

**RESIDENT MANUAL**

**FOR**

**FURMAN PROPERTY MANAGEMENT**

**We would like to welcome you to Furman Property Management. We sincerely hope that you make your apartment your home and have many fond memories during your stay. We will do our part to make the apartment your home while you reside here, and to maintain a good business and personal relationship with you. The intent of this manual is not to establish needless rules and regulations, but rather to avoid the possibility of a misunderstanding at a later date.**

## DEPOSIT, LEASE AND LEGAL RESPONSIBILITY

1. Rent is due and payable on or before the 1<sup>st</sup> of each month.
  - A. Amount of full rent is to be paid in one form of payment, an administrative fee will be assessed as per lease agreement for each additional form of payment.
  - B. Be sure the apartment address is on the check.
  - C. Please send payments to:  
**Furman Property Management, 2607 Northridge Parkway, Ames, Iowa 50010**
2. Insufficient fund checks are considered a default in rent. An automatic NSF service charge will be assessed as per your lease agreement. If we receive more than 2 NSF checks, you will be required to pay your rent with a Money Order Only!
3. All residents in each apartment must be signed on the lease and be pre-approved by Furman Property Management.
4. All guests staying longer than 2 weeks must be registered with Furman Property Management.
5. Residents should inform Furman Property Management if they will be gone for extended periods of time (2 weeks). During your absence **do not** set the thermostat below 62 degrees or disconnect any of the utilities.
6. Any alterations of the lease must be approved by Furman Property Management.
7. Any roommate changes are subject to Furman Property Management's approval, and a Roommate Change Fee will be charged as per your lease agreement. **(Each person signing the lease shall be jointly and individually responsible for the entire rent and performance of the lease.)**
8. Assigning Lease- Resident may assign liability of their lease subject to Furman Property Management approval. Resident(s) will be charged as per lease agreement and at no time guaranteed the re-rental.
9. No pets are allowed without prior written approval from Furman Property Management. Pet sitting is prohibited. Upon violation please refer to your lease.
10. Furman Property Management is not responsible for loss due to fire, wind, rain, theft or accidents on the property or in the buildings. We strongly encourage all residents to carry renter's insurance.
11. Upon notification of vacating your apartment Landlord or agent may, without hindrance show said premises to parties wishing to lease or purchase the property during reasonable hours.
12. Resident(s) shall not use the premises in the active conduct of any trade or business. Uses such as baby sitting (on a regular basis), mail order business, or other such uses that tend to disturb the peaceful enjoyment of other residents are prohibited.
13. The apartment address will not be used for any purposes of advertising; nor will peddling, soliciting, or distribution of any type of products or service be allowed on the premises without written consent of Furman Property Management.
14. Resident(s) and any other person on the premises with resident's consent, including but not limited to members of the family and guests, shall not engage in activity, including drug-related criminal activity, on the property premises. Premises for purposes of this rule includes not only the rental unit but all other property comprising the apartment community, including common areas and streets. "Drug related criminal activity means the illegal manufacture, sale, distribution, use or possession of an illegal drug."
15. A single violation of the above provisions shall be a material violation of the lease and good cause for termination of tenancy. Unless otherwise provided by law, proof of violation shall not require criminal conviction, but shall be determined by the landlord as agent's good faith determination that the above provisions have been violated.
16. Keys are the responsibility of the residents and should not be transferred to another person. Furman Property Management may apply a fee as per lease agreement for misplaced or stolen keys during regular business hours. Furman Property Management is not responsible for after hour lock-outs, resident(s) must call a lock smith at their own expense.
17. Locks requested to be replaced must be set up through Furman Property Management and will be at the sole expense of the tenant.

## MAINTENANCE

1. Residents are responsible for cleaning and maintaining their apartments at all times, including proper removal of trash.
2. Disposable diapers, great quantities of toilet paper, tampons, sanitary napkins, etc. should never be flushed down the toilet.
3. Heavy acid drain cleaners may damage drain pipes. Always follow manufacture's instructions.
4. Residents are responsible for proper care of all major appliances.
5. When running the dishwasher take care not to allow silverware and cooking utensils to get caught in the bottom. Be sure not to use regular dish soap.
6. Run a **Lot** of water while using the garbage disposal.
7. If your garbage disposal does not work:
  - \* Turn the wall switch OFF! \* Check the inside of the unit for bottle caps, coins, silverware, dishcloths, sponges, etc. and remove them. \* Find the red reset button on the bottom or side of the disposal tank and press it. ...**If that does not work** - Call into our office for general maintenance.
8. Tenants will be responsible for all costs of repairing disposals, unless problem was due to a defect in the equipment. Also, a service call will be billed to the tenant if any foreign objects have jammed the unit. The following items should not be put down the garbage disposal. Check the manual for additional information.
  - Pasta products (especially rice), Fats and greases, Bones & fruit pits, Fibrous food waste - (Celery, Banana or Potato Peels & Onions), Non-food waste items & Large quantities of anything, should not be put down the disposal.
9. Sewer Back- Up:
  - Minor** - If sewer backs up into the kitchen sink, tell all the apartments directly above you not to run the dishwasher or any water in the kitchen sink. Immediately call the office at (232-8884) daytime or nighttime for maintenance.
  - Major** - If sewer backs up into the floor drain immediately call for maintenance. Then notify all residents of the building not to run the dishwasher and any kitchen or bathroom water. Unplug washing machine in the laundry area.
10. Toilet Overflow: Each apartment should purchase their own plunger for unclogging the stool. You will be charged for maintenance when routine plunging is needed.
  - In Case of a Toilet Overflow:
    - a. Turn off the water to the toilet (the valve is located behind the stool and needs to be turned clockwise). Plunge the toilet. Try several times. If you plunge hard enough it will clear the line. The ball type plunger is recommended.
    - b. Turn the water back on to see that the water is running properly. If your stool continuously plugs up, call for general maintenance during regular office hours.
    - c. If water overflowed on the floor please make sure you wipe the floor immediately to prevent leaking into the ceiling below you.
  - Residents are responsible for the cost of unstopping stools and drains, unless due to defective plumbing. **Toilet paper is the only acceptable paper product to flush through the sewer system.** Items not to be placed in stools includes but not limited to: Disposable diapers, sanitary napkins, facial tissue, or cotton swabs.
    - \*\* You will be charged a service call if any of these products cause a sewer to backup\*\*
11. Abrasive cleaners such as Comet, Ajax, Etc. should not be used to clean fiberglass showers. A fiberglass cleaner or non-abrasive cleaner is recommended.
12. Painting the apartment is prohibited. However, if there are any alterations you would like to have done to the apartment, contact our office and we will consider your request.
13. Resident(s) must be sure to shut their exterior windows when it rains or snows.
14. Resident(s) are asked to promptly report all leaking water, electrical or mechanical malfunctions observed in the apartment to our office.
15. Resident(s) are responsible for replacing their own light bulbs. When replacing light bulbs in the apartment be sure not to exceed the recommended wattage. For all enclosed fixtures, you should use 60 watt bulbs, and for appliances such as your stove and refrigerator, a 40 watt bulb is recommended.
16. Residents are to replace batteries in battery-operated smoke detectors at least every 6 months. Do not tamper with detectors or disable detectors or deliberately remove batteries.
17. Service calls on repairs resulting from resident neglect, carelessness, or abuse will be charged to the resident.