



# Policy Book

Included within this policy book you will find valuable information regarding your apartment, First Site, rules and regulations along with contact information to help enable an enjoyable residency.

The policies set forth within this book are part of the original lease and any violation of these policies is a violation of the lease.

# Welcome to First Site!

138 E. Beaufort St. Suite A  
Normal, IL. 61761

## PHONE NUMBERS

First Site Office: (309) 888 – 4444

Emergency Maintenance: (309) 452 – 9283

(Use Resident Portal App) for Maintenance questions & work orders

## Leasing Office Hours

Monday – Friday: 9 am to 6 pm

Saturday: 10 am to 4 pm

## Maintenance Office Hours

Monday – Friday: 8 am – 5 pm (Use Resident Portal to submit work orders with Photos)

Emergency on-call service: (Monday-Friday starts at 5 pm and all day Saturday/Sunday)

## Utilities & Important Phone Numbers

**Telephones:** You are responsible for obtaining your own telephone service if you choose.

**Utilities:** Prior to occupying the unit, all utilities must be turned on and in the name of any one of the leaseholders for the entire term of the lease. Failure to pay utilities when due to the utility company will be considered a violation of your lease. In the event that any utility bill is not in your name and First Site is sent the bill, you will be charged the utility violation and the amount of the bill. This will reflect accordingly on your ledger and is due immediately. Upon move-out, you will be required to contact the utility companies and have all services put back in First Site's name.

**Payments:** Payments are due on the 1<sup>st</sup> of every month. First Site allows a grace period until the 5<sup>th</sup> of each month. Payments not received by the close of the business on the 5<sup>th</sup> (regardless if the 5<sup>th</sup> is a Sunday or holiday) will be assessed a 10% late fee. **Payments are to be made on the Resident Portal via our website FirstSiteApartments.com – A convenience fee will apply.** A 5-day notice will be served for non-payment of rent on the 10<sup>th</sup> of the month. If a notice is served, a \$75 service fee will be charged. If payment is not made within those 5 days, legal action will be taken.

Remember, the most popular method of payment can be found via our resident portal on our website ([www.firstsiteapartments.com](http://www.firstsiteapartments.com)). Here, you may pay using a variety of payment options, including E-check, credit card, automatic withdrawal, etc. You can even view your balance.

We recommend you do not wait until the final day of the grace period to submit payment. If you have problems logging onto the resident portal or submitting payment, *please contact the office on or before*

*close of business on the 5<sup>th</sup> of each month, as we will not waive late fees, penalties, etc. due to issues submitting payment on time via the Resident Portal.*

Unpaid late fees will be deemed unpaid rent for the purposes of the 5-Day statutory notice requirement for unpaid rent, and any subsequent payments received by First Site shall be applied to unpaid late fees, damages and utilities.

*All physical payments (money order, check, etc.) must be **submitted on the 5<sup>th</sup> of the month by 3:00 pm.** If submitted after that time, the payment will be considered late, and a late fee will be applied.*

**Smoke Detectors:** Smoke detectors are positioned inside every apartment. There are carbon monoxide detectors in apartments that have gas service. These alarms are designed to alert the resident if smoke, fire or carbon monoxide is detected. Please do not tamper or remove these alarms in any way. A \$50 fee will be assessed per detector that is tampered with or removed. Removal or tampering with the sprinklers and or smoke / carbon monoxide detectors is a fire code violation and will be considered a lease violation subject to a 10-day Notice of Termination. The offending tenant will also be responsible for all costs to repair / replace the detectors and all associated charges will be charged to their account, per the lease agreement.

**Parking:** Cars shall be parked only in the designated areas of your complex. Any cars driven and / or parked on the grass, yards, or sidewalks will be towed at the owner's expense. Cars must be parked in compliance with the town's parking ordinances. Unless otherwise stated on your lease or assigned with marked space(s), parking is limited to 2 spaces per apartment. No oversized vehicles, diesel vehicles and/or recreational vehicles (campers, motorhomes, trailers, etc.) are allowed in the complex/community. If these unauthorized vehicles are found within the complex/community, they will be immediately tagged for towing at the owner's expense. If tagged the owner will have 24 hours to remove or it will be towed without further warning at the owner's expense. Parking lots/carports shall not be used for storage. Under Illinois Law, all vehicle registration must be up to date. Please see excerpt from the Illinois General Assembly:

*“(625 ILCS 5/3-4/4) (from Ch. 95 ½, par. 3-414)*

*Expiration of Registration*

*Every vehicle registration under this Chapter and every registration card and registration plate or digital registration plate or registration sticker or digital registration sticker issued hereunder to a vehicle shall be for the periods specified in this Chapter and shall expire at midnight on the day and date specified.”*

**Cable & Internet:** To order cable or internet service you may contact the service provider of your choice. In the event that you choose to initiate satellite dish service please follow these guidelines set forth by Bloomington / Normal Township and First Site Apartments. Failure to abide by these rules set forth may result in a fine, as well as cost associated with removal and disposal of improperly mounted satellite dishes. Guidelines are as follows:

- The dish may not be attached to the building or balcony in any way
- The dish may not be visible to the public in any way
- There may not be any wires hanging loose from the building, balcony, or windows
- All dishes must have written permission for installation and acknowledged by an agent of First Site Apartments
- All approved dishes must have First Site issued tag visible, any dish found without First Site tags will be removed at the tenants' expense
- Any dish not removed after vacating the unit will be removed at the tenants' expense and cost may be deducted from the security deposit

First Site will remove any dishes that are not installed according to the aforementioned guidelines at the tenants' expense.

**Lease Violations:** If you are in violation of your lease, you will be served with a 10-day Notice of Termination and charged a \$75 service fee. In addition, any costs incurred for repair / cleaning will be charged to your account and due immediately upon receipt of the bill. If you are in violation of your lease, a meeting will be set up at the leasing office with the Leasing Manager. Please review all policies that are listed both on your lease and your policy book to avoid violations.

Lease Violations include, but are not limited to: **(\$75 service will apply)**

- **Utility Violation (\$200):** You are required to have all utilities in your name beginning the day you are first issued keys. Failure to have all utilities in your name will result in a \$200 fine placed on your account per occurrence. In addition, you will also be billed for the utility usage. There are some properties where utilities are included; those utilities should be listed in your lease agreement.
- **Animal Waste Violation (\$200):** You are required to pick up after your animal. Failure to clean up will result in a \$200 fine placed on your account per occurrence and you will also be billed for the labor to clean up any feces.
- **Sanitation Violation (\$250):** You are required to keep your home in a manner consistent with the rights of other residents of the building in accordance with any Federal, State, or local laws or ordinances. You shall not permit rubbish, waste materials or other products to accumulate upon the premises and shall always keep your home in a sanitary condition. If you are found with food exposed or aluminum foil on the stove, you will be considered in violation of your lease and issued a 10-day notice.

Pest Control: If pest control is called due to unsanitary conditions, you are responsible for all costs incurred. It will be charged to your account and due immediately upon receipt of the bill.

- **Smoking Violation (\$500):** No smoking of any substance is allowed inside of any building or unit. If you are found smoking, you will be considered in violation of your lease and issued a 10-day notice.
- **Noise Violation (\$100):** In the event that a complaint is taken against your unit for disturbing your neighbors, you will be sent a noise violation. After your second noise violation, you will be subject to a 10-day notice and a meeting will be set up at the leasing office with the Leasing Manager.
- **Pet Violation (\$550):** No pets shall be permitted upon the premises. This applies whether the pet is owned by the resident or another individual. If you are found with an unauthorized pet, you will be served with a 10-day notice and a meeting will be set up at the leasing office with the Leasing Manager. If the pet is not removed within 24 hours of receiving the notice, First Site reserves the right to have the pet removed without notice to the resident. The residents will be responsible for any cost associated with restoring the unit from any and all pet damage (smells, dander, hair etc.).
- **Trash (\$50 per bag):** Dumpsters are provided for trash removal. Please do not allow garbage and trash to accumulate in your apartment, in front of your unit, or on your patio / balcony. First Site will charge the apartment \$50 per bag for trash removal. **Trash must be disposed of in dumpsters, not common area trash bin(s). A fee will apply if found in common area trash bins.**

**Grills / Fire Pits / Open Flame / Candles:** Fire pits are not allowed in the complex. You may have one personal grill on your balcony or patio but may not otherwise use a grill inside the complex. The foregoing notwithstanding, in the event a grill is deemed a fire or safety hazard, First Site reserves the right to remove the grill without notice. Violation of this policy will subject you to a 10-day Notice of Termination and a strike. All fire pits found on the property, and all grills found anywhere except your balcony or patio, will be confiscated without warning. Open flames such as candles, kerosene lanterns, and outdoor “tiki” torches are not permitted, and will be considered a lease violation.

**Balcony / Patio:** To promote the safety of its residents, and habitability of its units, and in addition to such other restrictions and conditions as set forth herein, (a) patios and balconies shall be kept clear of clutter and debris at all times, and (b) no flags or banners regardless of content, shall be allowed to be located on, or hung from any portion of the property, including any patio or balcony. **No grills are to be stored or used on any balcony/patio at anytime.**

**Furniture:** Any furniture provided in the apartment must stay in the apartment at all times. Please do not store furniture on the patio, hallway, closet or at an off-site storage unit. Waterbeds are not permitted in the complex.

**Bikes, Scooters, Skate Boards, Etc.:** Bikes are not allowed unless they are stored at a designated bike rack on the property. If there is no bike rack on the property, all bikes must be stored inside the apartment. Locking them to stairways, patios, fences, A/C units or any other location within the common areas is prohibited and they will be removed / discarded without notice. Damaged or inoperable bikes will also be removed / discarded. Scooters (without a valid parking sticker) and skateboards are not allowed on First Site property.

**Fireplaces:** Fireplaces within the apartment are solely for decoration purposes. Any use of a fireplace is prohibited.

**Window Screens/Blinds:** Damaged or missing screens/blinds will be replaced at a charge to the resident. First Site will replace the screens/blinds without notice to the resident.

**Lock-Out and Entry:** In the event that First Site is called to close or reopen the leasehold premises, the residents are liable for all time and materials needed. You will be sent a bill for the time taken to arrive at the unit, in addition to the cost of re-entry. You must be able to provide a legal form of photo ID at the time of re-entry. In addition, should you request to have your unit re-keyed, or you have lost your keys resulting in a unit re-key, you will be billed for the service.

**Guests:** All non-residents must be accompanied by a resident at all times while visiting. All residents are limited to four guests per person at a time. **To ensure there is enough parking, guests are not allowed to park in the property's parking lot.** Remember, all residents of the apartment in which the guests are visiting are responsible for any/all damage caused by their guests. Guests are to follow policies listed in the lease and policy book. First Site and its agents may break-up any gathering at any time regardless of size.

In addition, First Site maintains a zero-tolerance policy for selling or using illegal drugs. If First Site suspects, or is made aware of any drug activity, we will contact the Bloomington/Normal Police and cooperate fully in their investigation. Any resident selling or using illegal drugs will face an automatic eviction and strike fine.

## **Important Information**

**Move-in & Move-out Inspections:** First Site performs an inspection with the residents upon their move-in and their move-out. At this time, we will note any necessary repairs and the condition of items in your apartment.

**Move-in Inspection:** A First Site agent will complete an inspection of your apartment and notate wear and tear on detailed inspection forms. Please review this inspection form and confirm all notes taken by the agent. You will then be required to sign the form agreeing with its contents and a copy will be given to you. You have 24 hours (with management approval) from the date the inspection was signed to add

additional comments to your copy of the inspection form and turn it into the leasing office. The First Site Maintenance Department will complete any necessary repairs (submitted via the Resident Portal) which were found during your inspection. If our office does not receive your adjusted copy (pink sheet), we will use the original inspection at the time of your move-out. **Any recleans must be submitted within the 4 hours of keys being released.**

**Move-out Inspection:** When you choose to move-out of the unit, you will be required to complete a Vacate Report at least 30 days before the expiration date of your lease. While completing this form you must also schedule a move-out inspection time with a leasing consultant. If your unit is not ready for the inspection time and/or you need to reschedule your inspection, **a fee of \$100** will be placed on your account. You will also be given a detailed move-out preparation checklist and key envelope. This checklist is an exact account of what our agents will be inspecting at your move-out inspection. The First Site inspector will use the same form completed during your move-in inspection to perform the move-out inspection (other inspection forms will also be attached – separate cleaning inspection form, maintenance forms, painting form replacement form, etc.). Any repairs necessary that are not normal wear and tear, and cleaning and / or painting required at this time will be charged against your security deposit.

Keep in mind, any modifications made to the apartment by a resident will be reversed at the cost of the resident(s). Examples of these items are listed below:

*Changing blinds to a different color / style*

*Wall paper / border*

*Painting*

*Towel / coat racks/ additional mirrors*

*Bathroom racks*

*Closet organizers*

*Patching any holes / walls*

If present for the inspection, when the inspector(s) has completed the move-out inspection, he / she will go over the inspection findings and explain them to you. After the explanation, the inspector will ask the resident to sign the inspection sheet, and a copy will be given at that time.

**Security Deposit Charges:** Any charges incurred to your residence during occupancy will be charged to that unit. First Site will issue invoices for any charged items. Residents will be billed monthly for damages as they occur. **These items are payable upon receipt of the bill.** Any cleaning charges, repairs necessary for damages above normal wear / tear necessary at move-out, and any unpaid rent or utilities will be charged to the account. First Site will charge a fee for any cleaning, painting or damages that are done.

If you feel your apartment was charged for something incorrectly during the move-out inspection, you have 7 days after the security deposit return summary is received to submit a dispute via the website (no email or other form). **We will not be able to discuss any issues/questions over the phone; everything must be submitted in writing for review with First Site department managers.** The dispute form can be found on our website under the “Resident Resources” tab.

**Common Area:** Common area damages are defined as being anything on the property that would result in either cleaning or repair. Common area charges will be a shared charge to all residents of the complex. Damages include, but not limited to:

- Fire alarms requiring repair, reset, or replacement
- Damage to mailboxes and / or equipment
- Damage to emergency blue phones and / or false alarms
- Damage to buildings such as siding, doors, fixtures, etc.
- Damage to building halls and entry doors
- Damage to windows and / or screens
- Damage to carpet / vinyl in the halls
- Garbage bags, loose trash, or furniture being left on property and not placed accordingly in the dumpster (if First Site is unable to determine the unit it belongs to)
- Breaking up parties in halls, entry ways, or parking lots
- Mail or junk mail discarded in common areas
- Damage to grills or picnic areas
- Animal Waste (applied to only units with animals)

**Maintenance Work Orders:** The maintenance department follows business hours (8:00am-5:00pm) for work orders unless it is an emergency. **Emergency on-call service begins at 5 pm daily and all-day Saturday/ Sunday.** To report maintenance service request, please log-on to the Resident Portal. For emergency maintenance, please call (309) 452-9283. Upon entering an apartment, the maintenance technician will announce themselves and make sure that all residents are aware of their presence. A maintenance tag is used so that a resident who is entering the apartment is aware that maintenance work was done. After the work is completed, maintenance will fill out the portion of the tag with an explanation of repair or if additional work is needed.

**Please do not contact on-call maintenance for non-emergency issues. All non-emergency issues can be reported via your resident portal or call Monday-Friday 8am-5pm.**

For on call / after-hours maintenance please call **(309) 452-9283**. We respond to the following requests on-call and after hours:

- Frozen / Broken water pipes
- No heat
- Water leaks causing property damage
- Criminal damage to property
- Broken locks on entry doors
  - Lockouts (Fee will apply)
- Fires - Call fire department 1<sup>st</sup> (911)

Failure to report any maintenance needed in your apartment will result in a 10-day Notice of Termination. Unreported maintenance issues can lead to greater expenses over time so please take advantage of our 24-hour maintenance service. If a work order is not reported to maintenance in a timely manner, residents will incur the charges for repair at First Site's discretion. Maintenance repairs such as physical damage to the apartment must also be reported ASAP. All repairs to the apartment will be completed by First Site and/or a hired vendor, **not by residents or hired vendors contracted by residents.** On-call rates are in effect if there is a call placed after 5 pm Monday – Friday and weekends / holidays.

**City Inspections:** Every year, a representative from the Town of Normal will visit each unit to make sure apartments are well maintained. A First Site maintenance technician also attends these inspections and reports any unit that has maintenance issues that have not been reported (broken blinds, missing smoke alarm covers, etc). The resident will be charged to replace/repair these items, and it will be added to their ledger without notice.

**Furnace Filters:** Furnace filters are changed twice a year by HVAC professionals. Any additional filter replacements would be at your request and expense.

**Toilets:** It is strongly recommended that you purchase a toilet plunger. Plunging a toilet is the resident's responsibility. If maintenance is called to plunge a toilet and foreign objects or excessive toilet tissue is found to be the cause, the residents will be charged for this service. Please remember that no feminine hygiene products, condoms, paper towels, etc. are to be flushed down the toilet.

**Drains:** Please do not pour any drain cleaner down any of the drains in your apartment. Contact the maintenance department at (309) 452-9283 if any drains are clogged. First Site strives to make sure that all aspects of your apartment are functioning properly, so please call the maintenance department immediately to unclog any drains. If the same drain has been cleared out numerous times within your residence it may result in a charge to your account. **We suggest investing in a drain hair catcher to avoid any charges being assessed to the unit.**

**Insects:** First Site's policy with regards to spraying for ants, flies, spiders, and other common household insects is to require photos of a large infestation before calling a specialist. The residents should use household sprays and traps. If you have tried these methods and have been unsuccessful, then contact First Site Maintenance via your resident portal with photos showing the issue.

**Air Conditioning / Heating Unit:** Do not set the air conditioning thermostat to the coldest setting as it will cause the unit to freeze. If the unit freezes it could take a minimum of 24 hours to thaw and the residents will face charges for repairs. During colder time periods, please leave the heat set at a minimum of 65 degrees to prevent pipes within the apartment from freezing. There is a \$50 penalty for apartments, which are found with the thermostat setting on 'OFF', and you will be charged for damage if pipes burst, and your heat was not on. In addition, please keep all furniture pulled away from baseboard heaters to prevent fire.

***Renter's Insurance:*** *First Site does not provide insurance for resident's personal property. In the event that your personal property is stolen, damaged or ruined due to flood, fire, power surge, etc., your personal property will not be covered or reimbursed by First Site. First Site recommends renter's insurance to all residents. Renters insurance is easily obtainable and can be purchased at a low cost with an insurance agent of your choice.*