



THE HIVE
RESIDENT HANDBOOK



THE HIVE

901 STATE

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APPLIANCES

DISHWASHER

Rinsing your dishes before loading helps prevent the drain from clogging. If you have dishwasher-safe plastic and wooden items, load them in the top rack only. Do not place fragile glassware in the dishwasher, as the jet action may cause breakage. Remove bits of food and clean the dishwasher drain trap.

Deep clean your dishwasher each month with tablets. Empty the dishwasher, pour in a ¼ cup of vinegar, and run the dishwasher again. Even if you prefer not to use the dishwasher, run it at least once a week to keep seals from becoming hard and cracked.

TROUBLESHOOTING: To reset a dishwasher, hold the start button down for three seconds or, failing that, switch your dishwasher off at the main power supply. If that won't sort out the glitch, submit a maintenance request.

MICROWAVE

Clean out the inside and microwave plate weekly.

TROUBLESHOOTING: To get power, plug in the disconnected power cord to the outlet in the cabinet directly above. If that doesn't work, submit a maintenance request.

REFRIGERATOR

If your refrigerator quits cooling, it is your responsibility to take steps to protect your personal items - i.e. food, medicines, etc. - from spoiling. Do not assume that a local appliance professional will be available the same day. It may take longer to have the appliance repaired or replaced.

TROUBLESHOOTING: If moisture is present make sure the door seal did not come loose.

OVEN

Keep stove drip pans clean by covering them with foil or washing them. Keep an oven liner at the bottom of your oven to prevent food from spilling onto the oven bottom. Clean oven and stove hood vents regularly to avoid potential grease fires.

TROUBLESHOOTING: If no power is present ensure it did not come unplugged.

If the oven does not work: Check time-bake to be sure the settings on the unit are not preventing the oven from working. An oven set on time bake WILL NOT HEAT.

BICYCLES

The Hive provides covered bicycle parking for tenants. Please use designated bicycle racks or carefully store bicycles in your apartment (bicycle hooks are not allowed). Due to life safety concerns, bicycles found in patios, balconies, hallways, breezeways, stairways, blocking public access to exits will be removed and impounded (a fee may be imposed for removal and storage).

To protect your bicycle from theft, get a quality lock (We only recommend U-Lock) and properly secure it to the bicycle rack. Bicycles may not be secured to any tree, shrub/plant, stairway or walkway handrail, light or signpost, etc. Bicycles must be removed on your scheduled move-out day. Abandoned bicycles will be confiscated by the La Crosse Police Department.

If your bicycle is stolen, or if you notice any other tenant's bicycle being stolen or messed with, contact the La Crosse Police Department right away @ 608-789-7227 to report the incident. Inform The Hive management about the incident after contacting the Police Department.

ONLY REGISTERED BIKES WILL BE INVESTIGATED BY MANAGEMENT

ONLINE BICYCLE REGISTRATION PROCESS:

1. Go to www.cityoflacrosse.org
2. Click on "Your Government"
3. Click on "Police & Parking"
4. Click on "More Services"
5. Click on "Bicycle Registration" **IT'S FREE**

CABLE TV & INTERNET

If you have issues with your internet/cable, please contact Spectrum Charter at (844) 258-8113. Login and Password for the WiFi can be found on the back of the router in the living room. A laminated info sheet can also be found in the entry closet on the cable box.

Spectrum has an online portal for Community Solutions residents.

<https://www.spectrum.net/support/spectrum-community-solutions/spectrum-community-support>

Tenants may access this from a cellular device as well if they are having internet issues at the time. There are support videos to help people with any challenges they may have.

On this link, residents have the ability to chat online with a rep or they can call (833-267-6094) if they prefer to speak with an agent.

It can also be found by searching “Spectrum Community Solutions Support” in Google.

HIVE MANAGEMENT HAS NO ACCESS TO ASSIST WITH INTERNET/CABLE.

Tenants must leave these items:

- Internet
 - Modem
 - Router
 - Any other related material
- Cable/TV
 - Cable Box
 - Any cabling equipment
 - Remote Control(s)
 - Any other related material

In the event any such items are removed from the apartment, all suitemates shall be jointly and severally liable to the Landlord to replace such items at the following rates: \$25.00 per cable; \$50.00 per remote control; \$200.00 per cable box/modem/router.

CLEANING & DAMAGES

KITCHEN

In kitchens, clean up food crumbs and spills quickly to discourage pests. Tenants are responsible for removing pests (ants, mice, etc) caused by unsanitary apartment conditions.

OVEN

Clean oven and stove hood vents regularly to avoid potential grease fires. Do not leave the oven on and unattended when leaving the house at any time. Do not allow grease build-up - this can cause fires. If the oven is a continuous clean oven, do not use a commercial oven cleaner, such as "Easy Off." This will only ruin a continuous clean oven. For continuous clean ovens, heat to 450 degrees and leave on for 2-3 hours. High heat helps the cleaning process. Wipe out with a damp cloth after the oven cools. Do not leave the oven on high heat for longer than 3 hours. For self-cleaning ovens follow the cleaning directions, usually located on the top of the stove/oven.

BATHROOMS

Keep bathrooms properly ventilated to prevent the growth of mildew and mold. Use an exhaust fan while taking showers and for a reasonable time afterward to ventilate the remaining steam. If mildew and mold appear, use a product such as X-14 or Tilex to remove it immediately.

DRAINS

Keep your drains free of grease, lint, sanitary products, foreign objects, and food, which can clog them if they are not flushed out occasionally with a good chemical drain cleaner. The owner will pay only for stoppages that are caused by faulty construction, such as mortar or stones in the sewer.

NAILS

Tenants are ONLY allowed to use the small nails available in the front office. These are FREE to use at your disposal. ADHESIVE walls fasteners damage walls and are NOT ALLOWED.

If any Tenants or their guests/invitees cause damage to any portion of the premises the Tenant is responsible for the damages. The Tenant must independently pursue charges against the guest.

DISTURBANCES, NOISE & NUISANCE

All tenants, residents, and guests are expected to conduct themselves in a way that will not offend or disturb the neighbors or passersby. Any activity that causes extreme or excessive noise, traffic, or disturbance of any kind is cause for eviction and/or a fine from the City of La Crosse. This includes loud, lewd music, or vulgar or profane language. If music or other sounds can be heard outside the perimeter of the premises leased, it is considered too loud.

IT IS YOUR RESPONSIBILITY TO CONTACT THE POLICE IF YOU FEEL THE NEIGHBORS MUSIC IS TOO LOUD OR BREAKING NOISE ORDINANCE.

The City of La Crosse has a noise ordinance that the Police Department will enforce. Noise violation tickets are currently \$124. If an underage person is drinking, each person will be assessed a fine of \$250.

EARLY LEASE TERMINATION & TRANSFERS

REMEMBER, YOUR LEASE IS A LEGALLY BINDING DOCUMENT. The following are exceptions made to go above and beyond for our tenants.

If you need to vacate your apartment prior to the end of your lease, send an email to info@greatrivertproperties.com describing your situation and your desired move-out month. Move-outs occur on or before the 25th of the month to allow sufficient time for apartment turnovers.

Tenant will ONLY be approved for early lease termination when an approved new tenant signs a lease for the same apartment. Tenant(s) is responsible for all leasing terms including rent payment and utility charges UNTIL a new tenant is approved and executes a lease with a security deposit for the same apartment.. Once the new approved tenant(s) executes their lease then the original tenant is no longer responsible for paying rent, damages, etc, and will execute their Early Cancellation/Termination Addendum.

If you have been approved to terminate your lease prior to the lease end date tenant will be charged an early termination charge, **in addition to any other costs or losses associated with re-renting the premises, including but not limited to lost rent,** advertising costs, and all other administrative costs associated with early termination of my (our) rental agreement (i.e. screening, showing). "Find-a-Friend Termination" allows you to find an accepted "friend" to take over your leasing terms in order to reduce the early termination balance.

Qualifications of "find-a-friend" are listed below:

- Only valid if a lease with a new tenant is completed prior to the completion of the termination of the rental agreement
- Is NOT a form of subleasing and does not apply to anyone that is a current tenant
- Requires same gender unless approved by ALL tenants in the apartment
- Cancellation/termination must be approved by lessor
- Applicant must be approved after the application process with a valid execution of a lease at Pointe West Investments
- Tenant(s) is responsible for all leasing terms including rent payment and utility charges UNTIL a new tenant is approved, signs a lease for that same apartment, pays a security deposit and executes their lease. Once the new approved tenant(s) begins their lease then the original tenant is no longer responsible for paying rent, damages, etc
- Landlord may deduct the funds from the tenant's security deposit for advertising costs and all other administrative costs associated with early termination of my (our) rental agreement (i.e. screening, showing)

ELECTRICITY/ENERGY

Upon the move-in date, it is the tenants' responsibility to contact the utility companies immediately. Tenants are responsible for their share of XCEL ENERGY charges for the full term of their lease, regardless of whether they are in occupancy. Heating and cooling account for most of the energy charges and will occur whether or not you are staying in the apartment.

Online registration is simple at xcelenergy.com > My Account - Start Service > Residential or contact them via phone @ (800) 895-4999.

New residents at The Hive: Please make sure the Xcel Energy bill is set up under the name of someone in the apartment. Only ONE PERSON per unit IS REQUIRED to set up an account and coordinate with the others to pay. Once complete, email management the name of the account holder. Any apartment that does not set up an account with Xcel Energy will receive a \$20 per month administrative fee for each month The Hive office receives your utility bill.

TROUBLESHOOTING: If the electricity in part of the house doesn't work: Reset the GFI (press reset button) outlet along the kitchen counter. If this doesn't work, check the circuit breaker box for a tripped (opposite direction) breaker. It could appear that it is not tripped. Therefore, you must turn the breaker all the way off and then turn the breaker back on.

If the circuit breakers continually keep going off: Check all appliances to see if too many appliances are running on the same circuit and causing an overload.

If the thermostat is stuck to a certain temperature and is not heating, turn the thermostat off. Locate the breaker box and switch the thermostat breaker to off and then on. Turn the thermostat back to the "heat" position.

ENTRANCES & BALCONY

Balcony must be kept orderly and clean. Only outdoor furniture and related patio items may be placed on any patio/balcony. Trash, drying towels/clothes, and other unattractive or large items may not be stored on the balcony. Use of personal gas or charcoal grills on the patios and balconies is not allowed and is subject to fines from both the management and the Fire Marshall. Items of any kind should not be placed on the ledges or protrude from the railing. Management has the right to limit the number of people on a balcony at any given time. No bicycles, motorcycles, or mopeds are allowed on the balcony. Nothing should be thrown or dropped from balconies or patios. No foul play should take place on the edges of the balcony. No one should EVER attempt to climb over or jump from the balcony. Additionally, management reserves the right to close or deny access to balconies, patios, and other common areas in or around the complex when deemed necessary at any time and for any duration, for the safety or enjoyment of the community or its neighbors, and at management's sole option and discretion.

A reminder when using the grills on the balcony: when in use, the blue lever under the grill should be facing up or parallel to the pipe. When you are finished cooking, turn the lever to the right to turn it off, or perpendicular to the pipe.

Clean up after yourself. There are trash receptacles available for your use. Failure to do so may result in a \$25.00 fine per occurrence.

The La Crosse Police Department is aware of the balcony hours. If they catch anyone out there after hours they may be ticketed for trespassing.

The La Crosse Police and Fire Departments request the deck will be CLOSED OKTOBERFEST WEEK and any other time at management's discretion.

FURNITURE

The Hive apartments are furnished with the following items:

Bedrooms: Bed, mattress, dresser, desk, desk chair

Living Room: Coffee table, couch and/or love seat, wall-mounted TV, electronics table

Kitchen: Chairs (3) for the breakfast bar

Tenant agrees to not remove any equipment or furniture owned by Landlord from the premises or the building except as permitted in writing by Landlord. Tenant(s) will be charged for any Landlord provided furniture or equipment that is missing from the apartment. All existing furnishings and appliances are included as part of the rental. If Tenant wishes to remove items of Landlord-provided furniture, Tenant shall contact Landlord to make arrangements for Landlord to show Tenant where to store items. The removal of furniture is the responsibility of the tenant. Tenant understands that no abatement or reduction in rent shall be made under this circumstance. Any additional furniture brought by Tenant for placement in unit common rooms (e.g., central area/living room) must be consented to by the other Tenants of the unit or it shall not be permitted. This additional furniture must be removed from the premises upon move out.

Tenants agree that all furniture and household items must remain away from any wall to prevent paint chipping and staining. Tenant(s) are responsible for ALL wall cleaning upon move out to remove marks, stains, etc. Items will not be placed in a manner that covers or blocks a heat source.

GARBAGE & RECYCLING COLLECTION POLICY

All waste items must be deposited carefully into the trash containers provided in the trash enclosure in the parking lot. Any items which are dropped or thrown away by Tenant or Tenant's invitee or guest so as to clutter the grounds shall be picked up and properly disposed of by Tenant.

All trash and recyclables must be placed in the appropriate container located in the parking lot. Tenants are required to clean up after themselves and their guests in any common areas, including hallways, lobbies, and entertainment areas/decks. 1st violation of this will result in a warning. 2nd violation and ongoing occurrences will result in a \$25.00 fee.

Please break down boxes before throwing them in the recycling dumpster in order to save space.

For the safety of all residents and to preserve the appearance of the community, you are not permitted to store or place any personal belongings in the walkways, hallways, or entranceways. TRASH MAY NOT BE LEFT UNATTENDED OUTSIDE YOUR SUITE AT ANY TIME. THIS IS A \$25.00 FEE FOR ALL ONGOING OCCURRENCES TO EACH TENANT ON A LEASE.

GUESTS & TENANTS INVITEES

Tenants are responsible to notify guests of applicable rules. Tenant is responsible for their own conduct and for that of Tenant's invitees and guests. "GUESTS" implies anyone that has entered your room with permission as seen on camera or in admittance.

Only those persons listed on your lease have permission to occupy the premises. You will be responsible for the behavior and acts or omissions of your guests. All portions of your lease and this Tenant Handbook also apply to your guests. Having an unauthorized tenant residing in the premises is a material breach and default under your lease and may incur charges and result in eviction.

If you allow an unauthorized person to move into your apartment, not approved in advance, including signing the lease, tenant(s) agrees they will be assessed a fee/fine of \$500.00 and be subject to eviction. Such charges may be deducted from a tenant(s) security deposit.

Tenants are responsible for their invitees and guests. Tenants may have no more than two (2) overnight guests per night. No guest may stay overnight for more than one (1) night in a seven (7) day period.

GUESTS ARE NOT PERMITTED TO PARK IN THE HIVE PARKING LOT AT ANY TIME

TENANTS/GUESTS ARE NOT PERMITTED TO CONGREGATE IN HALLWAYS

GYM MEMBERSHIP

The lease waives your fee for a membership to District 901 Gym. Your membership is activated at the start of the lease directly with the gym and its rules/regulations. The membership is subject to the rules and restrictions imposed by District 901 Gym and may be revoked by them if the tenant fails to honor their rules and restrictions. More details concerning your membership at District 901 Gym may be obtained by contacting them directly @ 608-799-8668 OR EMAILING info@district901gym.com. Liability waivers must be signed and submitted to District 901 before being able to utilize the gym.

To set up your District901 gym membership, liability paperwork needs to be signed during the move-in process. Copy of Driver's License is required. Tenant must bring gym-approved paperwork identifying their tenancy with The Hive to receive waived fees to the gym.

TIP: DON'T SNEAK FRIENDS IN AS DISTRICT 901 CLOSELY MONITORS THIS AND YOU WILL LOSE YOUR PRIVILEGES TO DISTRICT 901 GYM.

HEATING/AIR CONDITIONING

Tenant agrees to report any problems with the heating system to Landlord immediately. When Tenant controls the thermostat on the premises, ***Tenant agrees to maintain a temperature of at least 65 degrees.*** If the thermostat is found to be turned off or set at a temperature below 65 degrees, Tenant will be assessed a \$50.00 fee for each instance. In addition to the \$50.00 charge, Tenant will be responsible for all damages on the premises, other residential units, and common areas, caused by the heat being insufficient, including but not limited to damages caused by frozen water pipes. Landlord may adjust the heat at any time if it is determined that the heat is not set at a level sufficient to protect water pipes from freezing; this includes during winter break and weekends when no one appears to be present at the apartment.

Tenant agrees to report any problems with the air conditioning system to Landlord immediately. ***Tenant agrees to maintain a temperature of not more than 78 degrees*** and to utilize the air conditioning system as necessary to ensure compliance with the foregoing during the summer months. Tenants should expect to utilize the air conditioning.

TROUBLESHOOTING: If thermostat is not changing temperatures when adjusting you will need to replace the batteries in the thermostat.

INSPECTIONS

Management will conduct routine inspections of the property to ensure conditions are being maintained and identify any potential maintenance issues. This allows your apartment to ensure that your move-out process will be simple and all standards are met during your tenancy. We will offer suggestions and immediate remedies to any damage or anything outside of normal wear and tear. We will provide at least a 12-hour notice prior to any inspections unless it is an emergency situation.

KEYS, FOBS & LOCKOUT

Keys will be issued at the time of possession. A single mail key will be provided at the time of possession for the entire unit. Alterations or replacement of locks, installation of bolts, knockers, mirrors, or other attachments to the interior or exterior of doors requires the approval of management. ALL keys are to be returned upon vacating the premises. If you are locked out of your apartment for any reason, the tenant is required to pay a service charge of \$25.00 during the hours in which management is available within the office. If a tenant is locked out when management/staff is not accessible, a local locksmith must be contacted and the tenant is responsible for their own charges. If for any reason locks are to be re-keyed, the tenant is required to pay the actual cost.

If you ever have a non-functioning door and cannot get in or out of your unit DO NOT DAMAGE the door. Tenant is responsible for any damage to any door in their apartment. Tenant is responsible for the actions of any guest(s). Contact the local locksmith who can safely open the door for you to avoid any damage charges. This is important because we install industry-approved lock systems.

We are not liable for unreturned keys or any damages to you, your roommates, or your guests for injury, damage, or loss to person or property caused by criminal conduct of other persons including theft, burglary, assault, vandalism, or other crimes.

Any missing keys or ANY key(s) not turned in will result in a \$325 fee per key.

Our recommendation would be to attach your key and fob to your car keys or a lanyard.

Tenant agrees not to change door locks or to add additional locks to the leased premises without the prior written consent of the Landlord.

Mailbox re-keys are \$50.00. Any issued door keys (fobs, room keys, or bedroom keys) will be billed at the rate of \$30.00 each. Time is of the essence in regards to key returns by the Tenant. All apartment and other keys/parking permits (if applicable) must be delivered together to the landlord at or before the check-out time.

LEASE RENEWAL

Tenants will receive a “text message” or “email” via appfolio if they are eligible to renew their current lease. If a lease extension is offered it is important to respond, as no response could result in the loss of tenancy for the following renewal period. Please communicate in a timely manner your desire to renew or not renew. Lease renewals are completed electronically via Appfolio.

MAIL & PACKAGE

United States Postal Service (USPS) does sort and deliver mail to the appropriate mailbox in the mailroom. USPS is not responsible for any problems that may occur in their efforts to provide mail services or claims that may arise out of the service.

The Hive management office is not responsible for lost or damaged envelopes or any other type of mail delivery. **If this is not acceptable to you, you may elect to pick up your mail at the local USPS Substation at your expense.** You are responsible for your mail being correctly addressed. If your mail is not properly addressed with your Apt. number it will be “returned to sender”. **PUT YOUR APARTMENT NUMBER ON ALL MAIL.**

USPS large packages are placed in the large compartments below the mail boxes. If you receive a key in your mailbox then it means you have a large item in a large compartment. Use the key placed in your mailbox to open that compartment to get your package out.

We will accept delivery of your packages in the main office provided we are available to accept the package. We will not accept delivery on any item that must be placed inside your apartment, i.e., furniture, or C.O.D. deliveries. While we may accept delivered packages and will exercise care to hold them and give them to residents, we assume no liability for their loss, damage, theft, misdelivery, delays in delivery, and/or failure of delivery. Although we will do our best to accommodate, during high package volume times such as move-in and the holidays, we reserve the right to refuse to accept and hold deliveries (as permitted by applicable law) of large boxes, numerous packages for the same resident, or as space and capacity permits.

MAINTENANCE ISSUES & REQUESTS

For any maintenance needs, check troubleshooting within this manual first. If none of this solves the problem, submit a maintenance request in AppFolio to properly diagnose. Submitting a maintenance order provides management approval of access to your suite. ANY maintenance emergency may result in immediate action and is not subject to approval for entry.

Prompt notification to the property manager regarding any potential repairs is appreciated. ALL property management requests must be submitted to Appfolio.

Throughout your tenancy, you are expected to maintain the apartment and keep it within the same condition as it was when you took possession. Only normal wear repairs will be made by maintenance. You will be held accountable for repairs caused by misuse or neglect. **SUBMIT A MAINTENANCE WORK ORDER THROUGH YOUR APPFOLIO TENANT PORTAL FOR ALL MAINTENANCE ISSUES. ONLY PORTAL MAINTENANCE REQUESTS** will be fulfilled. Upon filling out the request, please be as specific as possible about the problem and include pictures if possible.

Emergency Maintenance and Repairs: An emergency exists when health and safety are compromised or property damage has occurred or is about to occur. To report an emergency, call or text 608-570-4248 and IMMEDIATELY SUBMIT A MAINTENANCE WORK ORDER through the portal. Report the specific incident, your telephone number, and the unit address. If the emergency involved a fire or something similar, please notify the proper authorities (911) first. Do not call the emergency answering service with non-emergency or non-maintenance issues. This service is strictly for emergency maintenance only.

All breakdowns, system failures, and structural defects to the property must be reported immediately. If an urgent repair is needed, you are responsible for stopping further damage from occurring if possible and safe to do so (e.g. if there is a leak, you are responsible for stopping the water source until we can make the repair. Likewise, if the problem is electrical, turn off the breaker until a repairman is available.) You will not be reimbursed for any unauthorized repairs you make.

Landlords may/will send a notice such as notice to enter a unit via electronic means such as email or text message.

MOVE-IN PROCEDURES & GUIDELINES

You will find the Move-In Condition report at the back of this handbook. Please return this form within seven days of your move-in. It is required that you contact Xcel Energy via their website to start your service:

Please see the “Electricity/Energy” Section of Tenant Handbook.

Your Room (Letter) is designated to the assigned tenant and you are not able to switch rooms without contacting management. This would create a huge liability. If you would like to change rooms, come to the office and we will move you in the system and send a new lease with the correct information and get you the new keys. **DO NOT SWAP KEYS.**

DO NOT USE adhesive wall fasteners/command strips. Only approved nails in the management office are acceptable. Keep furniture, tables, etc... away from your walls to prevent scuffing, stains, etc. Please ensure you do your part in recycling only items on the attached list of items that should be recycled. All other items need to be placed in the regular garbage dumpster. The recycling dumpster is labeled as such and contains recycling stickers on it. Please advise us immediately of any concerns.

MOVE-OUT PROCEDURES & GUIDELINES

Tenant will be 100% responsible for the cleanliness and maintenance of his or her assigned bedroom and will have cleaning and damage charges beyond normal wear and tear withheld from his or her security deposit and/or charged to Tenant's account.

In addition, the bathrooms and all common areas of the premises will be the joint responsibility of all roommates. Roommates will share equally in the responsibility for the cleanliness and maintenance of the premises' common area space and will have cleaning and damage charges beyond normal wear and tear withheld from each Tenant's security deposit and/or charged to each Tenant's account.

PLEASE REFERENCE THE MOVE-OUT CHECKLIST IN THE BACK OF TENANT HANDBOOK.

During move-out, every area of your apartment needs to be clean and move-in ready for the next tenant. ALL items need to be removed from the apartment unless the next tenant wants the item(s) that you do not want to take with you. Coordinate this well in advance. Contact Habitat Restore at 608-785-2373 and they will come to your apartment and pick up certain items. Call in advance as they may get booked up for a couple of weeks.

Move-out inspection will be performed only after all tenants have vacated the property and removed all belongings from the premises.

Tenant agrees to place the residence in as overall clean condition at move-out, excepting ordinary wear and tear, as when the tenancy commenced or as subsequently improved by the landlord, landlord's agents, or Tenant. If the residence is not clean when Tenant vacates, management's employees or an independent cleaning company will undertake the work, and the wage rate assessed to Tenant shall be \$45.00 per hour.

The landlord will not store any items of personal property that the tenant leaves behind when the tenant removes from, or if the tenant is evicted from, the premise. Tenants will be responsible to remove any item they take possession of during their residency at the Hive. Tenants will be charged removal and storage fees for all items left behind.

Tenant agrees to pay a furniture removal fee of \$100.00 per request to remove landlord-provided furniture after the first request and for each and every request made after the first week of the Lease term.

TENANT MUST PROVIDE A FORWARDING ADDRESS UPON MOVE OUT

PARKING POLICY

All vehicles should be parked in the appropriate area or on the public street where allowed. You are not allowed to park on lawns, sidewalks, and other areas not specifically designated for parking. **Parking permits are stickers and should be placed on your rear bumper. If your permit is not visible for any reason, the car may be towed at the vehicle owner's expense.** Please do not back into stalls. If parking permits are not returned at the end of the lease, a \$250 fee will be applied. Motorcycles and mopeds may not be parked anywhere on the premises unless a parking permit is purchased. See Parking Map.

GUESTS ARE NOT ALLOWED TO PARK IN THE HIVE PARKING LOT AT ANY TIME. It is your responsibility to make sure your guests understand these parking rules and regulations as their vehicles may be towed at their expense if parked improperly. **This is the only notice you will receive. You will be towed if you are not parked or permitted correctly or you are not in compliance with all other state or local requirements, with no further notice.**

Contracted Towing Companies are responsible for enforcing the parking. Tenants or their guests are NOT allowed to park in 2-Hour Commercial Parking or they will be towed. 2-Hour Commercial Parking is only for the entire 2 Hour or less duration accompanying District 901 or Hmongs Golden Egg Roll. Landlords and agents are not responsible for the actions of third-party towing companies.

If you get a new vehicle or borrow a vehicle, take the permit out of the old vehicle and place the permit in the new vehicle.

Snow Removal:

All snow removal will be done for you. When a snowfall of at least 2" occurs, all vehicles must be removed from the parking lot prior to 6 am and may return to the parking lot only after the **ENTIRE** parking lot is plowed.

If a car is not moved for snow removal, the tenant is subject to charges. If one does not move their vehicle, a \$25 charge will be added to their account. If the tenant plans to be away from the apartment, the tenant will leave a key with a caretaker, roommate or neighbor so the car may be moved in case of fire, emergency, or snow. Snow removal fees will be passed on for the tenant with a vehicle left in the parking lot during parking lot snow removal.

PET POLICY

No PETS – dogs, cats, snakes, birds, etc. – of any kind are allowed on the premises unless you have written permission. This includes pet sitting or visiting animals. In no case may an animal be at the property that is not specifically permitted in writing. **Guests are not permitted to bring in any pets at any time for any reason.** A penalty fee of \$500.00 per incident will be imposed. Landlords will take ALL necessary steps to remedy the problem for future tenants at the current tenant's expense including replacing or cleaning carpet, disinfecting, etc.

PLUMBING

BATHTUB

Drains must be cleared of any debris or hair. Tenants are responsible for removing hair from bathtub drains at their own expense. We have provided a hair drain removal tool in your bathroom for your convenience. To eliminate hair clogs, please keep the hair drain catcher in place at all times.

For a great once-a-month drain cleaner, pour 1/2 cup baking soda into the drain, follow with 1/2 cup white vinegar -- it will foam. Cover and let sit for 30 minutes and then flush with cool water.

BATHROOM SINK

Drains must be cleaned regularly to ensure there is no buildup around the drain stopper within the sink. Buildup prevents the drain stopper from pulling up or down. If the stopper no longer works due to buildup, tenants will be charged for not properly cleaning for such replacement and labor for a new drain stopper (if required).

Plumbing expenses caused by blockages created by a tenant's inappropriate use of a toilet, tub, or sink MAY be their financial responsibility. Please make the landlord aware of any "running" toilet promptly. Use a hair catcher in the shower drain to prevent hair buildup in the pipes.

DO NOT use Drano in a toilet. Rather, use a clog remover suitable for toilets. Keep shower curtains INSIDE the edge of the tub to prevent soaking the floor. Tenants will be responsible for paying for any necessary repairs due to non-compliance with these established rules.

Tenant agrees to not flush any items down the toilet that could cause it to become stopped up and agrees to supply a toilet plunger for the apartment. In the event that it becomes necessary for Landlord to unplug Tenant's toilet, Tenant will be charged for the service call at a rate of \$75.00 per hour.

Report water leaks immediately by submitting a maintenance work order on Appfolio.

TROUBLESHOOTING: For stubborn, slow-running drains, pour 1-cup baking soda and 1-cup salt down the drain. Follow this with 2 quarts of boiling water. Let sit for 30 minutes, and then flush with cool water. If this is not working please stop down to the office to get some Drano at your disposal and follow directions on the back of the box.

RENT PAYMENT POLICY & RENTERS INSURANCE

RENTER PAYMENT:

You can utilize your tenant portal via APPFOLIO by credit/debit card or E-Check (preferred method with no convenience fee). We do NOT accept cash/money order/cashier's checks in the management office. A \$10 convenience fee will be added to your Appfolio account if payment is provided via a check or any other method besides Appfolio. E-check payments can be deducted from a checking or savings account.

There are two options for E-Check:

E-CHECK services DO NOT include a convenience fee.

OPTION 1: Make a one-time payment at an amount and date specified by you; OPTION 2: Set up recurring monthly rental payments (ACH Payments) that are automatically processed on the first business day of each month.

*Convenience fees are charged by a third party and cannot be waived or reduced.

It is your responsibility to ensure that all rent payments and other charges are paid on time. All monies received from you will first be applied to any outstanding debts such as delinquent rent, late fees, NSFs, charges for damage repair, etc. Any remaining monies will then be applied to the current month's rent. If any amounts are deducted to cover an outstanding balance, your current month's rent will not be considered paid in full and late fees will be assessed.

Tenants set up all payments through Appfolio. Management cannot set up a payment for you and is unable to reimburse you for any payments. Please ensure that you have enough funds in your account on the day your payment is set up. Tenants have 24/7 access to their tenant ledger if there are any questions concerning charges or payments.

RENTERS INSURANCE:

Your lease requires that you have tenant's insurance for your liability and personal property. We will not and do not provide any insurance for you, your personal property, or any liability insurance for the tenant.

SECURITY DEPOSIT

Remember, we want your move out to be a pleasant and successful process. Security deposit will be given back based on performance of this lease contract. Deductions include, but are not limited to, cleaning, repair of damages, unpaid rent, late fees, and returned check fees (NSF).

TENANT MUST PROVIDE A FORWARDING ADDRESS

SMOKE DETECTORS & FIRE SAFETY

Remember a smoke alarm is for safety and it is very important to check it regularly to see if it is working. If there is ever a fire, call 911. NEVER disconnect or remove a smoke alarm. Keep in mind all tenants have agreed and acknowledged that premises and buildings have been designated as a smoke free living environment. TENANT WILL BE CHARGED A \$500 fine per smoking/vaping in the building. This includes any guests that visit your room as seen on cameras.

SAFETY TIPS:

Unplug all heat-producing appliances like toasters, irons, air fryers and coffee makers when they are not in use to prevent fire hazards.

Never leave a stove or oven unattended; turn off all stove and oven appliances when leaving.

Never leave heating pads and electric blankets on indefinitely and turn them off when you leave the residence to prevent fire hazards.

Do not overload extension cords with too many appliances.

Place lamps on level surfaces and use the correct wattage.

Do not burn candles of any kind.

In the event a false fire alarm/fire extinguisher discharge is determined to have originated from a specific Tenant's apartment or their guests, Tenant agrees to pay a fine of \$500.00 per occurrence, in addition to any fine levied by the civil authorities.

Tenant agrees to not tamper with or manipulate any of the security cameras or other similar devices in the building. Tenants will be assessed a fine of \$250.00 per occurrence for tampering with or manipulating any of the security cameras or other similar devices in the building, including by guests of Tenant.

TROUBLESHOOTING: If the smoke alarm does not work: First, check the batteries. Tenants are responsible for the replacement of batteries. You should test your smoke alarms every thirty days. Normally the smoke alarm will emit a beeping sound when the batteries are not working or losing their charge. If the smoke alarm is not working and replacing the battery doesn't solve the issue, please submit a work order through your tenant online portal. Remember a smoke alarm is for safety and it is very important to check it regularly to see if it is working. NEVER disconnect or remove a smoke alarm.

SECURITY & MONITORED CAMERAS

It is important for you to be security conscious. Make sure doors close and lock behind you. Do not hold open the door for unfamiliar people. Do not buzz people in without knowing who it is. Report all lock problems to the maintenance dept via Appfolio work order. Always lock your apartment doors when you leave by deadbolt. If you live on the deck floor apartment, be sure to lock your windows.

Our maintenance crew is required to lock all locks when leaving a unit so make sure you have all your door keys with you. We will not be responsible for any lockouts as a result of maintenance work being done. If any of your locks are difficult to operate, or if you've lost a key to one of your locks, report this to maintenance so you don't get locked out.

One of the best security measures is the tenant's awareness and concern for the property that they live in. Report all suspicious persons or activity to our office and the police.

Access to the building is controlled by card readers. We have varied levels of access which can be utilized with your access fob. The Hive maintains many cameras at critical exterior/interior perimeter doors and various other locations on-site.

SMOKING

Smoking (Cigarette, E-cig, illegal drugs) is not allowed inside the premises at any time. Tenants will keep lawns, porches, etc. free of cigarette butts or related smoking materials. Tenants will be assessed a charge in the amount of \$500.00 for each violation of these smoking restrictions. Landlord will take ALL necessary steps to remedy the problem for future tenants at the current tenant's expense including painting walls/ceiling, cleaning carpet, disinfecting, etc.

All areas of the building and common areas are operated as a crime free and drug-free community. Tenant, any guest or other person coming to the building because of Tenant, shall not engage in acts of violence or threats of violence, or any other illegal or unlawful activity, including but not limited to those relating to drugs. Violation of this provision is grounds for eviction and termination of the rental agreement. Violation shall not require criminal charge or conviction, but shall be by the civil standard of the preponderance of the evidence. All residents can help ensure a crime-free/drug-free environment. Observed violations of law should be reported directly to the La Crosse Police Department @ 608-785-5962. This includes any tenants that suspect someone is using drugs. CONTACT LOCAL AUTHORITIES AND THOSE AUTHORITIES WILL CONTACT THE MANAGEMENT OFFICE.

TRASH & RECYCLING

Be sure to BAG all garbage, loose trash in a dumpster creates a lot of mess and litter. No furniture or large pieces can be placed in or beside the dumpster, the landlord will not pay to remove your bulk items, you must handle this yourself. Do not store trash on the property or OUTSIDE YOUR DOOR as it attracts pests and rodents.

We have provided an area that allows you to safely and responsibly dispose of your trash. Be sure to use the designated garbage dumpster for everyday garbage. Be sure to use the designated recycling dumpster for cardboard and other recycling materials. All cardboard must be broken down. Garbage MUST be in the receptacle and CANNOT be placed alongside or we have the right to impose reasonable fines for the violations of these provisions. All guests must adhere to these same provisions.

Tenant agrees to regularly place all trash and recyclables in the appropriate containers in the trash enclosure located in the parking lot and to properly secure and lock the trash enclosure upon exit. Tenants agree to clean up after themselves, their guests and invitees in any common areas, including hallways, lobbies, and entertainment areas/decks. 1st violation of foregoing trash policy shall result in a warning. Subsequent violations shall result in a fine of \$25.00 per occurrence. Tenants will be charged for any items left in the trash enclosure that are not eligible for pick up, including but not limited to large items, tube TVs, paints cans, and appliances.

TENANT & NON-OCCUPANT GUIDELINES

If a conflict arises between you and your roommate, it will not be considered grounds to terminate the Lease. Additionally, it is not our responsibility to resolve the conflict. We will assist you with mediation and finding possible solutions; however, it will be the responsibility of you and your roommate to find a resolution in a conflict.

SUGGESTED GUIDELINES FOR COHABITATION: • Decide on a thermostat setting that all roommates agree to • Organize the fridge/freezer for easy access and to easily see which items belong to whom • Create a laundry schedule and discuss with your roommates if you need to change your schedule at any time • If sharing a bathroom, have designated shower times to ensure time to get ready for class/work • Decide who will be responsible for taking out the trash on which days • Agree upon a level of cleanliness for all common areas • Design a cleaning schedule

Vacant bedrooms are to be locked at all times. If a vacant bedroom is broken into and/or found in use, you and your roommate(s) will be assessed rental payments from the date of the last inspection by us until the date we discover the use of the bedroom. If applicable, the cost of repair and/or damage will be assessed to you and your roommate(s). This action may be referred to the police department as breaking and entering.

A guest may not stay in your apartment for more than one weekday or one weekend in any calendar month. Guests must abide by the policies in this Handbook. You are responsible for the actions of your guests and informing them of the rules of the community, including parking.

The number of occupants is limited according to the terms of the Lease and/or Non-Standard agreement. You are required to comply with these limitations.

WASHER/DRYER

When using the washer, leave the lid open after washing to allow moisture to evaporate. The wash basket is practically carefree -if you want to clean the basket, use a clean soft cloth dampened with liquid detergent, then rinse (do not use harsh or gritty cleaners). To rinse, choose the largest load size, turn the cycle knob to any rinse setting and start the washer. **Do not overload the washer.** Overloading the washer or allowing the washer to become unbalanced can cause damage to the washer and you will be responsible for any such damage and CAUSE STANDING WATER. Loosely fill the washer with clothes and do not fill beyond one inch below where the holes end in the washer tub.

It is much quicker to do two smaller loads than run the risk of a maintenance issue with a larger load

If you do overfill the washer to the point of it backing up, then all water and clothes must be removed from the washer prior to it being fixed. Do not put the soaking wet clothes in the dryer as that will then cause the dryer to potentially short out and the responsible party would be charged for the dryer repair. The dryer will work much better and more efficiently with lighter loads.

If the washer is overloaded, the tenant is responsible for contacting a local appliance repair company to fix it. If a tenant is not willing to do so, the Hive staff can call a local appliance repair company and the tenant is responsible for maintenance costs along with a \$45 administrative fee. Within the Directory at the end of the Resident Handbook includes a list of numbers to fix appliances.

The lint filter in the dryer should be cleaned before each use. This helps the dryer operate efficiently. Lint must be removed from in and around the dryer (check behind the machine) to reduce fire hazards. Dryer control panel and finishes may be damaged by some laundry pretreatment soil and stain remover products. If such products are sprayed on or have direct contact with the dryer.

TROUBLESHOOTING: Water not draining is a result of your washer being overloaded. Small items slip down the drum and block the water from draining. It is the responsibility of the tenant to remove all water before submitting a work order. If a work order is submitted and it is a result of overloading you will be responsible for the service call.

Directory

Appliance Repair

- Phil's Appliance Repair 608-792-2124
- R+M Appliance Repair 608-782-3884
- Appliance Repair of La Crescent 608-769-4597

Locksmiths (all 24 hours)

- Lock Me Locksmiths (608) 530-1557
- Coulee Locks (608) 721-7801
- Bob's Lock and Safe (608) 782-9725
- American Lock and Key (608) 782-7777

Laundromats

- The Laundry Room Laundromat (608) 782-2222
- A Touch of Sun
- Willy Wash Laundromat
- King Koin Launderette (608) 782-9286

District 901

- (608) 799-8668

Xcel Energy

- (800) 895-4999

Charter Spectrum

- (833) 267-6094
- Local- (866) 874-2389

La Crosse Police Department

- Non Emergency- (608) 789-7200
- CALL 911 FOR ANY EMERGENCY CALLS

*If your contact information (phone #, email address, etc) changes, then please notify management of any changes immediately.