



RESIDENT GUIDE BOOK

FOR

The Village at 48west

Apartments and Town Homes

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	Saturday	12:00 pm to 4:00 pm
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This guide was written for IPA Management, LLC and is published for the sole purpose of providing our rental home Residents with a clear understanding of general management practices and policies, as well as helpful information about how to use and care for the leased premises and property.

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IMPORTANT TELEPHONE NUMBERS

48WEST MANAGEMENT OFFICES _____ 616.895.2400

RESIDENT HOTLINE _____ 616.895.3030

UTILITY COMPANIES

CONSUMERS ENERGY _____ 616.527.2230

DTE ENERGY _____ 800.477.4747

ALLENDALE COMMUNICATIONS _____ 616.895.9911

CHARTER COMMUNICATIONS _____ 800.545.0994

EMERGENCY SERVICES

POLICE EMERGENCY _____ 911

FIRE EMERGENCY _____ 911

ELECTRIC EMERGENCY _____ 800.477.5050

GAS EMERGENCY _____ 800.477.4747

MISCELLANEOUS

POSTAL SERVICE _____ 800.ASK.USPS

SECRETARY OF STATE _____ 800.767.6424

ABSOLUTE SECURITY _____ 616.245.4500

INTRODUCTION TO 48WEST

Welcome to 48west!

We hope that you will find your new apartment or town home to be a perfect fit. We will do everything we can to help make your experience at 48west a great memory.

48west was designed to promote a community spirit. The Village Center is designed as the hub of most of the community activities. We encourage you to get involved in resident activities and to make full use of the common areas and recreational facilities while you live at 48west. Enjoying the community outside your apartment or town home door is a wonderful way to introduce yourself to your neighbors, meet new friends, and become part of the community.

Communication is the key to developing lasting relationships. Our goal is to keep you informed of what is happening at 48west and in the surrounding community. We encourage open communication from you and hope that you will be open to discussing your experiences as well as suggestions with the 48west staff.

This guidebook contains pertinent information about the village at 48west community. To remain current and evolve with the community we are building, we must reserve the right to change, modify, or revoke any policy or procedure contained in this document, with or without notice. Of course, if change becomes necessary, notification to residents will be made as soon as is practical. In the event of questions, the final interpretation of policies and procedures applicable to the community will be made by Owner. We look forward to our time together.

Sincerely,
The Village at 48west Leasing and Management Team

LIVING IN A RENTAL COMMUNITY

The Village at 48west has been developed to provide students with a quality living environment with a strong sense of community. The village center includes a fitness center, game room, study areas, multi- sports court and the commons building which allow for many social opportunities. Various resident activities are commonly hosted by 48west within these social spaces. Residents are encouraged to interact and enjoy the lifestyle available at The Village at 48 West.

Whenever groups of people live in close proximity to each other, there exists the possibility of conflicts. Residents are encouraged to get to know their roommates and neighbors, so when situations arise, they are more likely to resolve the issues quickly and amicably.

To help promote a healthy community and to care and preserve the facilities, policies have been established to define the responsibilities of the Residents and Management of the property. Adherence to the policies by all Residents will advance and endorse a true community lifestyle.

PRE MOVE- IN GUIDELINES

UTILITIES

Residents are responsible for the payment of the electric, gas, water, and sewer services. To initiate service, contact the utility company at least one (1) week prior to the scheduled move in day. The utility providers will need the address of the apartment or town home and the date of occupancy. The utility services must be in the Resident's name on, or before, the commencement date of the Lease Agreement, and through the termination date of the Lease Agreement. Utility service not in Resident's name by the commencement date, or terminating utilities prior to the termination date of the Lease Agreement will result in a service fee of \$25.00 per billing period.

Electric	Consumers Energy	800-477-5050
Gas	DTE Energy	800-477-4747

***Note: A receipt of confirmation number will be required for gas and electric utility transfers prior to move in.**

TELEPHONE SERVICE

The Premises is equipped with one telephone jack located in the common living space. Owner will cover the cost to repair a telephone wire from the building's telephone interface box to the telephone jack that was originally installed inside the apartment or town home. Owner will not cover any expenses to repair telephone jacks installed by prior residents, or the cost to transfer telephone service to or from auxiliary telephone jacks. Resident is responsible for the cost of adding telephone jacks and/or additional telephone lines. Owner recommends securing a maintenance option if available when you order telephone service. To secure telephone service, contact:

Allendale Communication & Telephone	616-895-9911	www.altelco.net
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SATELLITE DISHES

No antenna or satellite dish that exceeds one meter (39 inches) in diameter is permitted. No antenna or satellite dish may protrude beyond the vertical or horizontal space of the Premises. No antenna or satellite dish may be installed outside the Premises, such as on any parking area, roof, exterior wall, window, fence, or common areas. Mounting devices must be temporary devices that cannot be installed to any part of the Premises. Antenna or satellite dishes located on the property cannot depict any advertising slogans and shall be one solid color only, either white, black, or shades of brown, gray, or tan. The antenna or satellite dish shall not cause distortion or interference whatsoever with respect to any other electronic device at the property. Only one (1) antenna or satellite dish per unit is permitted. Resident must remove the antenna or dish and other related equipment when Resident moves out of the Premises. Resident will be liable for all damages.

INTERNET

Wi-Fi is available community wide. Please see the Management Office for more details. Internet service is provided through Pavlov.

Pavlov 888-4-PAVLOV (728568)

RENTER'S INSURANCE

Owner strongly recommends that Resident obtain an insurance policy covering the Resident personal property. Owner is not responsible for damaged, lost, or stolen personal property under any circumstances. Resident should consult with an insurance professional to ensure the policy covers Resident's personal property against fire, water damage, burglary, vandalism etc., as well as, personal liability.

MOVE IN GUIDELINES

Owner will secure Resident's endorsement of the Lease Agreement in advance of the move in day.

Owner will forward a packet of information in the mail thirty days prior to the start of the school year to set a specific schedule for Resident's move in date.

On Resident's scheduled move in day, Resident will need to proceed to, and park at the building in which the Premises are located. Resident should walk to the Village Center Management Office. Resident will be required to pay all monies due in full before keys, the access card, and the Inventory Checklist are issued.

INVENTORY CHECKLIST

Resident will be given an Inventory Checklist to use during the initial inspection of the Premises. Resident should use this form to note any damages to the interior of the Premises. Upon moving out of the Premises, the same form is completed to compare the condition of the Premises to the original condition. It is imperative that Resident return the completed form to the Management Office within seven (7) days after moving in to the Premises. **Failure to return the checklist within the seven (7) day period will constitute an agreement by Resident that the condition was satisfactory and no damages existed at the time of move-in.**

DURING RESIDENCY

EMERGENCY MAINTENANCE SERVICE

Residents with an emergency maintenance issue should contact the emergency maintenance number. If the emergency is a fire, or possible criminal activity, Resident is asked to contact the police or fire department first, and then contact on call emergency maintenance personnel. A maintenance technician will call Resident back immediately to assist with the situation. Maintenance requests shall be defined as an event that takes place in, or about, the Premises that may result in harm to Resident, the Premises, another person, or the building. Examples of emergencies are:

- No heat
- No hot water
- A plumbing leak
- An overflowing toilet
- A natural gas odor
- A fire or criminal activity in the community

ROUTINE MAINTENANCE SERVICE

Requests for maintenance service can be made at the Management Office during normal business hours, by calling the Management Office at 616.895.2400, or by emailing a request to 48west@48west.info. Maintenance service requests will be handled as quickly as possible, with, or without a Resident present. A copy of the completed service request will be left at the Premises to notify Resident of time and date of completion. A detailed description of the issue is helpful in accurately dispatching and completing service request.

LOST KEYS OR ACCESS CARDS

If Resident misplaces or loses keys or an access card, Resident will be responsible for the replacement cost for the new keys and/or access card. The cost for replacing any key is \$10 per key, the cost to replace an access card is \$50.00. The cost to replace an entry door lock and/or a bedroom lock is \$75, available during regular maintenance hours only. Payment is due when service is rendered. A resident who is locked out of his or her unit may request lockout service at the management office. **A service charge of \$20 during normal office hours, and \$50 after normal office hours, will apply per occurrence.** To verify residency of the person requesting entry, the Management Representative must see a valid photo identification before access to the Premises will be granted. Access will be granted only to Residents of the Premises. Payment is due when service is rendered, either by on-line payments or by check.

MAIL

One mailbox is provided for all residents of the Premises to use jointly. The Mail Center is located in the Village Center. To receive mail, Resident must provide the complete address of the Premises, including the building address and Premises number.

GENERAL COMMUNITY MAINTENANCE AND CARE

USE OF THE PREMISES

Resident has the exclusive right to the bedroom designated in the Lease Agreement, and joint right to use the common areas of the Premises with the other Residents of the Premises. The common areas of the Premises include:

- The kitchen
- The dining room
- The living room
- The laundry facilities
- The deck (where applicable)
- The coat closet (where applicable)
- The powder room (where applicable)

The bedroom assignments and the corresponding rates are based on full occupancy of each apartment, ranging from one to four Residents. Resident understands that if the Premises contain other bedrooms that are not occupied, Owner reserves the right to assign additional Residents, unless the Resident and all other residents in the Premises agree to pay the entire Rent due for the unoccupied bedroom. Owner does not make assignments based upon race, national origin, religion, or disability.

CARE OF THE PREMISES

Resident is expected to maintain the Premises and all equipment, fixtures, and property furnished by Owner for Resident's use during the lease term in good condition and repair. As may become necessary, Resident will immediately alert Owner of any items requiring maintenance service at the Management Office.

Alterations to the Premises are strictly prohibited, without the prior written consent of Owner. The only alteration to the Premises that is acceptable without authorization by Owner is the painting of a maximum of one accent wall per room. Resident is required to return the paint color of all walls painted to the original color of the wall at the time of move in. Failure to return the wall color will result in a minimum fine of \$100. Resident will incur all costs associated with damage within the Premises, including, but not limited to repainting, extraordinary cleaning costs, and replacements of any missing items. The cost of any damages to common areas of the Premises will be equally split between all residents. Resident may not place items in a manner that would block a sprinkler head or smoke/heat detector.

In compliance with the Local and State Fire Codes, no items are to be stored in the community corridors, hallways, or entrances of the buildings at any time. Nor can anything be stored in the mechanical rooms that contain the furnace and/or water heater.

COMMUNITY APPEARANCE AND PROHIBITIONS

To help promote a safe and attractive place in which to live and entertain guests, Resident agrees that neither Resident, nor Resident's guests will:

- Consume of alcohol by anyone under 21 years of age;
- Bring beer kegs or any common containers of alcohol into the Premises, or Community;
- Manufacture or sell alcohol and/or drugs;
- Occupy or use any of the common areas and/or amenities of the Community if intoxicated;
- Dispose of cigarette or cigar butts in anything but a designated disposal center anywhere on the Premises
- Accumulate waste or refuse matter in, on or about the Premises or the Community which might pose a health hazard to any resident of the Community;
- Do anything or allow anything to be done in, on or about the Premises or the Community which may result in an increase in any insurance premiums associated with the Community;
- Keep or permit to be kept any domestic or wild animal or pet, without the prior written consent of Owner;
- Keep, use, or permit the storage or use of flammable fluids or explosives on or about the Premises or the Community;
- Commit or permit any act, or use the Premises or the Community in any manner that may injure the reputation of Owner or the Community, or which may cause a nuisance to or annoy, obstruct or interfere with the rights and peaceful occupancy of any other resident of the Community;
- Alter or remove any lock, or install a new or additional lock, bolt or other locking device on any door or window of the Premises without Owner's prior written consent;
- Use or permit the use of any portion of the Community as a place to play, to store personal property, or to congregate;
- Leave personal property of any kind outside of the Premises;
- Hang, air or dry clothes, sheets, blankets, covers or any other personal property from or above any window or balcony, in any common area, or otherwise outside the Premises, or install clotheslines or other hanging devices for such purposes;
- Play or permit to be played any music or musical instrument or make any noise which can be heard outside the Premises, or commit any nuisance or engage in or condone unseemly behavior or conduct anywhere within the Community;
- Allow any other persons to occupy the Premises without prior written authorization from the Owner;
- Wash motor vehicles anywhere within the Community;
- Drive at speeds higher than 10 miles per hour through the Community;
- Use or permit the use of the Premises or any portion of the Community in violation of any federal, state, or local laws;

- Be convicted of a felony or plead guilty or no contest to a felony;
- Misuse the fire alarm systems.

CARPET CARE

The care and maintenance of the carpeting in your rental home is your responsibility. The carpet should be vacuumed frequently. When choosing a carpet cleaning method, we recommend that you contact the office for the name and telephone number of an approved carpet cleaning contractor. Soap residue can cause rapid re-soiling or may damage the fabric. We recommend that you do not use over-the-counter stain removal products. Many carpet cleaning products contain brightening agents that can discolor the fibers in the carpet. Please contact the office for information about products that are safe on the carpet in your apartment for spot removal. When cleaning up and removing a substance on the carpet, remember to blot the area. NEVER RUB the area. Rubbing can destroy the fibers causing permanent damage to the carpet. The following are some quick clean-up tips when an accidental spill occurs:

- Coffee, tea and food spots: Remove by using cold water and a mild soap. If stain remains, use a color-safe bleach. Rinse well.
- Non-carbonated drink stains (such as Kool-Aid): Repeat soaking and drying the area with Club Soda may remove the stain. Apply a liquid detergent or color safe bleach if necessary. Rinse well.
- Animal Stains: Sponge freely with cold water. Apply solution of three (3) tablespoons white vinegar to one (1) quart of water. Sponge with detergent suds and rinse.
- Urine: Must be treated before spot dries to be successfully removed. Sponge repeatedly with cool water. Work a liquid detergent into stain and rinse thoroughly. If still discolored, sponge with white vinegar and let stand 15 minutes before rinsing or cover with table salt and leave overnight.
- Vomit: Sponge in solution of ¼ cup salt to a quart of lukewarm water. Wash with detergent suds. Rinse well.
- Paint: Sponge with thinner as recommended on can or with turpentine until paint disappears. Work full strength detergent into stain, then rinse well. Repeat if necessary.

KITCHEN AND BATHROOM VINYL FLOORS

The vinyl floors in your home need to be cleaned regularly. Dirt can easily become ground into the vinyl giving the floor a dull appearance. For care and cleaning of the vinyl floor, we recommend that you use an Armstrong cleaning product. This product can be purchased at most grocery and hardware stores. Kitchen floors need to be cleaned with warm water.

*****CAUTION*****

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THE MANUFACTURER OF THE NO WAX VINYL FLOORING IN YOUR HOME RECOMMENDS THAT RUBBER BACKED FLOOR MATS NOT BE USED ON THE FLOOR. These types of floor mats have been known to discolor the vinyl floor. SPILLS FROM FOOD SUBSTANCES, CLEANING PRODUCTS, ETC. MUST BE WIPED UP IMMEDIATELY. Spills that are not cleaned up right away will set into

and stain the flooring. You will be responsible for the replacement of any stained or discolored floor whether it was caused by negligent care or accident.

TOILETS

The sewer system is designed to handle all normal drainage and human waste. The water saving toilets should be flushed between discarding handfuls of paper to prevent a blockage. To avoid being charged for removal of a blockage, we recommend that you use a toilet plunger and attempt to clear the blockage yourself before requesting service.

PLUMBING LEAKS – BURST WATER PIPES

Each fixture supplied with water has an individual shut-off valve. If you discover a water leak or a pipe bursts, please turn off the valve (rotate clockwise) and notify Maintenance immediately.

PIPE FREEZE

If you plan to be away from your apartment home for any length of time during the cold season, remember to leave the heat on in your apartment. **The thermostat should not be set below 60°F.** Failure to do so may result in damages for which you would be held responsible.

CANDLES

Please be advised that excessive burning of candles may cause soot residue to develop on the wallboard, carpet along the baseboards and furnishings. We have found that this residue does not clean out of the carpeting and you could be responsible for the repair or replacement of the carpet if damage results from the soot residue.

STORAGE

Fire codes prohibit the storage of kerosene, gasoline, or any other flammable or explosive agents inside your rental home.

MANAGEMENT SERVICES

DELIVERIES AND PACKAGE ACCEPTANCE

The Rental Office will accept deliveries for Resident when Resident is not at home. Due to limited storage, packages will be held no longer than 72-hours at the Management Office. Resident must pick all packages up during normal office hours. Owner and Management do not assume any responsibility for the package and its contents.

RESIDENT ACTIVITIES

Management coordinates a variety of resident activities throughout the year. Resident are encouraged to participate. Residents are also invited to coordinate their own resident events with approval from Management.

COMMUNITY AMENITIES

COMMON AREAS/RECREATIONAL FACILITIES

The Community has a number of Common Areas and Recreational Facilities designated for Resident use. Some of the areas are equipped with televisions or other devices for Resident enjoyment. Resident is required to be considerate of others while watching the Community televisions and using the Common Areas and Recreational Facilities. Resident and Resident's guest(s) must comply with all rules and regulations regarding these areas, which are posted in the applicable facilities. Owner reserves the right, at any time, to restrict and/or control these Common Areas and Recreational Facilities as Owner shall, in its judgment, determine to be necessary for the care and cleanliness of the Community and for the preservation of good order, comfort, and benefit of residents in general and for the efficient operation of the Community. Costs to repair any damage done to the Common Areas and/or Recreational Facilities by Resident or Resident's guest will be assessed to the Resident for payment in full, and will cause Resident to lose rights to use Community amenities.

COMMUNITY APPEARANCE

FURNISHINGS

Resident is required to obtain written permission from the Owner to move any of the furnishings and furniture from the room the furnishings were originally placed. Failure to obtain prior written permission may result in a fee of \$75 per piece of furniture moved. A complete inventory of the furnishings is maintained by Owner. Resident will be charged replacement cost of any missing or damaged furnishings.

TRASH DISPOSAL

Resident is required to deposit all trash in the appropriate trash receptacles located throughout the Community. Resident must refrain from placing any large furniture items into the trash receptacles. Place trash in bags and secure the bags shut before placing it in the trash receptacles. A fee of \$25.00 per bag of trash will be assessed to Resident for trash that is not disposed of in the appropriate manner.

BARBECUE GRILLS

Resident is NOT allowed to use and/or store charcoal grills on, or about the Premises including the patio and/or deck area. A daily fine of \$100.00 will be assessed for violation of this policy.

PARKING

Parking spaces throughout the property are restricted for resident vehicles with properly displayed and authorized parking permits only. In accordance with applicable local, municipal, or state codes, vehicles without the appropriate parking permit displayed, will be towed at the vehicle owner's expense, without notification or warning.

Vehicles may be parked, or stopped, only in those areas designated as parking spaces by parallel painted lines. Parking spaces shall be used only for the parking of authorized, permitted motor vehicles of residents, and may not be used for the storage of any vehicle, or for the parking or storage of boats, campers, trailers, or commercial vehicles. All motor vehicles parked on Owner's property must display a current license plate and current local municipal stickers, if applicable, and must be in operable condition. Owner will have inoperable, improperly parked, un-licensed, and inadequately permitted vehicles removed from Owner's property at the expense of the vehicle owner.

Resident agrees to display the authorized parking permit in the lower front windshield on the passenger side. If the windows are tinted, the parking permit must be displayed in the upper front windshield on the passenger side. Owner is not responsible for damage to the tinting. Parking permits must be displayed in the vehicle to which it is registered. Hanging tags are to be hung on the rear view mirror. To replace a lost parking permit or tag, there is a minimum replacement fee of \$100.00 for an open parking permit, and \$150.00 for a carport-parking

permit. If a new vehicle is to be brought on the property, the old sticker must be returned to the office in order to replace the sticker at no additional charge.

If guest parking is available, guests may park on the property for a period of up to 24-hours in the designated guest parking area.

GENERAL POLICIES

RENT PAYMENTS

Rent payments are due on the **FIRST** day of the month. All rents received after the first of the month are considered delinquent and will be assessed a Late Fee of \$50.00.

All rent payments shall be made payable to The Village of 48 West Apartments and Town Homes, and shall be delivered to the Management Office located at 10897 48th Avenue Suite B-400, Allendale, MI 49401. **Rents must be paid in the form of a check or money order.** To help ensure rent payments are posted to the correct account, clearly list the full Resident name and the address on the check or money order. In the event that any check is returned for insufficient funds, an additional processing charge of \$25.00 will be charged, in addition to the Late Fee.

MAINTAIN ORDER

Although, social gatherings of Resident and their guests are welcomed and encouraged, such gatherings cannot become boisterous, or generally objectionable to other residents. Resident is responsible for maintaining order of the Premises. Resident is expressly responsible for the conduct of Resident's guests and the guest's compliance with Community policies. All stereos, radios, and televisions are to be kept at a volume that does not annoy or interfere with other residents of the Community. Accordingly, in addition to other remedies available in the Lease Agreement, Owner shall invoke the penalties for non-compliance.

PHOTOGRAPHS

Resident agrees to allow Owner to use photographs of the Resident and the Premises for the purpose of advertising the Community or other similar apartment communities owned or operated by Owner, and hereby consents to such use.

MOVE-OUT GUIDELINES

MOVING OUT

The Agreement ends as of the Termination Date at 10:00 a.m., unless Resident and Owner renew the Agreement and have executed and endorsed a new Agreement prior to the Termination Date. If Resident plans to vacate, Resident needs to do the following prior to the Termination Date:

1. Contact all utility companies and notify them of the scheduled Termination Date.
2. Notify the post office of Residents forwarding address.
3. Return all keys and access cards to the Management Office by 10:00 a.m. on the Termination Date. Keys can NOT to be left in the Premises.

REMEDIES OF DEFAULT

Resident's failure to adhere to any of the policies, practices, terms of the Agreement, and/or guidelines may result Owner exercising any remedies permitted by law, including the enforcement of penalties, ranging from charges of substantial fees, to expulsion of Resident from the Community, to the involvement and action of the authorities.