

Building Orientation Booklet

Mammoth Springs Apartments

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Office Phone Number: 262-932-4083

Office Hours: Monday 10am – 6pm, Tuesday - Friday 10am – 7pm
 Saturday 10am – 3pm

WELCOME to Mammoth Springs! We are happy to have you as residents in our community, and it is our sincere hope that you will be content in your new home. If you have any questions or concerns, please let us know how we can be of assistance.

Appliances

Appliances must be kept clean in order to continue to work properly. DO NOT use oven cleaner on the self-cleaning ovens as this will clog and ruin the self-cleaning mechanism. Please ask your manager for operating and cleaning instructions.

Please do not stick magnets on your stainless steel refrigerator or other appliances.

Cable & Internet

The cable company in Sussex is AT&T and Time Warner Cable. There is cable hookup in every room.

AT&T: 1-800-288-2020

Time Warner Cable: 1-800-892-4357

Community Room

Our community room is still in the development stage and will be located on the second floor of one of the retail buildings on the corner of Main Street and Waukesha Ave. This community room will be equipped with a fitness room, sitting area and kitchen for residents to use and rent out for events.

Decorating

Residents may hang pictures in the apartments by using small brads and tacks. Excessive nail holes will have to be repaired when the apartment is vacated and will be charged to the resident. Residents may not paint anywhere in the apartment without the specific written consent of the landlord.

If you have a recessed area, you are not allowed to decorate outside your apartment door walls. You may choose to decorate your door but no nails or tacks can be used. Please keep all shoes inside your apartment.

Electric & Gas

Residents are responsible for paying their own electric and gas bills through We Energies. Please call We Energies at: 1-800-242-9137 to have the service put into your name the day your lease begins.

Electric Circuit Breakers

Circuit breakers are located in the apartment. If you trip a circuit breaker, electricity can usually be restored by unloading the circuit and turning the breaker all the way off and then back on. Notify the manager if this does not work.

Emergencies

For all medical, fire, police emergencies, call 911.

Fire Alarm System

Fire alarms are located throughout the building. If the alarm is being tested, the alarm will sound for a few seconds and then shut off. If the alarm sounds for more than a few seconds, then it is best to assume that there is a need to evacuate the building.

Fire Exits

Do not use the elevator if there is a fire. Use the exit stairway closest to your apartment to leave the building.

Front Door Intercom System

There is an intercom system in each building for visitors. If you have a visitor in the lobby, there is a phone on the wall. Simply have your visitor dial your apartment number.

You may have the intercom system forwarded to your cell phone number, a LAN line or have it hard-wired into the apartment. Once you have the system setup for your phone, and you wish to have guests enter, hit the #9 button on your phone until you hear the door opening in the phone. If you wish not to let guests into the building, simply do not hold the #9 button down.

Garage Parking & Storage

Storage and garage parking are available for an extra fee. Please be considerate to your neighbors by only parking in the middle of your designated parking space. The storage unit in front of your vehicle is a part of your monthly fee. No additional items may be stored next to your vehicle.

Once a year during the early part of summer, the garage will be pressure washed. Please watch for a notice regarding the date this will take place.

You cannot choose to have just parking or just a storage unit, the parking comes with the storage. Items storage in the locker must be 18 inches below any pipes. We recommend you place your items on pallets.

Remember, there is to be no storage of hazardous or flammable materials or food in your storage lockers.

Garbage Disposal

Please do not put coffee grounds, egg shells, rice, cabbage, celery, potato peels, or melon rinds in the garbage disposal. You may sharpen the blades by putting a tray of ice cubes in the disposal and running it for about 30 seconds. It is also a good idea to fill both basins with warm water and pull both drain stoppers at the same time to flush the pipes on a monthly basis.

Garbage/Mandatory Recycling

Place the garbage in the dumpsters or recycling bins. Management reserves the right to charge

residents who improperly dispose of garbage. These bins are located outside in a garbage corral of each building. All trash must be in a plastic bag and securely tied shut. Absolutely no furniture, electronics, and mattresses are allowed in the dumpsters at any time.

Grills

Charcoal grills may not be used within 50 feet of any building, however, you may use a gas grill with a small tank and the grill must be a minimum of 10 feet from the building. Grilling on your balcony/patio is not allowed.

Heating & Cooling

There is a programmable thermostat located in the living room. You have individual control of your heating and air conditioning for your apartment. If you have questions on programming this, please contact the manager. Allow at least twenty (20) minutes for a response to a new setting before notifying management of a malfunction.

You are required to keep the apartment temperature at a minimum of 65 degrees Fahrenheit if you plan on leaving your apartment for an extended period of time.

Keys

Please do not give any keys to non-residents. This jeopardizes the security of the building. Any key copies can be provided for an extra fee from the manager.

Laundry

Every unit has its own washer and dryer located in a closet in the kitchen. Be aware of any leaks that may occur in this room. Do not use any stick-on cleaners inside the washers.

Lease Renewals

Lease renewal letters will be sent out 90 days prior to your lease end date. Simply choose one of the 3 options and return the form back to the office. With each renewal, a renewal menu will be handed out. Residents have the option to choose one of the items on the list given the length of stay at the property. It is our way of showing we appreciate you staying with our property!

Lighting

If you need to replace the bulbs in the track lighting in the living room, please use a GU 10-50watt bulb. This can be found at your local ace hardware store.

Mailboxes

The mailboxes are located in each of the building's lobby. Packages can be left in this lobby but the office is not responsible for any lost packages. The manager does not sign for packages for residents.

Maintenance

For MAINTENANCE SERVICE please submit a service ticket request to the manager. The manager will make every effort to complete your service request in a timely manner. You may fill out a service request online at www.mammoth-springs.com or www.sawaldevelopment.com and go to service request or you may also call the manager at 262-932-4083.

MAINTENANCE EMERGENCIES that occur outside of office hours will be addressed if it includes one of the following issues:

1. No heat or electricity.
2. Flood.
3. Sewer back-up.
4. Leaky roof or ceiling.
5. Broken refrigerator.
6. Fire, CALL FIRE DEPARTMENT FIRST, then call the manager.
7. Overflowing toilet, only if a plunger does not work.
8. Elevator is not working.
9. Garage door does not open or close.
10. Smoke alarm is beeping or chirping.
11. Lockouts (you will be billed for this service).

****Please ensure that you call our Maintenance Emergency Phone for any of the above emergencies:
262-468-8777**

***For leaky toilets, turn off the water behind the base of the toilet by turning the valve, before calling the manager. ***

Make sure you to check off that it is okay for maintenance to enter the apartment when you are not home or it could take longer to get your request scheduled. Also note if you have any pets on the form.

Do not pay managers, servicemen or maintenance men for any repairs.
Plugged drains caused by the tenant are the tenant's responsibility and will be billed at a rate of \$55/hour.

Move-in Inspection

Once you move into your apartment, the management and owners of the building depend on you to tell us if a problem develops. When you move in, carefully inspect your apartment and notify the central office in writing of any preexisting damages/defects within seven (7) days. This report will be placed in your file, and our managers will be notified to make all necessary repairs. We will not accept a list of damages after the first seven (7) days. We will assume after 7 days the apartment is in working order with no repairs needed and no stains/marks/scratches, etc to be reported.

Move Out Procedures

To vacate at the end of your lease term, please provide the office with a 60 day written notice by the first of the month.

To vacate prior to your lease term, provide the office with a 60 day written notice by the first of the month. You will have two buyout options to choose from based on your needs.

Residents are not required to clean walls or carpet upon move-out but you may choose to do so. Check your lease for carpet specifications if you have a pet in your apartment.

Any damage to the apartment beyond normal wear and tear will result in charges for remedy or replacement.

Residents failing to vacate by 12:00 noon will be charged double the daily rate for each day of the hold over.

*** Please view the move out charge list and guideline at the end of this booklet to view your responsibilities for your move-out***

Newsletter

A newsletter with important information will be sent out quarterly to each resident. This newsletter may be sent electronically, so please check your email that the office has on file.

Noise

Residents are not to make excessive noise or engage in activities which unduly disturb neighbors or other residents in the building. Please note the Village of Sussex does have a noise ordinance. Loud noise must terminate at 10:00 p.m. on weekdays and 11:00 p.m. on weekends. Noise complaints will be arbitrated by the manager and/or landlord. If that fails, the police will be summoned.

Parking Lot

All vehicles must be licensed and registered. The speed limit in the parking area and driveway is 5 MPH at all times. Please watch out for children. Please keep your vehicle locked at all times. Management is not responsible for theft or damage to vehicles.

Patio / Balconies

Balconies are not to be used as storage areas. Only patio furniture will be allowed on the patios/balconies. Please do not hang laundry, or store bikes or garbage on the patios. Bird feeders are not allowed on the balconies or near the building due to seeds, feathers, and droppings falling onto other residents' balconies and belongings and to the amount of noise that the birds create. Squirrel feeders and/or feeding the squirrels are not allowed. Wind chimes may be disturbing to others; therefore they are not allowed.

Pet Policy

Pets are not permitted in the building, except by written consent of the landlord and for an extra pet fee. Please inform your guests that their pets are not allowed on the premises. Landlord reserves the right to charge a monthly pet fee and an additional security deposit if a pet is approved.

Dogs under 60lbs and over the age of one can be approved providing the breed is not on our restricted breed list. Droppings will not be appreciated. Pets are not allowed to run loose on the property. They must be leashed at all times outside of your apartment.

Any pet dog that has one of the breeds listed below in their lineage must be proven to be less than 50% of the breed via current veterinary records or other official verification. No exceptions. Management reserves the right and discretion to ban any pet dog not listed on the aforementioned list.

Restricted breeds: akitas, alaskan malamutes, american Staffordshire terriers, boxers, chow-chows, Doberman pinschers, german shepherds, great danes, rottweilers, Siberian huskies, pit bulls, perro de presa canaries and all wolf-hybrids.

Pest Control

Please notify your manager if you see a pest problem. Please identify the insect or other pest if possible (e.g., mouse, ants, spiders, etc.) to help rectify the situation quicker.

Referrals

Invite your family and friends to be your neighbors! Residents can receive a certain amount off one month's rent after their referral has moved in. Ask them to mention your name on the first initial contact with the office to qualify.

Rent

All rent must be received by Mammoth Springs, LLC, P.O. Box 1895, Brookfield, WI 53008, on or before the first day of each month or it will be deemed late.

If the rent has not been received prior to the close of business on the fifth day of the month, or is post marked after the 5th day, the resident shall pay the landlord a late rent charge of \$100. All late charges must be included with the rent payment. A \$50.00 charge will be assessed to residents for each check dishonored by the bank plus late charges until sufficient payment is received.

Please make all checks or money orders payable to "Mammoth Springs Apartments" and indicate your apartment number on the check.

Mammoth Springs allows electronic rent payments called ACH. Please talk to the manager for further details.

Renter's Insurance

Residents are not to use or keep, in or about the premises, anything which would adversely affect the coverage of the premises, or the building of which they are a part, under the standard fire and extended insurance policy. Management strongly recommends that residents purchase some form of renter's insurance. The landlord's insurance does not cover your possessions if damaged or stolen. Waterbed insurance is required if you have a waterbed.

Roommate Changes

Landlord reserves the right to charge Tenant(s) \$50.00 to add or delete parties to the lease. All Tenants eighteen (18) years old or older must complete an application and pay the credit check fee before they can sign the lease or move into the apartment.

Security

Please keep doors locked at all times. Keep accessible windows locked when you leave your apartment. Please identify those buzzing your apartment prior to entry. Do not let strangers into the building. Notify the manager of any suspicious behavior. Remember, the building is only as safe as you make it.

We do not tolerate propping doors open at any time. Do not leave your apartment door open for any reason.

Security Deposit

One of the conditions set forth in the lease for your apartment is that a security deposit, equal to one

month's rent, is paid prior to your occupancy of the apartment. THE SECURITY DEPOSIT IS NOT RENT MONEY (except as provided in Wis. Stat. §§ 704.28(1)(b) and 704.29(1) when any of the following events occur: "Tenant unjustifiably removes from the premises prior to the effective date for termination of the tenancy and defaults in the payment of rent, is removed for failure to pay rent, or is otherwise in breach of the lease agreement"). Its purpose is to insure against damages beyond normal wear and tear. We will inspect the apartment before and after your tenancy. Cleaning, repairs or replacements will be directly charged against your deposit. Please follow the move-out procedures given in this booklet for a speedy return of your deposit.

Smoke Detectors

It is the responsibility of the residents during the term of their lease to inform the landlord in writing of any malfunction of the smoke detectors. If you fail to notify the landlord in writing and your apartment and/or other areas of the building are damaged by a fire started in your apartment, you will be held liable for such damage.

Once a year, the smoke detector batteries will be replaced along with an annual inspection of the unit. This will typically be done in spring.

Smoking Policy

There is no smoking allowed in any common area, the garage or the basement. Smoking is only allowed outside of the building. You are not allowed to smoke inside of your apartment or on your balcony/patio.

Cigarette butts are not to be disposed of in any other part of the property including the grass, garden areas or parking areas.

Snowplowing

If you park outside during winter months, we ask that you pay attention to the weather and when the snow plow driver comes through. Any snow amount over 2", the plow will be coming through typically twice to clean up the lots.

Those of you who do not move your vehicles for cleanup, will be ticketed and towed at your expense. Our snow plow drivers cannot do their job, if you do not do yours.

Visitors / Guests

The premises are for residential use by the residents and their immediate family only. Residents are not to permit any guest to reside in the premises for any period exceeding two (2) weeks without the prior written consent of the landlord.

Residents are responsible for all acts of negligence, vandalism and breaches of lease by themselves, their guests, and/or their invitees. Property damage to your apartment or the building caused by your guests and/or invitees will be billed to you and you will be responsible for collecting the damages from the third party.

Water & Sewer

You are responsible for the payment of all water and sewer bills during your lease term. Please contact EBS to have the services switched over into your name. All payments will be sent to EBS and not to Mammoth Springs.

All Rules Are Subject to Change at Mammoth Springs' Discretion without Prior Notice

Move Out Checklist and Guideline

If you find that you need to change your moving date, notify the office immediately in writing, as your apartment made available for rent when we received your notice. This apartment may be re-rented, making an extension impossible. Should your plans change and you decide to remain in the apartment, notify the office immediately in writing.

Step 1 – Guidelines

- A. Check-out time is 12:00p.m. (Noon) on the last day of the lease, unless prior arrangements have been made with management.
- B. Be sure to return the following items to the office:
 - a. Apartment, mailbox, storage, and main entry keys.
 - b. Garage door opener.
 - c. Along with your forwarding address, no later than noon on the last day of your lease.
- C. Please be sure to advise the following companies of your move:
 - a. Telephone, electric & gas, water & sewer, and cable tv
 - b. Complete a change of address form with your current post office.
- D. To avoid moving problems, please schedule your check out appointment with the office as soon as possible. At times a pre move-out inspection may be necessary, the office will inform you of this.
- E. Below are a few examples of what is considered ordinary wear and tear.

<u>Examples of Ordinary Wear & Tear</u>	<u>Examples of Beyond Ordinary Wear & Tear</u>
<ul style="list-style-type: none">• Fading, peeling or cracked paint• Small chips in plaster• Small nail holes, pinholes or cracks in wall• Door sticking from humidity• Cracked window pane from building settling• Carpet wear from walking traffic• Loose grout and bathroom tiles• Worn or scratched enamel in bathtubs, sinks• Rusty shower rod• Faded window curtains, blinds	<ul style="list-style-type: none">• Gaping holes in walls, plaster• Drawings, markings, smoke damage on walls• Chipped or gouged floors, counter tops or sinks• Doors ripped off hinges or holes• Broken windows, screens, blinds• Missing fixtures, outlet covers• Stains or burns in carpet, counter tops• Missing or bent shower rods, towel bars, curtain rods• Torn, stained or missing window curtains, blinds

Step 2 – Cleaning Requirements

- A. Kitchen
 - 1. Wipe and clean the cupboards and drawers inside and out. If there is an opening above your cupboards, make sure to wipe and clean on top of the cupboards.
 - 2. Clean the oven and stove top as follows:
 - i. Lift the range top and clean underneath it.

- ii. Clean top and inside range/microwave hood. The filter can be washed with hot soapy water.
 - iii. Please run the self-cleaning option on the oven. DO NOT use any product in the oven during this time.
 - iv. Slowly pull away from wall to wipe the floor clean of debris.
 - 3. Clean the refrigerator and freezer as follows:
 - i. Wipe out freezer, freezer door, gasket around the door.
 - ii. Wipe clean the inside of the drawers, under the drawers, shelves and door gasket.
 - iii. Slowly pull the refrigerator away from the wall. Vacuum and wipe the back, sides, and top of the refrigerator and floor behind. Do not turn refrigerator off, turn it to the lowest setting.
 - 4. If the dishwasher has hard water build up, glisten works the best. Follow direction and run a complete cycle. When it is done wipe inside, outside and the door and gasket area.
 - 5. Remember to clean the sink, counter tops, light fixtures and replace light bulbs as needed. Please use a non-abrasive cleaner. Polish stainless faucets.
 - 6. Vacuum or sweep and scrub the floors and baseboards.
 - 7. Wipe off all switches and electric outlet plates.
- B. Bathroom**
 - 1. Wipe clean the sink, mirrors, inside and outside of the vanity.
 - 2. Clean the inside and outside of the shower and tub, thoroughly rinse away any cleanser residue. Remember to clean the exhaust fan.
 - 3. Vacuum or sweep and scrub the floors and baseboards.
 - 4. Clean light fixtures and replace light bulbs as needed.
 - 5. Clean the toilet inside and out.
 - 6. Wipe off all switches and electric outlet plates.
 - 7.
- C. Living Room/Bedroom(s)**
 - 1. Vacuum all carpeted areas, including the edges and closets.
 - 2. Clean light fixtures and replace burnt out bulbs
 - 3. Wipe off all switches and electric outlet plates.
 - 4. Wipe off heating ducts
- D. Patio/Balcony**
 - 1. Wash off patio lights
 - 2. Sweep clean of debris
- E. Windows/Walls**
 - 1. Vacuum and clean all windows, window sills, tracks, screens, and blinds.
 - 2. Walls and ceilings should be free of dust, fingerprints and cobwebs. Remove all nails, but do not file or patch the holes.
 - 3. If the apartment sustained any smoke damage, all walls, ceilings, appliances, cupboards, doors, must be thoroughly cleaned to remove the smoke.
- F. Washer and Dryer**
 - 1. Wipe down outside and top of both machines. You may want to run a complete wash cycle to clean the inside of the washer. Remove any cleaning devices you might have placed inside.
 - 2. Clean out the lint trap and around doors to assure they are free of lint and soap residue.
- G. Garage/Storage Locker**
 - 1. Sweep and remove any grease stains on the floor.
 - 2. Remove all items in storage and sweep.

Step 3 – Move Out Charge Sheet

Your Wisconsin security deposit agreement states: You will not be charged for normal wear and tear. We do not consider cleaning of any kind to be a condition of normal wear and tear. The below-listed charges are estimates only, if actual costs are higher you will be charged the actual cost. Any charges will be deducted from your security deposit if your apartment is not left in satisfactory condition.

*Cleaning: Estimated costs, if service is contracted the actual cost will apply.	*Replacements: Estimated costs for stock items otherwise actual replacement cost will prevail.
Kitchen:	Kitchen:
Cabinets(Inner) \$25.00	Crisper Tray \$25.00
Cabinets (Outer) \$10.00	Faucet \$65.00
Counters \$10.00	Light Fixture Globe \$32.50/each
Dishwasher \$15.00	Sink Strainer/Stopper \$10.00/each
Kitchen Floor \$15.00	Bathroom:
Light Fixtures \$20.00	Grab Bars \$20.00
Microwave \$20.00	Toilet Seat \$25.00
Oven \$25.00	Towel Bar \$20.00
Range Hood \$10.00	Sink/Tub Stopper \$10.00/each
Refrigerator \$20.00	General:
Sink \$10.00	Window Screens \$40.00/each
Stove Top \$20.00	Screen Doors for Patio \$90.00/each
Bathroom:	Entry Door \$590.00
Bathtub/Shower \$25.00	Fire Extinguisher \$40.00
Commode \$15.00	Interior Door \$150.00/each
Mirrors \$3.00	Light Bulbs \$5.00/each
Shower Doors \$10.00	Window Blinds \$100.00/each
Sink \$2.00	Patio Blinds \$250.00/each
Vanity \$4.00	Painting Walls & Ceilings \$700.00
General:	Door Stops \$5.00/each
Blinds \$15.00/per room	Light/Receptacle Plate \$10.00/each
Closets \$5.00/each	Locks:
Patio/Screen Doors \$20.00	Door Lock \$82.00
Trash Removal \$300.00	Garage Opener \$50.00
Vacuum \$15.00	Keys \$50.00/each
Clean Walls \$15.00	Mailbox \$50.00
Clean Washer & Dryer \$15.00	Storage key \$50.00
Clean Windows \$5.00/each	Repairs:
<small>*If cleaning service is contracted, actual costs applies at \$55.00/hour. The higher actual cost may be charged.</small>	Maintenance repairs will be billed at a minimum rate of \$55.00/hour, the higher actual cost may be charged.