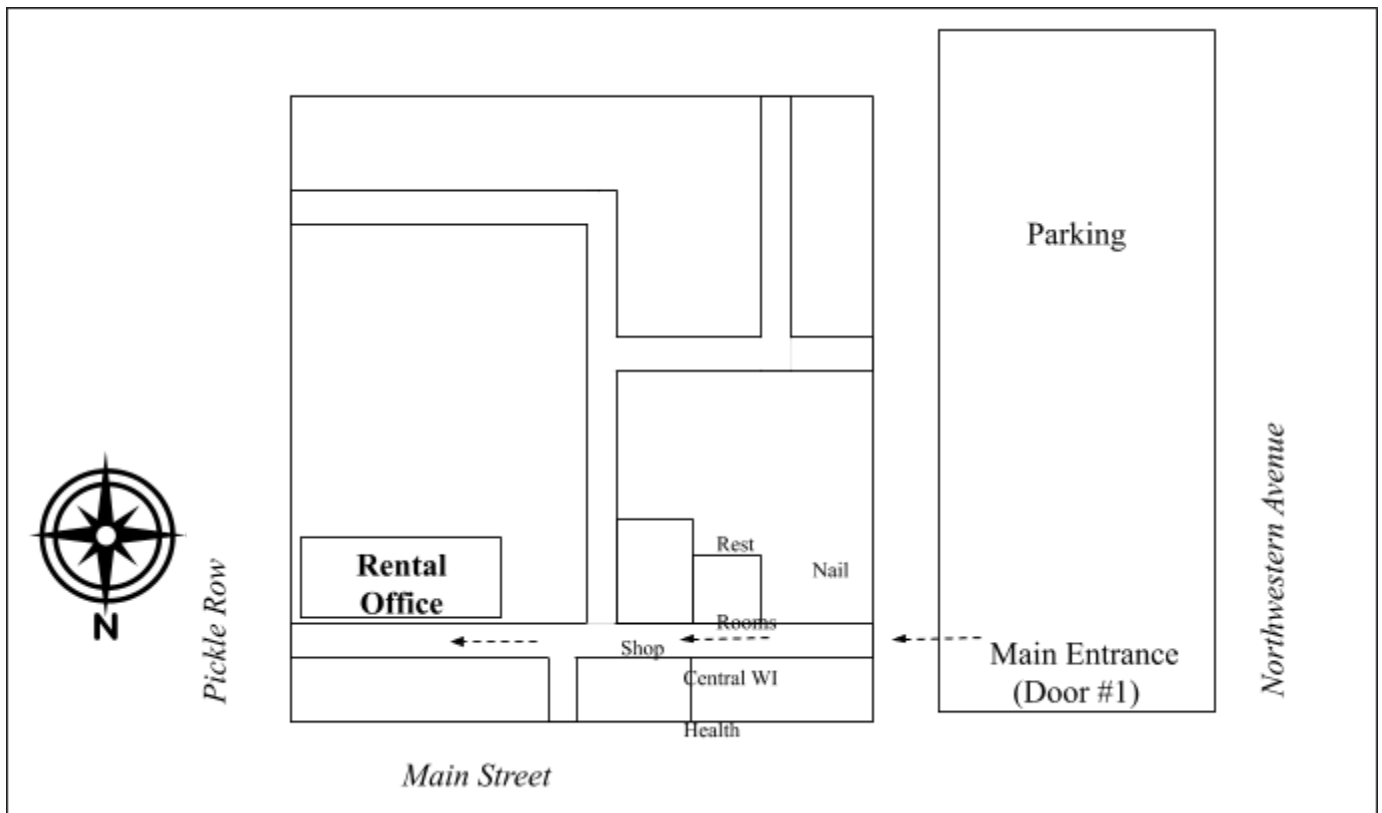
Office location inside CAPsell Center

Room 23

Internet Address

www.capservices.org

CAPsell Building Layout



Telephone Numbers

| | |
|-----------------------|------------------|
| Toll Free | 1 (877) 377-1434 |
| Rental Office | (920) 787-3949 |
| Fax | 1 (877) 331-1476 |
| After-hours Message | 1 (877) 377-1434 |
| After-hours Emergency | 1 (800) 472-3377 |

Office Hours

| | |
|-------------------------|-----------------------|
| Weekdays, Monday-Friday | 8:30 a.m. – 4:30 p.m. |
| Saturdays & Sundays | by Appointment Only |
| Holidays | by Appointment Only |

Closed for the following:

| | |
|------------------|-------------------------------|
| New Year's Day | Thanksgiving |
| Good Friday | Friday Following Thanksgiving |
| Memorial Day | Christmas Eve |
| Independence Day | Christmas Day |
| Labor Day | New Year's Eve |

14.0 Your Rights and Responsibilities

What are your rights and responsibilities as a resident of CAP Services' housing?

- You have the right to privacy and respect for the way you live, as long as it does not interfere with the rights of others.
- The right to safe and well-maintained housing and for repairs to be carried out within a timely manner.
- The right to be safe and free from harassment.
- The right to be given information about your rent.
- The right to invite business visitors and deliverymen to your home.
- The right to invite, for a reasonable period of time, social guests, family or visitors.
- The responsibility to prevent any person from willfully damaging, destroying or removing any part of the dwelling unit and/or disturbing the peace.
- The responsibility to permit the landlord to enter the premises at reasonable times (normally daylight hours) for the purpose of inspection or to make repairs; the landlord will first notify the resident. Unless there is a health or safety issue, you will receive 12-hours notice before the landlord enters your home.
- The understanding that the landlord is permitted to make/alter rules and regulations after the lease goes into effect; however, these rules and regulations may deal only with the health of the residents and the safety of the premises.

In return we ask you to:

- Pay your rent on time.
- Keep your home in good condition.
- Be considerate to your neighbors and to not commit any form of harassment.
- Take responsibility for your visitors.
- Report repairs or broken equipment to your Property Manager or Site Manager as soon as possible.
- Keep noise and disturbances to a minimum.
- Take responsibility for your house keys and arrange for a spare set to be kept by a named and trusted key holder.

CAP Services reserves the right to modify any of the guidelines in this book at any time.

15.0 Renter's Insurance

CAP Services will not be responsible for the loss or damage to a resident's personal belongings at the property. We recommend that you obtain renter's insurance for your belongings against fire, theft, water damage, and personal liability. Our insurance does not cover personal property of the resident or guests.

CAP Services does not recommend the storage of personal property in any place other than your apartment or home. While space outside of your apartment may be available at some properties, we consider the storage of items within these spaces to be at high risk of damage or loss. Residents leaving items in these spaces do so at their own risk.

16.0 Keys & Locks

Each new resident is supplied with keys to the apartment and to the mailbox, if necessary, or a digital code if the locks are pushbutton locks. All keys are to be returned to our site representative upon vacating the apartment, and there will be a charge for rekeying the apartment if you do not return the keys. You may not change or add locks or change any of the codes on digital locks on your apartment without written permission from our office. Our site representative must have a key or code to all apartments in order to enter in the event of an emergency.

If you or any household members lock yourselves out of your apartment, there may be a possibility that the site representative would be available to let you into your apartment. However, if the site representative is not available, it is the resident's responsibility and expense to have a locksmith provide access to the apartment. We highly recommend that a resident make arrangements with someone to hold a key in case of a lockout. If you lock yourself out of your apartment after hours and it requires a maintenance visit to let you back into your apartment, a charge of \$35.00 an hour will be assessed. The staff will require a photo identification and will only open the doors for persons listed on the lease for that apartment or home.

16.1 Digital Locks

If you have a digital lock or pushbutton lock, simply use your number code to open the door. Do not give this code out to anyone you do not want to have access to your home. When an individual moves out of a unit with a digital or pushbutton lock, the code is changed to prevent access by unauthorized people.

If you need the code changed, just as with rekeying a lock, you could be charged for the time to recode the lock. Should you want the code changed, call the toll-free maintenance line (1-877-377-1434) to place your request.

17.0 Guests

Residents are responsible for the conduct and supervision of all members of their household and guests at the property. Be proactive when outdoors by adhering to the following requirements:

- Be proactive to avoid the risk that you, your guests, or other household members may disturb other residents' peaceful enjoyment of the property. Do not allow your guests or other household members to play on or near your neighbors units, vehicles or mailboxes.
- All outdoor activities should be kept on the grassy areas or sidewalks and never in the parking lot.
- Don't allow any guests, or other household members throw the decorative rocks that may be outside your unit.
- Be mindful of walking in front of or behind moving vehicles. Watch for traffic.
- Explain your list of outdoor rules to all household members and any guests that may visit. Your list may include: no pushing or hitting others, no swinging objects like bats or other items that can hurt another, no rough playing on the outside equipment or furniture, and always to use appropriate language.
- Practice and discuss fire and severe weather safety with your household. Watch for fire hazards, garden sprays, tools and unfriendly animals.
- Learn CPR and first aid practices in case you may need it. Learn the phone number for emergency medical service in your location.
- Be firm with all household members by insisting that they stay safe by following these rules.

Residents may not leave any articles on sidewalks, stairways or hallways at any time. Items that are left out can be a hazard as well as unattractive. Anything outside must be picked up every night by 9:00 p.m. Any such item left out may be removed. As in all cases, residents are responsible for the behavior of their household members and guests while at the property and all regulations apply.

Guests are allowed to visit, as long as they have another primary address. Under no circumstances should a tenant allow a guest to stay for a period of time longer than 2 weeks. If we receive a report that a tenant has moved a guest into their unit as the guest's permanent residence, we will require proof of a different address for that guest, such as a lease or utility bill noting a different address.

18.0 Decorating & Painting

Your apartment has been cleaned and painted prior to move-in. Walls are painted a neutral color. Alterations are not permitted. The repair of any modifications made without written permission will be chargeable to the resident. Wallpaper, stenciling, or borders may not be applied in the apartment. The resident may do no painting to any part of the apartment. All requests for paint must be made in writing to the CAP Services office.

Pictures must be hung inside with tacks and picture hooks. Do not use the sticker type hangers since the adhesive is difficult to remove from the wall without leaving a mark and damaging the wallboard itself. Do not use tape, large nails, or screws in walls. If you wish to hang something from the ceiling, call our office number for authorization (1-877-377-1434). Do not fill in holes before moving out.

No decorations of any kind may be placed on the exterior of the building, including on siding and garage doors. No decals or magnets should be placed anywhere on the building or doors, due to the fading that occurs. You may use the hooks hung by management on the front porch, but you are not allowed to put screws, nails, or any other type of device that would pierce the doors, siding, posts, or garage doors. You may use removable hooks (e.g. Command Removable Hooks) on the front door to hang wreaths, etc., but only those specific types of hooks. Again, no holes may be put in the door. You may use removable window clings on the windows.

19.0 Laundry Facilities

If there are coin operated laundry facilities at your location, please remove your clothing from the machines promptly. The owner and/or management are not responsible for any items left unattended in the laundry room. If a machine is not functioning properly, please call the toll-free maintenance line (1-877-377-1434) to report the problem. Residents are required to clean the machines after they finish using them, including the lint filter on the dryer.

20.0 Freezing Weather

If the temperature falls below freezing (32° Fahrenheit) and/or resident has heat turned on, residents must set the thermostat to at least 50 degrees Fahrenheit, and keep windows and doors closed (including the overhead garage door) to avoid possible damage to the plumbing from broken pipes, and other maintenance issues. If a resident negligently fails to take these precautions, they may be liable for damages to their apartment and those of their neighbors. Should you move during freezing weather, keep the heat on at 50° Fahrenheit.

21.0 Activities

All residents are not permitted to ride bikes in the lawn, play in the parking lot, leave toys, bikes, etc., in the common areas or in the lawns, throw stones, or climb trees. Bike riders should follow the rules of the road, and be mindful of any vehicle movements.

22.0 Plumbing

The plumbing system is adequate for normal use. However, care must be taken to not dispose of paper towels, facial tissue, disposable diapers, feminine products, flushable wipes, or other foreign objects (such as combs, deodorant, toys, etc.) in the toilets or down the drains. If your apartment or home has leaking pipes or water faucets, continuously running toilets, or no hot water, please report it to the toll-free maintenance line (1-877-377-1434).

23.0 Light Fixtures

The apartment has been provided with light bulbs for all light fixtures. It is the resident's responsibility to replace light bulbs that burn out with the correct wattage bulb. The correct wattage is important, especially for the range hood, refrigerator, and medicine cabinet.

24.0 Energy Conservation

Energy conservation results in lower utility bills, which benefit both you and the owner – regardless of who directly pays for the utilities. Energy conservation is also consistent with the nation's goals. The following are some simple steps, which you can take to conserve energy.

1. Water:

- Notify our site representative immediately when you note a leaky faucet or running toilet. A leaky water faucet dripping one drop per second can waste as much as 650 gallons of water in one year.

2. Heating and Air Conditioning:

- If you have an adjustable thermostat, set it to a lower degree when you are sleeping or out of the house. Programmable thermostats allow you to have the settings change automatically.
- Be sure obstacles do not block the baseboard heating elements.
- Maintain thermostat for cooling at not less than 75° during the cooling season, and at no more than 68° during the heating season (but not less than 50°). To prevent freeze-ups in the winter, thermostats are NEVER to be turned off.
- Adjustment of drapes, blinds or shades can act as insulation. For example, during the winter, keep them open during the day and let the sunlight warm the air and cut the heating system's load. On summer days, close the drapes on the sunny side to cut incoming heat.

- Keep the windows and doors to the outside shut when either the air conditioning or heating is on, except for occasional ventilation of the apartment to bring in fresh air.
- Appliances give off heat, which the cooling system has to counteract, so during the hottest time of the day, minimize their use.
- After bathing, keep door closed and turn on the bathroom exhaust fan or open the bathroom window to remove the moisture and prevent it from circulating throughout the apartment.
- Windows and doors to the outside must not be left open when the outside temperature is below 32° or when tenant has heat turned on.

3. Kitchen:

- When cooking on the range, a vent fan will exhaust heated air directly to the outside and relieve the burden on the cooling system.
- The range will cook more efficiently if you match the diameter of pots and pans to those of the heating elements to prevent heat from escaping into the air.
- A refrigerator operates more economically when filled to capacity but not overloaded.
- Do not set your refrigerator or freezer to run colder than necessary.
- Oven heat will not circulate efficiently, so don't use the oven to quickly heat your kitchen. It will also damage the appliance.
- Glass or ceramic baking dishes transfer heat better than metal and can generally be used in an oven set at 25° lower than called for in the directions.
- Less heat escapes with covered pots and pans, this allows you to use lower heat settings.
- Always make sure that your range is turned off after use.
- Whether cooked in the oven, broiler or on top of the range, frozen foods will use less energy if they are removed from the freezer and thawed in the refrigerator compartment first.
- Small appliances (such as electric skillets, toasters, crock pots, etc.) are an economical way to prepare small meals since they use less electricity than the electric range.

4. Laundry:

- Do more wash with cold and warm water cycles to save energy since the major cost item in washing clothes is hot water usage.
- Both the washer and dryer operate more economically if used with a full load. (However, caution should be used to not overload the machines.)
- To avoid heating up a hand iron several times a day or week, iron large amounts of clothes at one time. Each warm-up consumes energy.

5. Miscellaneous:

- When no one is watching TV or listening to the radio or stereo for a period of time, turn them off to conserve electricity.

- Turn off lights when not needed for a period of time. A 40-watt bulb burned for 10 hours generates 4,640 BTU's of heat and uses electricity unnecessarily.

24.1 Utilities Paid by Landlord

At some locations, utilities are included in rent. In these locations, it is imperative that tenants not waste utilities.

If it is below freezing (32 degrees Fahrenheit), and/or if tenant has the heat turned on, windows and doors must remain closed. If you leave the windows and doors open during cold weather, this is considered waste, and you could receive a lease violation.

Efforts should be made to conserve energy at all times. Exterior lights under the control of the tenant should be turned off during daylight hours.

If the landlord pays for electricity or water, the laundry facilities should only be used for laundry belonging to the approved tenants of that unit. Tenants should not do laundry belonging to others, or allow others to do laundry in the laundry room or in the laundry facilities in the apartment for others who do not legally live in the apartment.

25.0 Income/Asset Certifications and Recertifications

Most of CAP Services' housing is operated under one or more federal or state housing programs. Resident rights are subject to the requirements that must be met under the programs. We require cooperation with all requirements related to the housing programs.

Before you moved in to your home, CAP Services may have requested income and asset information. This information allowed us to certify that you qualified for the housing under the appropriate program. Each year, we will need to recertify you for occupancy.

25.1 Annual Recertification

Within 120 days of the anniversary of your move-in date, you will receive recertification paperwork that you must complete and return to your Property Manager within 2 weeks of receiving the questionnaire. As annual recertification is a requirement of residency, you may receive a lease violation if it is not returned to the Wautoma office in a timely manner. Your certification and lease renewal will arrive after the certification has been completed. After signing where indicated, please return these documents to the Property Manager.

Should you have difficulty completing the recertification paperwork, please contact the rental office for assistance (1-877-377-1434).

25.2 Notification of Changes

It is imperative that you notify CAP Services of certain changes. Please call your Property Manager when any of the following occur:

- Your household size changes (a child is born; someone leaves the household)
- Your income increases
- You begin receiving rental assistance
- You become a full-time student

26.0 Security Deposit

The security deposit must be paid in full prior to occupancy, unless other arrangements have been made with your Property Manager. The security deposit will be held in an account at CAP Services and will be segregated from other accounts. Interest will not be paid on your security deposit.

26.1 Security Deposit Withholding

According to the NON-STANDARD RENTAL PROVISIONS lease addendum, in addition to the standard security deposit deductions allowable under ATCP 124.06 (3) (a), we may deduct from your security deposit the following items if not paid at the end of your lease term:

- Late fees as identified in your lease agreement.
- Maintenance/Cleaning for unusual damage not caused by normal wear and tear. If the unit is not clean, CAP Services may deduct actual cost of performing cleaning services, either with an outside cleaning company or by its employees. Rates: hourly rate set by CAP or actual cost of outside firm performing the service.
- Rekeying or changing of locks that were; (a) requested by you during the term of your lease; (b) performed by us or at our discretion because you lost your keys or for other reasons caused by you; (c) due to your failure to return all keys upon your surrender of the premises.
- Unpaid NSF fees as identified in Section 4 of this document.
- Any personal property left in the unit, storage area, etc. at time of surrender is considered trash (no value) and will be disposed of by CAP Services at the rate set by CAP plus any additional fees incurred by local recycling ordinances.

When a resident vacates their apartment, an inspection will be made using the Move-out Checklist to determine what charge, if any, will be applied to the Security Deposit. Be sure to turn in your condition report so you are not charged for any items that were noted at move-in. Door and mailbox keys must be turned in before or on the resident's lease expiration date. RESIDENTS MAY NOT APPLY THE SECURITY DEPOSIT TOWARD ANY RENT OWED ON THEIR APARTMENTS.

After residents vacate the apartment, the security deposit refund check or notification of pending charges will be mailed to the forwarding or last known address within 21 days of the end of the lease.

Please Note: CAP Services will not be held responsible for lost checks due to the residents' failure to provide a forwarding address.

27.0 Keeping Your Home in Good Condition

27.1 Condition Report

You will complete and sign the condition report with your Property Manager at the time of lease signing. Any updates to the condition report should be turned in to the Property Manager within one week of signing your lease. This list will be used to correct any problems at the start of your lease and to prevent an incorrect charge for damages that were present when you accepted possession of your apartment. This helps protect your security deposit money. Any emergencies will be taken care of immediately. If the condition report is not received within two weeks after the start of the lease, CAP Services assumes the apartment and appliances are in good condition.

27.2 Cleaning Tips

27.2.1 Kitchen

1. Put all dirty dishes in the dishwasher. Fill the sink with hot soapy water and put the hand washables in it to soak.
2. Wipe off countertops and tables with hot soapy water. (This way, if you have unexpected company, at least your table and counters will be clean.)
3. Sweep the floor and shake throw rugs if needed.
4. Wash the dishes that have been soaking.
5. Wipe down the faucets, stove, microwave and any other dirty appliances, and dry with a towel.
6. Put out a clean dishcloth and towel.
7. Take out the trash and recycling.

Cleaning Your Refrigerator

1. Remove all food.
2. Throw away moldy or spoiled food.
3. Remove racks and clean with hot soapy water.
4. Wipe out drawers and shelves.
5. Remove drawers and clean any remaining food from underneath.
6. Place a paper towel in the bottom of each drawer before replacing in refrigerator (this will speed up your next cleaning).

7. Wipe off door seal and door shelves (cleaning the seal will ensure that the door closes tightly and will save your energy costs).
8. Replace food, cleaning any sticky bottles or jars before replacing.
9. Place a small amount of charcoal or an opened box of baking soda in the refrigerator and freezer to remove odors.
10. Wipe outside of refrigerator and dry.

Cleaning Your Oven and Stove Top

The oven racks, stove tops, and stove top burners:

1. Remove oven racks (from inside the oven) and burner pans (from the top of the stove).
2. Place the racks in a large plastic bag.
3. Spray the racks (while inside the bag) with ammonia.
4. Tie the bags shut, and set in a sunny window or porch, leave it there for the day.
5. Spray the stove top and area under burner pans with a multipurpose cleaner.
6. Leave the cleaner on the surface for 5 minutes to loosen grease.
7. Wipe clean with hot water.
8. At the end of the day, remove the racks and burner pans from the bag.
9. Rinse racks and burner pans well, using a scouring pad to remove stains, if necessary.
10. Place the racks and burner pans back in/on the stove.

The Oven:

1. Remove the oven racks.
2. Preheat the oven to 200 degrees, and then turn off.
3. Fill a small glass bowl with ammonia.
4. Place the bowl inside the oven, and let it sit overnight.
5. The next morning, wipe oven down with hot water, rinsing well.
6. Replace the oven racks.

Cleaning the Microwave

1. Place a bowl or mug of water in the microwave.
2. Cook until boiling.
3. Leave the microwave closed with the boiling water for one hour (the steam makes it easier to clean).
4. Wipe the inside of the microwave with hot soapy water, and then dry.

5. Rinse the turntable and dry, and then place in the microwave.
6. Wipe outside of microwave and dry.

27.2.2 Bathroom

1. Wipe hair out of sink and tub with damp toilet tissue.
2. Spray disinfectant on the sink, tub, and toilet. Wait 15 minutes, and then rinse.
3. Wipe down the counters and fixtures with a dry soft cloth.
4. Use a damp section of the same dry soft cloth to wipe down then dry the mirror.
5. Empty the trash cans and shake throw rugs.
6. Sweep the floor and wipe down with a damp mop or rag.
7. Put out clean towels.

27.2.3 Carpets

1. Make a solution of ½ cup ammonia combined with ½ gallon of water.
2. Test a hidden area of the rug to be sure it does not change the color of the carpet.
3. Use a rag to gently scrub the carpet.
4. Repeat until clean.
5. TIP: This formula may also be used in a commercial carpet cleaner.

27.3 Cleaning Recipes

Countertop Disinfectant

2 Tablespoons ammonia ½ cup rubbing alcohol
 ¼ cup vinegar Water

Put ammonia, alcohol, and vinegar in a spray bottle and fill with water. This works especially well for countertops, but may also be used to clean showers, toilets and sinks.

Drain Cleaner

1 cup baking soda 1 cup vinegar 4 cups boiling water

Pour baking soda into the drain and then pour vinegar on top of it. Let it sit for 30 minutes. Pour boiling water down the drain. You may need to repeat the process if your drain doesn't come unclogged the first time.

Window Cleaner

½ cup ammonia 2 cups rubbing alcohol 1 teaspoon dishwashing liquid

In a one-gallon container, mix ammonia and rubbing alcohol. Fill almost to the top with water. Add dishwashing liquid and mix. Top off with water.

Kitchen and Bathroom Floor Cleaner

| | |
|----------------|-------------------|
| 1 gallon water | 1 cup ammonia |
| ½ cup vinegar | ½ cup baking soda |

Combine all ingredients. Put in a spray bottle to clean showers, toilets, sinks and counters. Just spray on and wipe off. **DO NOT USE ON WOOD FLOORS.**

Ready Mop Cleaner Refill

| | |
|----------------|---------------|
| 1 gallon water | 1 cup ammonia |
| ½ cup vinegar | Water |

Mix ingredients and pour in your ready-mop's (e.g. Swiffer™ wet jet) container. Use instead of buying refills to save money.

28.0 Notices and Violations

28.1 Notices

Periodically, CAP Services will send out notices regarding upcoming activities. Please read these notices carefully and prepare for any activities as explained. Notices may include inspection notices (for which you should prepare your home), recertification notices (for which you will need to fill out documents and return them to CAP Services, Inc.), and other notices. Most notices require some form of action or preparation on your part, so please consider them carefully. As always, you can call your Property Manager with any questions or comments.

28.2 Violations

A *Lease Violation* is a notice that you have broken some part of the lease agreement that you signed when moving into your home. It is a legal document, and should be treated with the gravity it deserves.

Should you ever receive a *Lease Violation* in the mail or posted on your door, please correct the violation within the stated time period. Then call your Property Manager to discuss the violation, and ensure that the violation does not occur again. If you repeatedly violate your lease, this could be grounds for lease termination or eviction, in which case you would have to find other living arrangements. CAP Services wants to keep its residents, so this is to be seen as an opportunity to keep our resident/landlord relationship moving in a positive direction.

29.0 Repairs and Maintenance

CAP Services is committed to keeping the housing units it manages in the best possible state of repair. Our maintenance personnel are bonded and insured. For all maintenance requests, please call our toll-free number, 1 (877) 377-1434 or email your

requests to workorders@capmail.org. For after-hours emergencies (no heat, water floods, etc.), call our crisis line at 1 (800) 472-3377.

The Resident has primary responsibility for control and elimination of pests (bugs and insects or others) from their immediate living space. The Rental Housing Department will respond only when the problem is clearly beyond the capability of the Resident to resolve.

We will inspect our properties yearly, and can consult with you to develop a program of regular maintenance at your request. In general, please abide by the following guidelines:

- If your toilet becomes clogged, first try to use a plunger. If this does not work, call your Property Manager.
- Change the filter on your furnace monthly (during months in use).
- Clean the area behind your refrigerator and stove at least every six (6) months.
- Tighten any loose hardware on door hinges, shelving, and/or drawers to prevent damage (or contact your Property Manager).
- Clean the filters on all fans, exhaust fans (including range hood), and cooling systems monthly.
- Practice responsible fire prevention habits, (see sec. 2.7.2). Do not place items directly on heaters or heating vents.
- Keep your unit clean and hazard free. No open automotive or other dangerous fluids are allowed to be stored in your home or garage.
- You are responsible for changing your light bulbs when they burn out. If you need assistance installing the bulbs, please contact your Property Manager.
- If you call in a Maintenance Request, permission to enter is assumed. Our maintenance personnel are bonded and insured.
- Weather Stripping is located on the bottom of exterior doors and service doors to garages. Tenants must not place a rug within two feet of the door way or the weather stripping will fail. Should damages occur to the weather stripping by failing to adhere to this, the tenant will pay for the replacement.
- Garage door opener batteries are to be replaced by the tenant in the event of battery failure.

29.1 Annual Inspection

Each spring, staff will schedule inspections of every unit managed by CAP Services. This inspection is mandatory. It allows us to identify maintenance and repair issues that residents may not notice. This process facilitates our preventative maintenance plan for our properties. We can identify problems early, and keep the properties in the best possible condition. During this inspection, all smoke alarm and carbon monoxide alarm batteries are replaced.

Residents will receive at least one-week's notice of the annual inspection. If you are unable to be present at the time, we will still enter your home to complete the inspection, as rescheduling the appointment is difficult and time-consuming due to the amount of units we must inspect. Entering the apartment is lawful under Wisconsin statutes, with at least a 12-hour notice. Should you have any questions, please contact the rental office.

Any unit that fails an inspection will be placed on a monthly inspection schedule until the unit has an acceptable inspection for two consecutive months, at which time it will return to its normal inspection schedule. Failure of three consecutive monthly inspections will result in eviction proceedings.

CAP Services will not issue any blanket agreements not to enter an apartment without the tenant's presence. If the tenant fails to adhere to this process and does not allow an inspection to be performed in their apartment, it will constitute a lease violation. It is CAP Services intention not to enter your apartment any more than necessary. However, due to the funding programs used to develop affordable housing, you may be subject to up to five inspections in a year's time. It is necessary to access your apartment to perform the required government inspections, safety system inspections, follow-up inspections, and various maintenance necessary to keep the property in good repair and remain compliant with funding programs, as well as local, state and federal regulations.

29.2 Resident Supplied Dryers

To avoid the danger of fire caused by improperly installed dryer exhaust vents, residents who supply their own dryers at properties that have washer and dryer hookups in each resident unit should use hard vent pipe with all joints taped with aluminum duct tape, without any sheet metal screws. ***Metal flex pipe can be used with appropriate band fasteners on each end. Vinyl or plastic vent pipe is prohibited.*** The vent pipes should be installed by a qualified technician, and should be checked by the resident for any lint buildup frequently. Signs of buildup include poor performance by the dryer or unusual amounts of moisture in the laundry area.

29.3 Reporting Repair Needs

Our annual inspections allow us to identify maintenance or repair needs. In between inspections, you are responsible for reporting repairs needed as soon as possible. Contact your Property Manager for regular repair or maintenance needs so they may complete a maintenance request form. You can cooperate with our procedures by using the following information.

Call our toll-free number for assistance with:

- General Repair
- Work Requests
- Questions
- Comments
- Complaints

1 (877) 377-1434

or e-mail [**workorders@capmail.org**](mailto:workorders@capmail.org)

When reporting a repair it is helpful if you can give as much information as possible:

- Your name, address, and phone number.
- What is the problem?
- Where is the problem? (Which room or floor).
- What may have caused the problem or damage?
- When is the best time to contact you?

If need be, staff will talk to a contractor and contact you promptly to let you know when they are able to come out to your home to make any necessary repairs.

29.4 Garbage Disposal

If your garbage disposal stops working, turn the switch off and push the small reset button on the bottom of the garbage disposer motor inside the cabinet under the sink. Run some cold water into the drain and turn the switch back on. If that doesn't work, call the toll-free number.

Do....

- First turn on a moderate to strong flow of cold water and then turn on the disposer. Continue running cold water for 15 seconds after grinding is completed to flush the drain line.
- Grinding ice creates a scouring action inside the grind chamber.
- Grind peelings from citrus fruits to freshen up drain smells.
- Use a disposer cleaner, degreaser, or deodorizer as necessary to relieve objectionable odors caused by grease build-up.

Don't

- Don't pour grease or fat down your disposer or any drain. It can build up in pipes and cause drain blockages. Put grease in a jar or can and dispose of in the trash.
- Don't use hot water when grinding food waste. It is okay to drain hot water into the disposer between grinding periods.
- Don't fill disposer with a lot of vegetable peels all at once. Instead, turn the water and disposer on first and then feed the peels in gradually.
- Don't grind extremely fibrous materials like corn husks, artichokes, etc., to avoid possible drain blockage.
- Don't turn off disposer until grinding is completed and only the sound of motor and water is heard.
- Don't be alarmed if a brown discoloration appears on the face of the grinding disc.

30.0 Lawn Care

CAP Services will provide lawn care services to all of its Senior Village housing units. This includes, but is not limited to, grass mowing and snow removal.

If your lease agreement requires you to provide the lawn care services for your unit, please cut the grass regularly during growing months. Everyone should be sure to follow these requirements:

- If you care for your lawn care, keep the grass length no more than 4 inches high.
- Residents may not place any items in areas that are not for their exclusive use. In senior villages, apartments, and duplexes where the landlord cares for the lawn, resident may not place lights, signs, decorations, plants, etc. in the lawn. Please call the toll-free line to confirm where you may place items outside your home or apartment.
- Under no circumstances should tenants nail, tie or attach anything to trees on the property that they rent from CAP or on the common areas owned or managed by CAP.
- Store any and all tools and equipment, including lawn mowers, in appropriate storage areas only (garage, storage shed). Lawnmowers should not be stored on sidewalks or grass areas.
- For non-senior villages, yard areas should be kept uncluttered, free of signs, debris, trash, and recycling.
- No indoor furniture is to be kept outdoors.
- No major landscaping projects allowed without written authorization.
- Hazardous materials, including but not limited to antifreeze, brake fluid, engine oil, gasoline, etc. should not be stored in any open yard area. These materials should be stored in a closed container, in a safe area away from flames, heat or extreme cold.
- Parking is not permitted on any area other than designated driveways and lots.
- Residents should not drive on grassy areas or allow visitors to do so.
- No bicycles, toys, or motorcycles are allowed on lawn areas.
- No large playground equipment is allowed on lawns without prior authorization.
- Snow must be removed from all city sidewalks within 12 hours from snowfall. Salt should be used to prevent icy patches.
- All steps and stairways should be cleared of snow immediately to avoid dangerous injury.

31.0 Your Lease: A Legal Document

Lease Obligation

Your lease is a legal agreement. It indicates what you can legally expect from CAP Services and what CAP Services can expect from you. In the lease you have agreed to rent for a specific length of time. You cannot arbitrarily reduce the term of the lease by moving. Quite fairly, we have the right to take legal action for damages and rent arising from a premature move or if 30-day notice has not been given. However, a 30-day notice does not automatically release a resident from lease obligations during the lease term. If you find that you must move contact your Property Manager as soon as possible; he/she will help you by explaining your obligations and possible alternatives.

Condition Report

As noted in section 4.1, you will complete a condition report with the Property Manager at the time of lease signing. You must return the **Move-in Condition Report** within one week of signing your lease. This report protects your security deposit, and is part of your lease documentation.

32.0 Moving Out

When you decide to move out of the unit, be sure to follow the terms of your lease.

Yearly Lease:

Because you are responsible for your lease payments through the term of your lease (unless another resident is found), it is best to plan your move at the end of your lease term. No matter when you do move, you must provide CAP Services at least 30 days written notice before you move. Please see the section “Your Lease: A Legal Document” for additional information on moving during the lease term.

When you do move out, be sure to pay your last month’s rent and all of your utility bills. Under no circumstances are you to use your security deposit as your last month’s rent.

32.1 Move-out Procedure

The steps to the move-out procedure are as follows:

1. Notify CAP Services, in writing, that you plan to move 30 days prior to your move.
2. Schedule a pre-inspection meeting with your Property Manager.
 - a. During this pre-inspection meeting, you and your Property Manager will go through your home to identify any extra cleaning that is your responsibility. This meeting can prevent security deposit withholding for unusual wear-and-tear or extra cleaning.
3. Move out of the property.

4. Complete the final cleaning and schedule the move-out inspection.
5. Call utility companies to switch utilities into the landlord's name as of the date you move out.
6. Discontinue or transfer services, such as newspapers, cable TV, or phone.
7. File a forwarding address card with the United States Postal Service.
8. Move-out inspection with resident and Property Manager.
 - a. During this inspection, your move-in condition report will be compared with the property's current condition to note repairs or additional cleaning, if necessary.
 - b. Provide forwarding address to Property Manager.
9. Property Manager refunds the security deposit less any amounts withheld for lawful security deposit withholding noted in your lease documents.

Preparing for a Move-out Inspection

Set thermostat to 50 degrees, and make sure the air conditioner is turned off.

Repair the walls.

Using the magic eraser, go through each room and remove any scuff marks on the walls, floors, or doors. Do not fill holes in walls.

Clean the Windows

Brush off all screens and leave the screens in place in the windows, making sure windows are closed and locked. Thoroughly clean the windows and window blinds.

Clean the Kitchen

Fill the sink with warm water and add dish detergent to the water.

The Refrigerator: Remove all of the shelves and drawers from the refrigerator and freezer and place them in the dishwasher or wash them by hand. Dip a sponge into the dishwater and wipe down the interior of the refrigerator and freezer, being certain to remove any food build-up. Don't forget the little compartments where you kept the butter and eggs! Then wipe down all of the shelves, dry the shelves, and place them back in the refrigerator. **Set the fridge controls at the #3 setting after cleaning is complete, and leave the fridge plugged in.**

The Oven: While you can set the oven to self-clean if that option is available, the better way would be to use one to two cans (depending on the condition of the oven) of the best oven cleaner to get the oven really clean. (Try Easy Off Heavy Duty.) Read the safety directions carefully, many oven cleaners require protective equipment (gloves & goggles) and strong ventilation. Do not ignore the directions on the can. Place newspaper in front of the oven, slightly underneath the door or drawer and extended out to protect your floor from dripping cleaner. Evenly apply both cans to the inside of the oven, the grates, the broiler sheets, etc. Place the drip pans from the stove in the stove coat them as well; then let sit for 24 hours. Do not turn on oven! Using a sponge and paper towels, wipe down all surfaces. Rinse with clean water. Clean the vent above

the stove and be certain that the light bulb in the overhead hood is in working condition.

The Cabinets: Using a multi-purpose cleaner that is safe to use on your cabinets, wipe down the interior and the exterior of the cabinets. Remove all shelf paper (if applicable).

The Light Fixtures: You should then check to make sure the light fixtures are clean and do not have any dead insects in them. If there are glass fixture covers, give them a wipe. Think twice before throwing them into the dishwasher, because thermal stresses and harsh detergents may damage the glass. **Please make sure to replace all burnt out light bulbs before vacating.**

The Surfaces: Make sure you wipe down the exterior of the refrigerator, the stove range (including underneath the drip bowls), and the entire countertops. Also, wipe down the exterior and interior of the dishwasher, microwave, and any other appliance provided by your apartment complex (including the surface of any washer or dryer).

The Sink: Drain the water from the sink and clean the sink and wipe down the faucet. If the sink is stainless steel or porcelain, Comet works great! An old toothbrush or other small brush can be very useful for scrubbing around the edges of fixtures and the sink.

The floor: Sweep and then mop the floor. To do a really good job, you should pull out the stove and refrigerator and clean that part of the floor too. Often you may find unnoticed kitchen grime on the sides of your appliances when you pull them out for cleaning.

Clean the Bathrooms

Thoroughly clean the sink, tub, toilet, and shower. Scrubbing Bubbles works well. Make sure you have removed any buildup and wiped down the fixtures.

Wipe out drawers and cabinets with warm soapy water.

Clean the mirrors, medicine cabinet, and any vents or light fixtures in the bathroom. Make sure you don't use mirror cleaner with ammonia in it. Check to make sure the light fixtures are clean and that the light bulbs work. Sweep and mop the bathroom floor. Be especially careful around the toilet.

Repeat for each bathroom.

Clean the Bedrooms

Wipe down any closet shelves provided and clean any mirrors. If you have carpet, you should treat any spots and then vacuum the carpet. If you do not have carpets, you should mop. If floors are wooden, use Murphy's Oil Soap. Repeat for each bedroom.

Clean the Living Room, Den, and Dining Room

Turn your attention to the living room, den, and dining room. Clean the windows and wash the blinds. Clean the fireplace, if provided. Clean the blades of the ceiling fan and/or any light fixtures in the room. Spot treat any spots on the carpet. Vacuum or mop the floors.

Exterior

Sweep and clean the exterior (including any balcony, patio, and doors) and remove any remaining garbage bags from the apartment. Be sure that outside lights are working. Put garbage cans on the curb, if appropriate, for pickup.

Go to your move-out inspection. Be sure to get a copy of the move-out inspection for your records.

Return Your Keys at the Move-out Inspection

If you do not return your keys, you could be charged for rekeying the apartment. Be sure to return all copies of your apartment keys, as well as your mailbox keys (if applicable).

Give Your Landlord Your New Address

In order for your landlord to return your security deposit, they need your new address. Provide this to them during the move-out inspection.

Tips

- Make sure you have all the items you need before you begin cleaning. Otherwise, you'll lose time stopping to go to the store.
- Have family or friends help you with the cleaning in exchange for a free meal at your new place.
- Bring a radio to listen to while you clean.
- If viable, begin cleaning in the room farthest from the front door, working your way towards the door. This prevents you from cleaning yourself into a corner.
- If possible, you should clean your apartment after all of your items are out of the apartment and on a day other than your move-out day or move-out inspection day.
- Use products that are safe for the type of material you are cleaning.
- Heed the safety warnings on your cleaning products and keep any nasty chemicals off your skin with a pair of rubber gloves.

Things You'll Need

- paper towels
- rubber gloves
- dish detergent
- light bulbs
- scrubbing brush (old toothbrush)
- sponges
- Comet
- Scrubbing Bubbles
- Murphy's Oil Soap for wood floors
- 2 cans of oven cleaner
- bathroom cleaner
- kitchen surface cleaner
- window cleaner
- floor cleaner
- mop and bucket
- broom
- vacuum
- magic eraser for the walls and doors
- spot remover for the carpet
- bucket (to wipe down the cabinets and appliances)
- duster (for the blinds)
- toilet brush
- toilet cleaner
- garbage bags

32.2 Move-out Standards Checklist

The following checklist should be used as a tool for ensuring you have met CAP Service's Move-Out Standards upon termination of your lease. These standards will help ensure you leave the unit in the same condition as when you moved in, with the exception of normal wear and tear. Your security deposit and an accounting of any deductions will be returned to you following a thorough inspection by your Property Manager. We strongly recommend you walk through each room and check that each "Housekeeping Standard" has been met. Please feel free to refer to your Move-In Condition Report for any outstanding issues and note these on your Move-Out Condition Report. This checklist is for your convenience and does not need to be turned in to the Property Manager.

This list is universal for all CAP Services Rental Housing; some items may not apply to your unit. Check each item when complete. Do not fill holes left in wall from pictures when you move out.

| Room | Item to check | Standard | Check When Complete |
|-------------------------|---|--|--------------------------|
| KITCHEN | Stove | Top and outside: clean, free of food and grease | <input type="checkbox"/> |
| | | Oven clean, free of food and grease | <input type="checkbox"/> |
| | | Broiler pan clean, free of food and grease | <input type="checkbox"/> |
| | Refrigerator | Clean inside and out | <input type="checkbox"/> |
| | Cabinets | Clean, free of food, crumbs and grease | <input type="checkbox"/> |
| | | Countertops clean, free of grease and crumbs | <input type="checkbox"/> |
| | | Outside cabinet doors/surfaces clean | <input type="checkbox"/> |
| | | Dust cleaned from top of cabinets (near ceiling) if applicable | <input type="checkbox"/> |
| | Exhaust fan | Clean and free of grease and dust | <input type="checkbox"/> |
| | | Fan filter clean and free of grease and dust | <input type="checkbox"/> |
| | Sink & Faucet | Clean, free of dirty dishes, grease and garbage | <input type="checkbox"/> |
| | Light Fixtures | Clean, light shades intact, working light bulbs in place | <input type="checkbox"/> |
| | Walls/Ceiling | Clean, free of dirt, grease, holes, cobwebs and fingerprints. No paint, stickers, wallpaper or contact on walls. Ceiling fans should be clean and free of dust | <input type="checkbox"/> |
| | Windows | Clean, not nailed shut. Shades and blinds should be intact and clean. Window tracks should be clean and all screens should be intact and in place | <input type="checkbox"/> |
| | Doors | Clean, free of grease and fingerprints. Doorstops should be present. All locks working | <input type="checkbox"/> |
| | Floor | Clean, swept and mopped | <input type="checkbox"/> |
| | Carpeting | Vacuumed and free of stains | <input type="checkbox"/> |
| | Woodwork | Clean, free of dust; no gouges or scratches | <input type="checkbox"/> |
| Closets | Clean, clear, dry and free of hazards | <input type="checkbox"/> | |
| Trash/Garbage/Recycling | All garbage should be removed from the unit | <input type="checkbox"/> | |
| HALLWAYS | Light Fixtures | Clean, light shades intact, working light bulbs in place | <input type="checkbox"/> |
| | Doors | Clean, free of grease and fingerprints. Doorstops should be present. All locks working. | <input type="checkbox"/> |
| | Walls/Ceilings | Clean, free of dirt, grease, holes, cobwebs and fingerprints. No stickers, wallpaper or contact paper on walls. Ceiling fans should be clean and free of dust. | <input type="checkbox"/> |
| HALLWAYS continued | Floor | Clean, swept and mopped. | <input type="checkbox"/> |
| | Carpeting | Vacuumed and shampooed. | <input type="checkbox"/> |
| | Woodwork | Clean, free of dust; no gouges or scratches. | <input type="checkbox"/> |
| BATHROOM | Toilet | Clean and odor free. | <input type="checkbox"/> |

| | | | |
|-------------|-------------------------|---|--------------------------|
| | Tub/shower | Clean and free of mildew and mold. Personal items, such as shower curtain removed. | <input type="checkbox"/> |
| | Sink/faucets | Clean, free of mildew and mold. | <input type="checkbox"/> |
| | Medicine cabinet/vanity | Clean, clear, dry and free of hazards; personal items removed. | <input type="checkbox"/> |
| | Towel bars | Clean and in position. | <input type="checkbox"/> |
| | Walls/Ceilings | Clean, free of dirt, grease, holes, cobwebs and fingerprints. No stickers, wallpaper or contact paper on walls. Ceiling fans should be clean and free of dust. | <input type="checkbox"/> |
| | Light fixtures | Clean, light shades intact, working light bulbs in place. | <input type="checkbox"/> |
| | Windows | Clean, not nailed shut. Shades and blinds should be intact and clean. Window tracks should be clean and all screens should be intact and in place. | <input type="checkbox"/> |
| | Doors | Clean, free of grease and fingerprints. Doorstops should be present. All locks working. | <input type="checkbox"/> |
| | Floor | Clean, swept and mopped. | <input type="checkbox"/> |
| | Carpeting | Vacuumed and shampooed. | <input type="checkbox"/> |
| | Woodwork | Clean, free of dust; no gouges or scratches. | <input type="checkbox"/> |
| | Closets | Clean, clear, dry and free of hazards. | <input type="checkbox"/> |
| | Trash/Garbage Recycling | All garbage should be removed from the unit. | <input type="checkbox"/> |
| DINING ROOM | Light fixtures | Clean, light shades intact, working light bulbs in place. | <input type="checkbox"/> |
| | Walls/Ceilings | Clean, free of dirt, grease, holes, cobwebs and fingerprints. No paint, stickers, wallpaper or contact paper on walls. Ceiling fans should be clean and free of dust. | <input type="checkbox"/> |
| | Windows | Clean, not nailed shut. Shades and blinds should be intact and clean. Window tracks should be clean and all screens should be intact and in place. | <input type="checkbox"/> |
| | Doors | Clean, free of grease and fingerprints. Doorstops should be present. All locks working. | <input type="checkbox"/> |
| | Floor | Clean, swept and mopped. | <input type="checkbox"/> |
| | Carpeting | Vacuumed and shampooed. | <input type="checkbox"/> |
| | Woodwork | Clean, free of dust; no gouges or scratches. | <input type="checkbox"/> |
| LIVING ROOM | Light fixtures | Clean, light shades intact, working light bulbs in place. | <input type="checkbox"/> |
| | Walls/Ceilings | Clean, free of dirt, grease, holes, cobwebs and fingerprints. No paint, stickers, wallpaper or contact paper on walls. Ceiling fans should be clean and free of dust. | <input type="checkbox"/> |

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| LIVING ROOM continued | Windows | Clean, not nailed shut. Shades and blinds should be intact and clean. Window tracks should be clean and all screens should be intact and in place. | <input type="checkbox"/> |
| | Doors | Clean, free of grease and fingerprints. Doorstops should be present. All locks working. | <input type="checkbox"/> |
| | Floor | Clean, swept and mopped. | <input type="checkbox"/> |
| | Carpeting | Vacuumed and shampooed. | <input type="checkbox"/> |
| | Woodwork | Clean, free of dust; no gouges or scratches. | <input type="checkbox"/> |
| MASTER BEDROOM | Light fixtures | Clean, light shades intact, working light bulbs in place. | <input type="checkbox"/> |
| | Walls/Ceilings | Clean, free of dirt, grease, holes, cobwebs and fingerprints. No paint, stickers, wallpaper or contact paper on walls. Ceiling fans should be clean and free of dust. | <input type="checkbox"/> |
| | Windows | Clean, not nailed shut. Shades and blinds should be intact and clean. Window tracks should be clean and all screens should be intact and in place. | <input type="checkbox"/> |
| | Doors | Clean, free of grease and fingerprints. Doorstops should be present. All locks working. | <input type="checkbox"/> |
| | Closets | Clean, clear, dry and free of hazards. | <input type="checkbox"/> |
| | Windows | Clean, not nailed shut. Shades and blinds should be intact and clean. Window tracks should be clean and all screens should be intact and in place. | <input type="checkbox"/> |
| | Doors | Clean, free of grease and fingerprints. Doorstops should be present. All locks working. | <input type="checkbox"/> |
| | Floor | Clean, swept and mopped. | <input type="checkbox"/> |
| | Carpeting | Vacuumed and shampooed. | <input type="checkbox"/> |
| | Woodwork | Clean, free of dust; no gouges or scratches. | <input type="checkbox"/> |
| EXTRA BEDROOMS | Light fixtures | Clean, light shades intact, working light bulbs in place. | <input type="checkbox"/> |
| | Walls/Ceilings | Clean, free of dirt, grease, holes, cobwebs and fingerprints. No paint, stickers, wallpaper or contact paper on walls. Ceiling fans should be clean and free of dust. | <input type="checkbox"/> |
| | Windows | Clean, not nailed shut. Shades and blinds should be intact and clean. Window tracks should be clean and all screens should be intact and in place. | <input type="checkbox"/> |
| | Doors | Clean, free of grease and fingerprints. Doorstops should be present. All locks working. | <input type="checkbox"/> |
| | Closets | Clean, clear, dry and free of hazards. | <input type="checkbox"/> |

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|-----------------------------|----------------------|--|--------------------------|
| EXTRA BEDROOMS cont. | Windows | Clean, not nailed shut. Shades and blinds should be intact and clean. Window tracks should be clean and all screens should be intact and in place. | <input type="checkbox"/> |
| EXTRA BEDROOMS continued | Doors | Clean, free of grease and fingerprints. Doorstops should be present. All locks working. | <input type="checkbox"/> |
| | Floor | Clean, swept and mopped. | <input type="checkbox"/> |
| | Carpeting | Vacuumed and shampooed. | <input type="checkbox"/> |
| | Woodwork | Clean, free of dust; no gouges or scratches. | <input type="checkbox"/> |
| LAUNDRY AREA | Light fixtures | Clean, light shades intact, working light bulbs in place. | <input type="checkbox"/> |
| | Walls/Ceilings | Clean, free of dirt, grease, holes, cobwebs and fingerprints. No paint, stickers, wallpaper or contact paper on walls. Ceiling fans should be clean and free of dust. | <input type="checkbox"/> |
| | Windows | Clean, not nailed shut. Shades and blinds should be intact and clean. Window tracks should be clean and all screens should be intact and in place. | <input type="checkbox"/> |
| | Doors | Clean, free of grease and fingerprints. Doorstops should be present. All locks working. | <input type="checkbox"/> |
| | Floor | Clean, swept and mopped. | <input type="checkbox"/> |
| | Carpeting | Vacuumed and shampooed. | <input type="checkbox"/> |
| | Woodwork | Clean, free of dust; no gouges or scratches. | <input type="checkbox"/> |
| EXTERIOR | Yards | Should be free of debris and trash and recycling. No indoor/outdoor furniture left. No bicycles, toys, motorcycles or other vehicles left on premises. If you are responsible for cutting the grass, the grass shall not be more than 4 inches high. | <input type="checkbox"/> |
| | Porches | Front/rear porches clean and free of hazards. Lights working with working light-bulbs. | <input type="checkbox"/> |
| | Storm Doors | Clean, with glass and/or screens intact. | <input type="checkbox"/> |
| | Sidewalks | Clean and free of hazards. | <input type="checkbox"/> |
| | Parking Area | Free of abandoned, unregistered, non-working cars. | <input type="checkbox"/> |
| | Entrance Hallways | Clean and free of hazards. No personal items left. | <input type="checkbox"/> |
| | Stairwells | Clean and free of hazards. | <input type="checkbox"/> |

33.0 Be a Good Neighbor

Follow these simple suggestions to make a positive impression on your neighbors:

1. Welcome new neighbors with an introductory note card or a friendly chat.
2. Maintain the area around your home so that it's neat, attractive, and inviting.
3. Be conscientious about noises that might disturb your neighbors, such as vacuum cleaners, music, loud talk, and barking dogs, especially during sleeping hours.
4. Give neighbors notice about an upcoming party at your house. Always end parties at a reasonable hour. While you're at it, invite your neighbors to come, too.
5. Return anything that you borrow from your neighbor, such as tools or appliances, as soon as possible. Express your gratitude when you do so.
6. Replace anything that belongs to your neighbor that you, members of your household, or your company breaks or soil.
7. Respect your neighbor's privacy. Don't overstay your welcome.
8. Offer to collect mail, water plants, and watch the pets while your neighbors are away on a trip.
9. Learn from neighbors with cultural backgrounds different from your own. Be open to diversity.
10. Invite your neighbor over for a leisurely cup of coffee to discuss any problems you may have, or to share good news.
11. Throw a house party once a year on a weekend or holiday to socialize with your neighbors.

If you have approached your neighbors about any problems you have with them and they do not respond to your polite requests to respect those around them, please contact your Property Manager for assistance. If there is a continued problem that rises to the category of harassment or excessive disturbances, please call your local police department.

34.0 Fire Safety

According to the Home Safety Council, fires and burns are the third leading cause of unintentional home injury and related deaths. Fire safety and survival begin with everyone in your household being prepared. **CAMPFIRES, BOTH IN PITS AND ABOVE-GROUND IN FIRE CONTAINERS, ARE PROHIBITED AROUND BUILDINGS WITH THREE OR MORE UNITS.** Follow these safety measures to reduce the chance of fire in your home:

Prevent Fires Caused by Cooking:

- Always stay in the kitchen while cooking. Using a timer when cooking helps to prevent possible smoke damage.
- Keep things that can burn, such as dishtowels, paper or plastic bags, and curtains at least three feet away from the range top.
- Before cooking, roll up sleeves and use oven mitts. Loose-fitting clothes can touch a hot burner and catch on fire.
- Never leave barbecue grills unattended while in use.
- Keep grills at least twenty feet away from other objects, including the house or garage and any shrubs or bushes.
- Cleaning the filter on the vent hood helps to prevent possible kitchen fires. This should be done monthly by soaking it in warm water with a mild detergent. Do not use any steel wool pads or abrasive cleaners because it will scratch the surface.

Prevent Fires Caused by Heating:

- Store matches and lighters in a locked cabinet.
- Keep space heaters at least three feet away from things that can burn, such as curtains or stacks of newspapers. Always turn off heaters when leaving the room or going to bed.
- Keep things that can burn away from your fireplace and keep a glass or metal screen in front of your fireplace.

Prevent Fires Caused by Dryers:

- Regularly check dryer vents to ensure there are no blockages. Signs of buildup include poor performance by the dryer or unusual amounts of moisture in the laundry area. Please reference section 2.4 for non CAP provided dryer installation.

Prevent Fires Caused by Smoking:

- No Smoking is permitted anywhere on the property.

Prevent Fires Caused by Candles:

- Candles can cause fires, and can cause extensive damage through soot.
- Anything that requires a flame (e.g. candles and incense, etc.) are not allowed in any CAP managed properties.

Prevent Fires Caused by Gasoline and Other Products:

- Store gasoline in a garage or shed in a container approved for gasoline storage.
- Never bring or use gasoline indoors; and use it as a motor fuel only.
- Close the lid on all dangerous products and put them away after using them.
- Store them away from the home and in a safe place with a lock.
- Don't plug in too many appliances at once.

Keep Your Family Safe At Home

- Make a fire escape plan for your family. Find two exits out of every room. Pick a meeting place outside. Practice makes perfect – hold a family fire drill at least twice each year.
- Test smoke alarms/carbon monoxide (CO) alarms monthly to make sure they work. Always keep the battery in the smoke detector/CO alarms and keep them attached to the hard wiring in the home.
 - Note: If a chirping sound is coming from the smoke detector or CO alarm, try replacing the 9 volt battery. If this does not work, please call our toll-free number.
- Know how to put out a small pan fire by sliding a lid over the flames.
- Teach every family member to “Stop, Drop and Roll” if clothes catch fire.
- Learn how and when to use a fire extinguisher, and keep one handy for emergencies.
- Do not over tax electrical outlets, or run extension cords throughout heavily traversed areas in the home.

If a fire starts in or near your home and you cannot put it out, pick up the phone and dial:

911

Always keep your smoke and CO alarms plugged in, with working batteries. This is for your safety, as well as your fellow residents. CAP Services replaces the batteries once a year during the annual inspection. To prevent false alarms, use your hood fan or other fans while cooking.

When the fire alarm, CO alarm or smoke detector sounds in the building:

1. Before evacuating, feel the top of the exit door and the door knob. If it feels hot or smoke prevents you from exiting, keep the door closed and wait for the Fire Department Personnel. Dial 911 to convey information about your location and the conditions of the fire.
2. Calmly proceed to the nearest exit.
3. Take your apartment key with you.
4. Call the toll-free line to inform us of the fire.

DO take fire and CO alarms seriously. Fire alarms are a serious matter and should not be taken lightly.

35.0 Avoiding Slips, Trips and Broken Hips

Home Safety Council research shows that falls are the leading cause of home injury and related death; and that older adults are at greatest risk of suffering from a serious fall-related injury.

A fall can greatly reduce an elderly person's confidence and result in less independence and mobility. But there are a number of simple and practical things that older people can do to reduce risk. Relatives, friends, neighbors and caregivers of older people can help too, by looking out for risk factors and helping older people help themselves.

The following ideas promote preventative, low cost solutions and simple behaviors that enhance personal safety and independence:

1. An Active Lifestyle – Including physical activity in one's daily routine helps to maintain balance, strength, and flexibility.
2. Medication Tracking – Consulting with your doctor or pharmacist annually to review all medications (both prescription and over-the-counter) and diet plans can help to reduce the risks of dizziness, weakness, and other side effects.
3. Home Modifications – Simple home improvements to reduce the risk of falls include installation of grab bars in bathtubs and shower stalls in the bathroom, removal of throw rugs (or securing them with adhesive tape), installing handrails on both sides of all stairways, and using proper lighting around stairs and pathways.
4. Regular Health Checks – Have your eyesight and hearing checked regularly to avoid unnecessary accidents.
5. Daily Care - Wear sturdy shoes with high sides and thin soles with good grips.

Index

| | | | |
|--|--|-----------------------------|--------------------------------|
| A | | | |
| Addendum | 2 | dog | 18 |
| Affordable Housing | 5 | doors | 32 |
| Annual Inspection | 39 | Drain Cleaner | 36 |
| Annual Recertification | 32 | Dryers | 39 |
| aquarium | 18 | E | |
| arachnids | 18 | E-mail Address | 24 |
| asset | 32 | Emergency | 13, 14 |
| attic | <i>See Attics and Crawl Spaces</i> | Emergency Procedures | 13 |
| Attics and Crawl Spaces | 21 | Energy | 30 |
| B | | EXTERIOR | 51 |
| Bathroom | 36, 37 | F | |
| bird | 18 | filter | 38, 48 |
| bird feeders | 11 | filters | <i>See filter</i> |
| birds of prey | 18 | Fire | 53 |
| Broken Hips | 55 | Fire Safety | 53 |
| C | | fish | 18 |
| Cable | 21 | five (5) day notice | 6 |
| Candles | 54 | forwarding address | 34 |
| Cans | 23 | G | |
| CAP Services | 2, 5, 6, 26, 32, 33, 34, 38, 39, 42, 43, 47, 54 | Garbage Disposal | 41 |
| CAP Services, Inc | 2, 5, 6, 38 | gerbils | 18 |
| Cardboard - Clean corrugated, without wax | | Glass | 23 |
| coating or foil, cereal boxes, tissue boxes. | 23 | grass | 42, 51 |
| Carpets | 36 | guests | 5, 26 |
| cat | 18 | guinea pigs | 18 |
| Changes | 33 | H | |
| changing of locks | 33 | hamsters | 18 |
| Cleaning Recipes | 36 | handbook | 2, 5 |
| Cleaning Tips | 34 | harassment | 26 |
| Community Room | 7 | Hazard | 42 |
| condition report | 44 | Host | 7 |
| Condition Report | 34 | household | 33 |
| conserve | 30 | Housekeeping | 47 |
| Correspondence | 2 | Housekeeping Policy | 9 |
| Countertop Disinfectant | 36 | housing programs | 32 |
| crawl space | <i>See Attics and Crawl Spaces</i> | I | |
| D | | income | 5, 32, 33 |
| damages | 34, 43 | Income/Asset Certifications | 32 |
| Decorating | 29 | insects | 18 |
| Disaster | 16 | inspect | 38, 39 |
| disturbance | 26 | inspection | 26, 33, 39, 43, 44, 46, 47, 54 |
| Doberman Pinscher | 18 | inspections | <i>See inspection</i> |
| | | Inspections | 22 |

| | | | |
|---------------------------------------|----------------------------------|-------------------------------------|------------------------------|
| Internet Address | 24 | Plumbing | 30 |
| K | | <i>Post-dated checks</i> | 7 |
| <i>keys</i> | 26, 33, 46 | <i>pre-inspection</i> | See Inspection |
| KEYS | 27 | <i>preventative maintenance</i> | 39 |
| <i>Kitchen</i> | 34, 37, 44 | <i>problems</i> | 34, 39, 52 |
| L | | <i>Property Manager</i> | 5, 7, 26, 32, 33, 38, 43, 47 |
| <i>landlord</i> | 6, 26, 34, 44, 46 | R | |
| <i>landscaping</i> | 42 | Ready Mop Cleaner Refill | 37 |
| <i>Late fees</i> | 33 | <i>Receipts</i> | 2 |
| <i>laundry</i> | 32 | <i>re-certification</i> | 32 |
| <i>Lawn Care</i> | 42 | <i>recertify</i> | 32 |
| <i>lawn mowers</i> | 42 | <i>Recycling</i> | 23 |
| <i>lease</i> | 5, 6, 26, 32, 33, 42, 43, 44, 47 | <i>refrigerator</i> | 34, 35, 38, 44, 45 |
| <i>Lease</i> | 2, 43 | <i>re-keying</i> | 27 |
| <i>Lease Violation</i> | 37 | <i>Re-keying</i> | 33 |
| <i>Light Fixtures</i> | 30 | <i>Rent</i> | 2, 6 |
| <i>Livestock</i> | 18 | <i>rental assistance</i> | 33 |
| <i>Locks</i> | 27 | <i>Rental Assistance</i> | 7 |
| M | | <i>repair</i> | 38, 39, 40 |
| <i>maintenance</i> | 38, 39, 40 | <i>repairs</i> | 26, 40, 44 |
| <i>Maintenance</i> | 33, 38 | <i>Repairs</i> | 38 |
| <i>Move-out Procedure</i> | 43 | <i>reptiles</i> | 18 |
| <i>Move-out Standards Checklist</i> | 47 | responsibilities | 2, 5, 26 |
| <i>Moving Out</i> | 43 | <i>Responsibilities</i> | 26 |
| N | | <i>returned check</i> | 7 |
| <i>Neighbor</i> | 52 | rights | 2, 26, 32 |
| <i>neighbors</i> | 26, 52, 55 | <i>Rights</i> | 26 |
| <i>Newspaper</i> | 23 | <i>rodents</i> | 18 |
| <i>noise</i> | 26 | <i>Rottweiler</i> | 18 |
| <i>Non Smoking Requirement</i> | 11 | S | |
| NON-STANDARD RENTAL PROVISIONS | 33 | <i>Satellite</i> | 21 |
| <i>non-sufficient funds</i> | 7 | <i>Section 8</i> | 7 |
| <i>normal wear and tear</i> | 33, 47 | <i>security deposit</i> | 33, 34, 43, 44, 46, 47 |
| No-Smoking Standard | 11, 12 | <i>Security Deposit Withholding</i> | 33 |
| <i>Notices</i> | 37 | <i>Senior Village</i> | 42 |
| <i>NSF fees</i> | 33 | <i>Slips</i> | 55 |
| O | | <i>smoke alarm</i> | 39 |
| <i>Office</i> | 24 | <i>snakes</i> | 18 |
| Office Hours | 25 | <i>Snow</i> | 42 |
| P | | <i>spiders</i> | See arachnids |
| <i>Painting</i> | 29 | <i>Statements</i> | 2 |
| <i>Paper</i> | 23 | <i>stove</i> | 34, 35, 38, 44, 45 |
| <i>Parking</i> | 42, 51 | T | |
| <i>Parking policy</i> | 8 | Telephone | 25 |
| <i>Pet</i> | 16 | <i>Television</i> | 21 |
| <i>Pet Policy</i> | 16 | <i>tools and equipment</i> | 42 |
| <i>Pit Bull</i> | 18 | <i>Tornado</i> | 14 |
| <i>Plastic</i> | 23 | <i>Trash</i> | 23 |
| | | <i>Trips</i> | 55 |
| | | <i>turtles</i> | 18 |

| | | | |
|-----------------------|----|---------------------|----|
| U | | <i>windows</i> | 32 |
| <i>unusual damage</i> | 33 | Y | |
| <i>Utilities</i> | 32 | <i>Yard</i> | 42 |
| V | | Yearly Lease | 43 |
| <i>Violations</i> | 37 | | |
| W | | | |
| Window Cleaner | 36 | | |



*Transforming People
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CONTACT INFORMATION

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CALL TOLL-FREE**

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E-mail work order requests to
workorders@capmail.org

IN CASE OF EMERGENCY

WHAT IS AN EMERGENCY?

1. No heat in the home (Room temp. below 66°)
2. Water pipe breaks
3. Strong gas smell—call the Gas Company immediately
 - Alliant Energy 1 (800) 862-6263
 - WPS 1 (800) 450-7280
 - WE Energies 1 (800)-261-5325
4. Smell smoke or see fire—call 911 immediately

WHO SHOULD YOU CALL? In order, listed below:

M-F between 8:30 a.m. and 4:30 p.m. 1 (877) 377-1434
 After Hours 1 (800) 472-3377

WHEN REPORTING AN EMERGENCY, please give the following information:

Your NAME and PHONE NUMBER
The ADDRESS where you live
What is the EMERGENCY?

