

Mi-Place Handbook

We at Mi-Place™ at Brightmoor would like to welcome you to your new home. We believe very strongly in providing our residents a top quality housing experience.

We want our residents to be great neighbors, so we have prepared this handbook, containing the rules, regulations, policies and procedures for your Community. These rules and regulations have been established for the benefit, comfort and safety of all our residents.

Please read the following information carefully. If you do not understand any of the policies, please ask a member of your Property Management Team for clarification. All of our residents are expected to adhere to these policies at all times.

From time to time, this information may be modified; any changes will be sent to you. If at any time you should need a copy of this information, please reach out to a member of your Property Management Team.

Again, thank you for choosing Mi-Place at Brightmoor.

Sincerely,

Your Property Management Team

Tenant Agrees to comply with the following established by Landlord. Tenant agrees to comply with new policies which may be established in the future by Landlord for the benefit, comfort or safety of all Tenants. Violations of these policies will not be tolerated.

If you have any questions, please contact the office during regular business hours at **856.818.9240**. Leasing office hours are Sunday through Thursday 9:30am to 5:30pm – Closed Friday and Saturday.

PAYING RENT

Rent is due on the 1st of each month, and may be paid through your Resident Portal at

<https://miplaceatbrightmoor.activebuilding.com/>. If you pay by check please make checks payable to:

FP Management LLC

Rent may be paid by personal check, money order, cashier's check, or through your Tenant portal at

<https://miplaceatbrightmoor.activebuilding.com/>

You may also go to the Mi-Place website at www.mi-placebrightmoor.com the "Resident Portal" tab to

Pay Rent. **NO CASH PAYMENTS WILL BE ACCEPTED**. E-Payments will be reflected in your

Tenant ledger immediately after submitting the payment. All other forms of payment may take up to 72

hours to be reflected in your Tenant ledger.

Remember that late charges are assessed on the 6th of each month. After that time, payments will only be accepted in the form of a money order or cashier's check.

Please put your name and rental address on your check/money order every time to ensure that you are properly credited with the payment. Be sure checks/money orders are completed with names of payer & payee.

FP Management will not be responsible for cash or incomplete money orders left on the premises.

EMERGENCY PROCEDURES

The following information is presented as a reminder of the importance of proper safety planning. Each emergency is different and may require different actions to ensure the safety of your family. We encourage each resident to review fire and emergency evacuation procedures with each family member, especially children and minors. Review these procedures as frequently as necessary for you and your family's safety. In addition, you may contact the New Jersey State Office of Emergency Management, the local Fire Department, and/or Police Department for additional information and pamphlets containing precautionary and preventative safety information.

For after hour emergencies, please call our technician on call at 732-597-0025.

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No refrigeration, no heat, no water and leakage from any water supply, and the malfunction only of the Smart Lock System are the only items considered extreme emergencies. **Lack of air conditioning, a problem with roof or siding, failed circuits other than refrigeration, and any accidental loss or damage due to acts of nature are not considered extreme emergencies.**

For non-emergencies, please submit a work order via the Resident Portal.

Members of your Property Management Team are not certified nor qualified to train or instruct residents on emergency procedures.

NORMAL MAINTENANCE PROCEDURES

When reporting a maintenance problem it must be done via the Resident Portal **ONLY**. Please include and clearly describe the type of problem you are experiencing. **No maintenance request will be assigned a work order without written documentation.**

MAINTENANCE BILLING

Tenants will be billed for any damage caused by the Tenants, their guests or visitors neglect or abuse to the property.

Toilets- **ONLY toilet paper is to be flushed in the toilets.** Please make all attempts to plunge your toilet prior to putting in a work order. If maintenance must use a snake to unclog the toilet(s) and retrieve anything other than toilet paper or human waste, you may be fined \$150. This includes "flushable wipes", they do not flush though as toilet paper.

SCHEDULED MAINTENANCE

All smoke detectors, carbon monoxide detectors, and thermostat batteries as well as furnace filter replacement will be scheduled for routine maintenance. All Tenants will receive advance notice of this scheduled maintenance. If at any time Tenant notices a problem with any of these items they are expected to contact the maintenance department immediately.

LOCK OUTS

Any resident locked out of their apartment or from the building during office hours may call the leasing office at 856.818.9240 and an employee will assist with providing access to your apartment. If you are locked out AFTER NORMAL OFFICE HOURS, due to a malfunction of the Smart Lock System, call the Maintenance Emergency number at **732.597.0025**.

If you are locked out for any reason other than a malfunction of the Smart Lock System, you will be charged \$150.00 for the Maintenance Call.

Any resident calling for a lockout must be a tenant/occupant on the lease and must be able to provide proof. Please note; Minors will not be let into the apartment at any time.

PEST CONTROL

Pest Control is scheduled by the Maintenance Department. Tenants must submit a work order via the Resident Portal if they are experiencing pest problems so that treatment can be scheduled. If it is determined, that a Tenant's actions are the source of the pest problem, i.e. leaving open food containers in their kitchen, hallways, and balconies etc., the Tenant will be billed for the pest control costs. All Tenants are expected to keep their apartments in a clean and sanitary condition.

SMOKE/ FIRE ALARM

Each apartment is equipped with smoke detectors and a carbon monoxide detector. In the event that either detector goes off in your apartment, immediately proceed to evacuate your unit and call 911. Proceed with caution as you exit the building. Once the Fire or Police Department Official arrives, follow their instructions. **Do not re-enter the building or your unit, until a Police or Fire Official informs you that it is safe to return to the building.**

SPRINKLER DISCHARGE

Each apartment is equipped with fire sprinklers. The sprinklers are automatic and do not need to be set or tested by the resident. In the event that the sprinklers discharge, immediately evacuate your unit. Proceed with caution as you exit the building.

Once you have evacuated your building, go to one of the neighboring buildings and alert the residents in that building. Ask one of the residents to dial 911 to alert the Fire and Police Departments. Once the Fire or Police Department Officials arrive, follow their instructions. **Do not re-enter the building or your unit, until a Police or Fire Official informs you that it is safe to return to the building.**

Natural Disasters

From time to time every area of the country can experience a natural disaster. In the event of a natural disaster, follow the instructions of the local authorities, such as Police or Fire Departments. If you are unsure of what to do, contact the Police Department for instructions. In many instances, you can also receive instructions by tuning to your local TV, radio or weather station.

SECURITY DEPOSIT

Additional information can be found in your lease.

Upon vacating your unit, the costs of any repairs and outstanding charges will be deducted from your security deposit. There will be a \$100.00 per carpeted room carpet steam clean fee deducted from your security deposit. The balance will be returned to you within 30 days of vacating. If Tenant has a SureBond deposit and resides on levels 2 and 3 of the building (level 1 is hardwood flooring), the carpet cleaning fee must be satisfied upon signing the lease agreement. If you break your lease and vacate your unit, any security deposit balance will not be returned until a new Tenant moves into your apartment unless Tenant chooses the lease buyout option (See Paragraph 6, *Early Termination*). Any outstanding charges and repair bills will be deducted from your deposit. In both situations, you will receive an itemized statement showing the deductions.

In the event, that the Landlord evicts you, any outstanding charges and repair bills will be deducted from your security deposit. Your security deposit cannot be used to pay your monthly rent, repair bills or other monthly charges.

Based on annual rent increases, your security deposit may need to be increased annually.

Security deposits will be mailed to your new forwarding address, they cannot be picked up. Please make sure to provide the leasing office your forwarding address. The return check will be made out to the Tenant listed on the lease. Return checks will not be split between Tenants, made out to new Landlords or any other party.

MOVE IN/MOVE OUT PROCEDURE

Move-In Procedure

1. One week prior to moving in, the date and time of the move must be confirmed with your Leasing Consultant.
2. Smart Lock Access Codes/Key Fobs will not be issued without the following:
 - a. Gas and Electric Account Numbers
 - b. Renter's Insurance Declaration Page
 - c. All required pet information (including vaccination records and breed of dog) & completed DNA swab
 - d. All move in monies, the amounts of which have been provided to you by your Leasing Consultant

3. Move-ins and move-outs may occur Monday through Friday and Sunday. However, no move-ins or move-outs will be permitted between the hours of 10:00 pm and 8:00 am. We suggest you arrive an hour before your scheduled move time to do your move-in inspection and any additional paperwork.
4. Smart Lock Access Codes/Key Fobs cannot be issued prior to 10:00am. Please keep in mind, the office is closed on Saturdays. If you would like to move on a Saturday, your lease will begin on the Friday prior and Smart Lock Access Codes/Key Fobs will need to be picked up at that time.
5. All moving boxes and materials must be disposed of or recycled properly. They must be crushed, folded and placed in your recycle bin.
6. Tenants will be responsible for any damage to the property that may occur during the moving process, including damage to the sidewalks, landscape, siding, light fixtures etc.
7. Vehicles are not permitted to park on the lawns and sidewalks.
8. Moving vehicles may not be parked on the property overnight.

Move-Out Procedure

1. At least thirty (30) days written notice to vacate prior to move-out date must be received at the management office.
2. The term of the lease must be fulfilled, or you will be held liable for the full term of the lease with the exception of the Military Clause Addendum.
3. Once you have removed all of your belongings from the apartment, a member of the Property Management Team will inspect the unit. Within 3 days of your notice to vacate, you must submit a work order via the Resident Portal to schedule an appointment for a final pre-move-out inspection. This inspection will only be completed Monday through Friday between the hours of 9:00am and 3:00pm. At that time any items requiring excessive repairs or maintenance will be noted. This will give you time to address some of these items if you are able. The cost of any remaining excessive repairs or maintenance that were not addressed will be deducted from your security deposit. In the event that you fail to be present for the final move-out inspection, a member of the Property Management Team will perform the inspection in your absence and you will waive any right to contest any of the items listed for excessive repairs or maintenance.
4. The apartment must be clean, including bathrooms, kitchen, appliances and floors. You will be charged if your unit is not left in the same condition as it was when you moved in with the exception of normal wear and tear. In addition all appliances must be in working order with all accessories intact.
5. You will be charged for any damages to the apartment beyond normal wear and tear.
6. You will be charged for removal of trash, furniture, carpeting, etc., if it is left in the apartment after you vacate. Anything left in the apartment after move out day will be disposed of.
7. Large items must be disposed of properly. They are not to be put in the dumpsters on the property. Place large items neatly next to or behind the dumpsters.
8. Mailbox keys must be dropped off at the leasing office (unless other arrangements are made with management). During this time your Smart Lock Access Codes will also be deactivated. During drop off please provide a correct forwarding address for the return of your Security Deposit and/ or any Move-Out Correspondence. Failure to return mailbox key will result in a charge equal to the amount of parts and labor charged by an authorized locksmith.

COMPLAINTS, ACCIDENTS AND OTHER INCIDENTS

If at any time, you experience or witness a problem, please contact a member of your Property Management Team as soon as possible. You will be required to fill out a complaint/incident form. Every complaint/incident will be investigated. Based on the investigation, warnings and or violation notices may be given out. Habitual and/or repetitive problems or intolerable behavior may result in eviction.

TENANT INFORMATION

Your privacy and security is very important to us. For this reason, no resident information or phone numbers will be released to any party without your prior written consent. Please make sure that all guests have your correct apartment number, address and/or phone number before they arrive at the property.

Should a company need Credit/Rental History regarding a Tenant the request must be in writing and must be emailed to the Property Manager. **LEASE, RENT PAYMENT AND RENEWAL**

Your occupancy is governed by your lease and the rules and regulations set forth in this handbook. Please read your lease completely and contact a member of your Property Management Team with any questions you may have.

FIRE SPRINKLERS

Each apartment has automatic fire sprinklers installed in conformance with the County requirements. The sprinklers do not require any maintenance or setting by the Tenant. The fire sprinklers can be set off by high heat levels and open flames. Tenant will not permit any person to tamper with, touch, modify or destroy the Sprinkler System or Sprinkler Heads provided in the apartment. In the event a Tenant accidentally or purposely sets off the fire sprinklers, the Tenant will be responsible for all damage caused by the sprinklers, including water damage to other units. If you have any concerns regarding the fire sprinklers in your apartment or how they operate, please contact the leasing office.

PARKING

Tenants and guest shall park in designated parking spaces only. Any vehicle double parked, illegally or improperly parked will be towed at the owner's expense. **Commercial Vehicles or trailers of any kind are not permitted to park on the property overnight.** All vehicles shall be registered and properly insured. No vehicle shall be stored or repaired on the property. Vehicles that are abandoned, leaking fluids, an eyesore or in disrepair shall be towed at the owner's expense. Parking in the fire lane is prohibited. **One vehicle per licensed driver noted on lease is permitted on the premises.**

LANDSCAPING/LAWNS AND LAWN SPRINKLERS

For the benefit of all our residents, please refrain from cutting and/or picking flower and shrubs. Residents are not allowed to plant flowers, vegetables, trees or shrubs on the grounds. Any Tenant responsible for damaging the landscaping and lawns will be held accountable for the cost of replacing the damaged vegetation.

The lawn sprinklers go on and off automatically. Tenants are prohibited from modifying, tampering with or adjusting the sprinklers. Any Tenant responsible for damaging the lawn sprinklers will be held responsible for the cost of repairing or replacing the damaged sprinklers.

Children's pool, play structures, swing sets, lawn ornaments, bird feeders and bird baths are not permitted to be placed on the lawns and grounds.

SMART LOCK ACCESS CODES/KEY FOBBS

On move in day, the Landlord will provide each TENANT, and Occupants 18 years of age and older on your lease with Smart Lock Access Codes and Key Fobs to the building. Occupants may purchase an additional fob from the leasing office for \$75.00 per Fob

****IMPORTANT NOTES:**

- **A RED flashing light on the Smart Lock indicates the batteries are running low. Immediately submit a Work Order through your Resident Portal to Maintenance to replace the batteries. If batteries run completely out, you will not be able to operate your Smart Lock.**
- **If you get a new Cell Phone, contact the Leasing or Property Manager immediately so they can download the STRATUS Application on your new phone to operate your Smart Lock.**

The Landlord will retain a copy for emergencies and other access as allowed under the lease. The Landlord will not give copies of an apartment's fob, access code or mailbox keys to any person other than the Tenant listed on the lease. In the event that you lose any fob they will be replaced for a charge of \$75.00. If you do not return your fobs upon vacating your unit, you will be charged \$75.00 for each fob not returned upon vacating.

STORAGE

Storage Units are available for an additional monthly charge and on a first come, first serve basis. Please inquire at the Leasing Office for availability and pricing. Please refer to the Storage Unit Addendum in your Lease for additional information.

MAIL BOXES AND DELIVERIES

You will given your mailbox keys on move-in day.

The Leasing office will not accept the delivery of packages for any Tenant. Tenants must arrange to have packages delivered at a time when Tenant can accept delivery.

TRASH AND RECYCLABLES

All trash is to be disposed of properly. Tenants are prohibited from leaving garbage in the hallways. Commercial office/off site garbage is not to be placed in the trash containers. Toxic waste and flammable materials are to be disposed of properly and are not to be placed in the trash containers. Please refer to the Compactor and Recycle Area Rules and Regulations.

Recycling bins are set up in each garbage facility, each bin is labeled, please dispose of your recyclables properly. Fines will be assessed (see Garbage section in lease).

Please note temporarily trash and recycling will be located near the main entrance on

the right.

BUILDINGS, SIDEWALKS, HALLWAYS AND BALCONIES

Neither the Tenant nor the Tenant's personal property shall obstruct the sidewalks, halls, passages or stairs. The Tenant may not obstruct or place personal property at the entrance doors, leasing office entrance or on lawns or walks. No loitering is permitted in any common area including the leasing office. Bicycles, toys, carriages and carts are not permitted to be left or stored in the common areas, including the hallways, stairways and leasing office. The Landlord reserves the right to remove and dispose of any items left in the common areas, particularly the stairways, passages and entrances. Balconies are not intended for storage. Storage of personal property on the balcony is strictly prohibited.

Clotheslines or other clothes drying equipment shall not be hung or placed outside the apartment or on the balconies. Clothes and/or towels are not allowed to hang on or over the balconies. Potted plants are allowed on the balconies; however, no planter or plant box is permitted to be affixed to the railings or deck.

PROVIDED WIFI INTERNET AND TECHNOLOGY PACKAGE:

Tenant will be responsible for paying a monthly technology fee of \$65.00 which includes 1G Wi-Fi and Apartment Smart Lock entry system and smart thermostat control.

INSURANCE

Tenants are required to obtain Renter's Insurance. Proof of Declaration page is required prior to move-in date and upon each lease renewal. Be sure to include additional insured to your policy. *See Renter's Insurance Addendum.*

RULES AND REGULATIONS

1. No Tenant shall make or permit any disturbing loud noises by him/her, family, employees, agents, visitors, licensees, invitees and pets if applicable at any time. No Tenant shall play or operate any musical instrument, sound reproduction, television or radio or allow same to be played or operated in the apartment in a disturbing manner at any time during the day or night. Any disorderly or boisterous conduct, which will disturb the peace and quiet enjoyment of other Tenants, is absolutely prohibited. The Tenant shall not commit or permit the commission of a breach of the peace or nuisance on the premises. All conduct which detracts from the safety, health, quiet, or quality of life of other Tenants is prohibited.
2. Neither the Tenant nor the Tenant's personal property shall obstruct the sidewalks, halls, passages or stairs. The Tenant may not obstruct or place personal property at the entrance doors or on lawns or walks. No loitering is permitted in any common area. No bicycle riding, running, or roller- skating is permitted in the common areas.
3. Landlord has the right to retain a duplicate key/fob to the premises.
4. No sidewalks, lawns, or parking areas shall be used for sports, games or other recreational

purposes. In addition, wading pools, lawn ornaments, birdbaths, bird feeders and any other item are not permitted in these areas.

5. The toilets and other water apparatus shall not be used for any purpose other than for which they are constructed, and no sweepings, rubbish, rags, towels, toys, hazardous chemicals, paper, ashes other substances shall be throw in them. Any cost for damage resulting to them, from misuse of any nature whatsoever shall be paid by the Tenant who caused it and shall be considered as additional rent.
6. The Tenants are encouraged to conserve energy and water.
7. There shall be no heating by kerosene stoves or lighting by lamps other than electric. Gasoline, kerosene and other flammable liquids shall not be stored on the premises, property or in any unit. No personal gas, charcoal or barbecue grills of any kind shall be used on the premises.
8. The Tenant agrees to give prompt written notice to the Landlord of any leak, flooding or other defect in the premises. Failure to notify Landlord may result in the Tenant being held responsible for any damage caused.
9. Automobiles operated within parking lots and driveways shall not exceed the speed of ten miles per hour. All automobiles must be legally registered, inspected and license plates must adhere to New Jersey law. Failure to do so may result in the vehicle being towed at the owner's expense. There shall be no overnight parking of commercial vehicles permitted on the property. The Tenant may not repair any automobile on the property.
10. Tenants, family members, their agents, employees, visitors, licensees and invitees must give immediate notice to the Management Office of any accident or any injury to any person, or of any damage to the premises or furnishings. The Tenant must file an incident report in writing; these forms are available at the Management Office.
11. Tenant shall see that the windows and doors of the apartment are closed and securely locked before leaving the premises. Tenant will be held responsible for any damage resulting from frost, rain or other causes in violation of this rule.
12. No air conditioning units of any kind are permitted in the windows. Only the Maintenance Department can arrange to have an air conditioning unit or furnace serviced or repaired.
13. Tenant will not permit any person to tamper with, touch, modify or destroy the sprinkler system or sprinkler heads provided in the apartment. Tenant will be responsible for any damage caused by the violation of this rule. In the event that Tenant's actions set off the sprinkler system, Tenant will be responsible for all damages caused by the discharge.
14. Satellite service equipment must be installed as per the Satellite Dish Addendum.
15. Tenant shall report to the Landlord and the appropriate health authority any case of infectious or contagious disease occurring in the premises, and they shall report to the Landlord the presence of insects or vermin on the premises.
16. Tenant must adhere to local recycling laws.
17. Lawn maintenance is scheduled to take place once a week during seasonal months. Lawn sprinkler system is on an automatic timer during seasonal months.
18. No signage of any type is allowed to be displayed in the windows, on the doors and buildings.
19. No Tenant shall conduct a business in a unit or on the property.
20. Alcohol shall not be consumed in any public area.
21. Tenants are responsible for the actions of their guests and visitors, including the costs to repair any damage caused by guests and visitors.
22. No RV, boats, personal motor crafts, storage pods may be parked or stored on the property at any time.

Any tenant who does not abide by the rules and regulations stated above will be fined up to \$250.00, 2nd offense will be fined up to \$500 and third offense will be sent to our attorney for eviction proceedings.