



On - Campus Policy Book

Within this policy book, you will find valuable information regarding your apartment, First Site rules and regulations, and 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

Leasing 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

Maintenance is available Monday-Friday, 8:00AM-5:00PM. Please submit all non-emergency work orders via the Resident Portal with photos. Emergency maintenance is on call after 5:00 PM on weekdays and all day on weekends. (Please refer to page 8 for more details).

Internet (Refer to your lease to see if these services are included):

Please visit the local MetroNet office: 503 N. Prospect Bloomington, IL 61704.

- Ask questions regarding set-up, trouble shooting, Etc.
Please call: [883-310-3162](tel:883-310-3162)
- All equipment will be in the apartment for immediate set-up. Instructions for set-up (Wireless Network/Password) will be included in a flyer inside your folder.
- Your lease includes Fiber Internet (1 wireless Modem/router combo).

PLEASE DO NOT CONTACT FIRST SITE FOR TROUBLESHOOTING. OUR INTERNET PROVIDERS ARE TRAINED TO HANDLE EVERY ISSUE.

Satellite dishes are not allowed on any First Site property. They will be removed without notice.

Parking: All residents with vehicles are required to have a parking sticker to park in the parking lot.

Please refer to your lease to determine the number of parking stickers you will receive. You may pick up your parking sticker from Joe's Towing (309-829-2123). First Site will notify your apartment as to when you may pick up your parking sticker and when towing will begin.

Parking stickers are to be placed on the **lower, left rear window** of your vehicle. Any vehicle without a sticker parking in the lot will be towed at the vehicle owner's expense. *Parking anywhere besides a marked parking spot will result in your vehicle being towed; DO NOT park in any circular drives or fire lanes, or you will be towed even if you have a sticker.* Any parking or sticker changes are handled by Joe's Towing. Stickers will be registered to a specific vehicle. Switching a sticker to another vehicle without

notifying Joe's Towing may result in both vehicles being towed. If you have an overnight guest at your unit, please contact Joe's Towing to receive a visitor parking pass (Joe's disperses these at their discretion, for example no additional passes will be issued for homecoming or family weekend). No oversized vehicles, recreational vehicles or diesel vehicles are allowed. **Motorcycles are only allowed with a valid sticker in a marked parking space in place of a vehicle, not in addition to one. If you are swapping vehicles for any reason, each vehicle must have the proper sticker, or you are subject to being towed at any time.** **No stickers or permits are required to park in your designated parking area/lot during summer months. Towing and strict parking enforcement begins the first week of fall semester classes in August.**

Parking at Uptown North or 138 Beaufort: Any vehicle that a resident will have here full time must be registered with the First Site Office. Passes are registered to a specific vehicle. If you will be using another vehicle without notifying First Site, this will result in a citation (fees) administered by the Town of Normal. **Changes can only be made Monday-Friday during normal business hours (9:00am-6:00pm).** Again, vehicles not registered with First Site are subject to the Town of Normal's parking rates for the public. First Site is not responsible for any citations issued by the Town of Normal.

Text Messages/e-mail: We will send you text messages to alert you of any update to apartment/lease, including but not limited to balances on joint account, emergency community updates, missing information etc. If you change your email/phone number for any reason, you MUST update our office within 24 hours **(First Site is not responsible for any communication errors, it is the residents responsibility to keep updated contact info on file at all times).** If you opt-out of the program you will NOT be notified of important updates, apartment showings etc.

All-Inclusive Lease (1 check pays all rent & utilities): As noted on your signed lease, you will have an allotted amount of utilities. (Please refer to the lease for the specific amount.) If your apartment exceeds the allotted amount, First Site will bill/invoice residents for any amount over the allowance. If residents exceed their allotted amount close to the expiration of the lease, that amount may be deducted from security deposit. Utility billing cycles can vary so residents may receive a bill after the deposit is returned if they exceed the allotted amount of utilities. Residents may contact our office at any time to receive updates on the allotted amount.

Payments: Payments are due on the 1st of every month. First Site allows a grace period until the 5th of each month. Payments not received by the close of the business on the 5th (regardless if the 5th is a Sunday or holiday) will be assessed a 10% late fee. **Payments are to be made on the Resident Portal Via our website – A fee will apply.** A 5-day notice will be served for non-payment of rent on the 10th of the month. If a notice is served, a \$50 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). Here you may pay using a variety of payment options, including E-check, credit card, automatic withdrawal etc. You can view your balance and charges. **If you are on a joint lease, the visible balance will reflect the entire balance for everyone on the lease, not individual portions.**

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 5th of each month, we will not waive late fees or penalties 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 first be applied to unpaid late fees, damages, and utilities.

For payment(s) returned for any reason, there will be a \$50 returned-payment fee and, if applicable, a 10% late fee charged to the account. At that point, we may no longer accept certain payment options from that individual without approval from our collections department. The resident is required to submit a new payment in full within 10 days of First Site receiving the returned check. If a payment is not made, a 5-day notice will be served, and a \$50 service fee will be charged to the apartment.

Any additional payment or overpayment made to the account will be returned with the security deposit once the move-out inspection has been completed.

Lease Violations: If you are in violation of your lease, you will be served a 10-day Notice of Termination and charged a \$50 service fee. In addition, any costs incurred for repair / cleaning will be charged to your account and due immediately upon receipt of the bill. Upon receiving your violation notice a meeting will be set up at the leasing office with the Leasing Manager. Please review all policies that are listed within your lease and your policy book to avoid violations. You will be subject to our *Strike Policy* if a lease or policy book violation occurs.

- **Strike 1: Letter/phone call to guarantor**
- **Strike 2: Letter/phone call to guarantor**
- **Strike 3: Possible eviction**

Any strike or violation in which damage or fines have occurred will be billed at a pre-set hourly maintenance rate and charged directly to the offending resident(s).

Lease Violations include, but are not limited to:

- **HOUSES ONLY** 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 and those utilities should be listed in your lease agreement.
- Grounds/Greenspace Violation: Any damage or destruction to grass, landscaping, or other outdoor areas caused by a resident or their guests will be repaired, and the cost will be billed directly to the responsible resident(s). If the responsible party cannot be identified, the cost of repairs may be applied as a common area charge and distributed among applicable residents.
- Animal Waste Violation (\$200): you are required to pick up after your ESA animal. Failure to clean up will result in a \$200 fine placed on your account per occurrence. In addition, you will also be billed for the labor to clean up any animal waste.
- Sanitation Violation (\$250): You are required to keep your home in a manner consistent with the rights of other residents in the building and 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, all incurred costs 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 our buildings or units. 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 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 Leasing Manager. You are required to abide by the Town of Normal noise ordinance. If music or noise can be heard within 50 feet of the apartment, you are in violation and can be fined by the Town of Normal. If a loud party is bothering you, please call the Normal Police Department's non-emergency line immediately.

- **Pet Violation (\$550):** No pets shall be permitted upon the premises. This applies whether the pet is owned by the resident or a visiting guest. If you are found with a pet, you will be served a 10-day notice. 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 pet damage.
- **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 (per occurrence). Junk mail is to be disposed of by each apartment, regardless of if it is addressed to the current residents. If trash is picked up near your apartment, you will be charged an hourly rate to clean up the necessary items. The complex may receive additional fees if hallways/common areas are not maintained and we are unable to identify the problem. **Trash must be disposed of in dumpsters, not common area trash bins. A fee will apply if found in common area trash bins.**

Grills / Fire Pits / Open Flame / Candles: *Fire Pits and Grills are not allowed at any complex/building.* A grill is deemed a fire or safety hazard; First Site reserves the right to remove any fire pits/grills without notice. Violation of this policy will subject you to a 10-day Notice of Termination and a strike. Open flames such as candles, kerosene lanterns, and outdoor “tiki” torches are **NOT** permitted, and will be considered a lease violation.

Exteriors / Patios / Balconies: To promote safety of residents, and habitability of units, and in addition to other restrictions and conditions as set forth herein, (a) patios, exteriors, windows, balconies, and all other outward showing fixtures shall be kept clear of clutter and debris, at all times, and (b) no flags or banners, regardless of content, shall be located on, or hung from any portion of the property, including any patio or balcony.

Smoke Detectors: Smoke detectors are positioned inside every apartment. There are also 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 with or remove these alarms in any way. A \$50 fee will be assessed per detector that is tampered with or removed. 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. All associated charges will be charged to their account, per the lease agreement.

Furniture: All furniture provided in each apartment must always stay in the unit. 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, Skateboards, 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 stairwells, patios, fences, A/C units or any other location within the common areas is prohibited and will be removed / discarded without notice. Damaged or inoperable bikes removed / discarded. Scooters (without a valid parking sticker) and skateboards are not allowed on First Site property.

Lost Keys / Re-Keyed Units: If 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.

Lock-Out and Entry: If First Site is called to close or reopen the leasehold premises, the residents are liable for all time & 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.

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

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 for all residents, guests are not allowed to park in the property's parking lot. All residents of the apartment in which guests are visiting are responsible for all damage caused by their guests. Guests are to follow policies listed in the lease and policy book. First Site (agents/personel) may break up any gathering at any time regardless of size.

Alcohol:

- **Kegs: KEGS ARE NOT ALLOWED ON FIRST SITE PROPERTY.** Any person found in possession of a keg will be charge \$750 *per keg* and become subject to eviction. A second occurrence will result in a \$1000 fine *per keg* with an immediate notice of eviction.
- **Underage Drinking:** First Site prohibits the consumption of alcohol by any resident, or guest under the age of 21 years old. Failure to comply, will be deemed a lease violation.
- **Open Alcohol:** Open alcohol is not permitted in the common area. If you are 21 years of age or older, please keep all open alcohol inside your apartment. Having open alcohol in any common area is against the First Site policy and will be considered a violation of your lease and become subject to a 10-day notice and / or strike
- **Parties / Selling Alcohol:** All parties in the apartment must be small and confined. Selling tickets, cups, or alcohol in an apartment is against the law and any person found engaging in this activity is subject to a 10-day notice and / or a strike.

Drugs: 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 Normal Police and cooperate fully in their investigation. Any resident selling or using illegal drugs will face an automatic eviction and strike fine.

Inspections: First Site performs an inspection with the residents upon their move-in and their move-out. At this time, we will notate 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 a detailed inspection form. Please review this inspection form and confirm all notes taken by the agent. You will 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 found during your inspection. If our office does not receive your adjusted copy, we will use the original inspection at the time of your move-out. **Any re-cleans must be submitted within the 4 hours of the first person that collects keys.**

Move-out Inspection: When it's time to move-out of the unit, you will be required to schedule a move-out appointment. A detailed move-out preparation checklist will be available via our website. 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 form, painting form, replacements form etc.). Any repairs that are not considered normal wear-and-tear, and any cleaning/painting required at this time will be charged against your security deposit.

When the inspector(s) have completed the move-out inspection, they 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. To avoid charges upon move-out, First Site suggests residents not make any alterations to their apartment.

Security Deposit Charges: Any maintenance charges incurred to your residence **during** occupancy will be charged to that unit. First Site will issue invoices for any charged item. Residents will be billed monthly for damages as they occur. **These items are payable upon receipt of the bill.**

Any cleaning charges, repairs for damages above normal wear-and-tear deemed necessary, and any unpaid rent or utilities will be charged to the account after move-out. First Site will charge fees 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 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 "Resources Tab". Then select "On-Campus Forms".

Common Area: Common area damages are defined destruction or excessive wear to shared spaces that would result in either cleaning or repair. Common area charges are split amongst all residents of the complex. Damages include, but are 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 the buildings, which includes but is not limited to 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 left on property and not placed accordingly in the dumpster (if First Site is unable to determine the unit it belongs to)
- Mail or junk mail discarded in common areas
- Breaking up parties in halls, entry ways, or parking lots
- Damage to grills or picnic areas, including cleanup of grills
- Damage to the elevators or surrounding areas.
- Game Room, TV Lounge or fitness area damages
- Animal Waste (applied only to units with animals)

Maintenance Work Orders: The maintenance department follows 8am-5pm business hours for work orders unless it is an emergency. **Emergency on-call service begins at 5 pm daily and all-day Saturday/Sunday.** To request maintenance service, please log-in to the Resident Portal to submit a work order with photos. 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 returning to 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 the completed repair or if additional parts are needed.

Please do not call emergency 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 first (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 must 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 for emergency maintenance (including but not limited to 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 representative also attends these inspections and to document any 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 where 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. Please submit a maintenance request if any drains are clogged. 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 that we require photos of a large infestation before calling in a specialist. Residents should use household sprays and traps. We suggest Ortho Home Defense which can be found at most hardware stores. 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 A/C 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 found with the thermostat setting on "OFF". 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.

Liability Insurance. Presently, First Site carries renter's liability insurance related to lease of your premises, from a third-party vendor providing blanket insurance coverage for the residents of this property, for the sole benefit of the Owner. This policy is for the sole benefit of Owner and does not provide coverage for deliberate or intentional acts. Further, it does not provide coverage for losses to property of third parties. First Site carries this coverage for its benefit and may elect, at any time, to discontinue this coverage and require renter's liability insurance coverage be secured and maintained by residents as provided herein.

At any time, First Site reserves the right to eliminate third-party coverage for the benefit of its tenants and, upon _____ days' notice to tenant, require tenants to carry their own personal renter's liability insurance related to lease of the premises, in an amount of not less than \$100,000 per claim and in the aggregate, providing coverage for damage resulting from your negligence or the negligence of your guests. This required coverage, if any, shall be for the sole benefit of Owner.

Please note that the limits of insurance provided are not a limitation on damages for which you are responsible in the event your negligence results in damage to persons or property of third-parties, including First Site.

Renter's Insurance: First Site does not provide insurance for residents' personal property. However, the renter's liability insurance which First Site has secured, through its third-party vendor, includes insurance coverage for \$5,000 in personal property within the Unit. You may elect to secure additional renter's insurance and should do so in the event you believe the coverage provided is insufficient to cover the value of your personal property. If First Site elects to discontinue renter's liability coverage, personal property coverage will be eliminated. If you elect to secure additional renter's insurance coverage, it should include a waiver of subrogation in favor of First Site. If personal property coverage through renter's liability coverage, is no longer maintained through First Site's vendor, you will be given _____ days' notice thereof. Thereafter, it shall be your sole responsibility to secure renter's insurance to cover your personal property items.

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. Renter's insurance coverage is the only way to protect your personal property.

Monthly Payment Breakdown: Your total monthly payment is calculated based on the leasing/usage of the following:

Example of Monthly Payment Breakdown per resident	1 Bedroom	2 Bedroom	3 Bedroom	4 Bedroom
Utility Usage (Allowance)* (Example – refer to your lease for exact allowance)	\$70	\$60	\$45	\$50
Use of...(Example) <ul style="list-style-type: none"> ✓ Cable TV ✓ Broadband Internet ✓ Furniture ✓ HDTVs 	\$181.32	\$122.97	\$110.31	\$106.49
Rent	Whatever balance remains after subtracting expenses above	Whatever balance remains after subtracting expenses above	Whatever balance remains after subtracting expenses above	Whatever balance remains after subtracting expenses above

*If you exceed your utility allowance, you will be responsible for paying any overages.