

# Distinctive Rental Properties of Lafayette, Indiana Tenant Policies and Expectations

This apartment and single family policy is designed to help make your move-in through move-out as easy as it can be for you. These Tenant policies are intended to answer many of the questions that may or may not be addressed in your lease. The lease document is the contract you and the leasing agent of **Distinctive Rental Properties of Lafayette, Indiana** agreed to.

## MOVE-INS

- 1) Your apartment will be ready for you to occupy on the day your lease begins.
- 2) Tenants are responsible for making all arrangements for connection and disconnection of all utilities, unless your lease agreement includes Landlord-provided utilities.

Cable TV - Comcast

Telephone: 1-765-447-6886 or 1-800-266-2278  
[www.comcast.com](http://www.comcast.com)

Electricity- Duke Energy

Telephone: 1-800-521-2232 (1-800-343-3525 for trouble)  
[www.duke-energy.com](http://www.duke-energy.com)

Natural Gas-Vectren Energy Delivery

Telephone: 1-800-227-1376  
[www.vectren.com](http://www.vectren.com)

Water/ Sewer-City of Lafayette

Telephone: 1-765-807-1100  
[www.city.lafayette.in.us/departments/index.php?fDD=16-0](http://www.city.lafayette.in.us/departments/index.php?fDD=16-0)

## PLEASE BE CONSIDERATE OF YOUR NEIGHBOR

- 1) Please be considerate of the noise level of your stereo, T.V or video games.
- 2) If you have guests, it is your responsibility to monitor the noise level and activity both inside and outside of your unit. Most of your neighbors will be trying to sleep, study, or have a quiet evening. If you have a neighbor whose noise level has gotten out of hand and wish to complain, you should first call the **Lafayette Police** and report the disturbance. The phone number of the police dispatcher is **807-1200**.
- 3) If you suspect a neighbor of illegal behavior because of excessive numbers of visitors or abnormal behavior, do not hesitate to discretely report it to Distinctive Rental Properties of Lafayette, Indiana. Your confidentiality is absolutely assured.
- 4) If you are in a building with common halls, please help keep the area clean and **DO NOT** set trash outside of your doors. This causes odors, attracts rodents, and creates a nuisance for your neighbors.

## TENANT'S INSURANCE

It is your responsibility to carry TENANT'S INSURANCE on the contents of your apartment. This should protect your contents from water damage, fire damage, storm damage, break-ins, etc. Contact your insurance carrier about getting a policy. Craig Graham at the Underwood Insurance Agency, 765-742-7320, and John David Null at the H.J. Spier Agency, 317-849-8800, are recommended by Distinctive Rental Properties of Lafayette, Indiana as sources for these policies.

## **FIRE**

In the event of fire, you should exit the building immediately. Once you are out of the building, call the fire department, **911** or **807-1600** and then call Distinctive Rental Properties of Lafayette, Indiana at 479-1349.

## **REGULAR HOURS MAINTENANCE REQUESTS**

During business hours, you may call Distinctive Rental Properties of Lafayette, Indiana at 479-1349. Please leave a message including your name, street address, apartment number, telephone number and your maintenance request. You may also access an electronic maintenance request online 24/7 at:

<http://lafapts.com.dnnmax.com/TenantResources/MaintenanceRequestForm/tabid/85/Default.aspx>

Tenants shall be responsible financially for maintenance to fix clogged drains and toilets, replacement of light bulbs and smoke detector batteries and for most maintenance not associated with the building or attached fixtures. Distinctive Rental Properties of Lafayette, Indiana will provide these maintenance services to Tenants at the rate of \$18/hour plus materials.

## **AFTER HOURS MAINTENANCE REQUESTS**

Emergency maintenance requests **AFTER** business hours should be reported to 479-1349 or by using the online form available. The following is a list of what is classified as after-hours emergencies requiring immediate attention:

- 1) No heat
- 2) Water leak **causing damage**
- 3) Fire
- 4) No electricity – **entire apartment only!**
- 5) Gas leaks.
- 6) Entrance or main door won't open or shut.
- 7) Any situation endangering the health or safety of you or other residents.

**\*\* You will be charged for unnecessary After-Hours calls!**

## **APPLIANCE REPAIR PROCEDURES – REFRIGERATORS**

Unfortunately appliances do occasionally malfunction. If this happens to you, please:

1) Check to make sure the unit has power (the light should come on). 2) Keep the door closed on refrigerators. They are well insulated and will keep your food cold for several hours with the door closed. 3) During normal business hours, **call 479-1349**. 4) If the refrigerator is not cold at all and the frozen contents are thawing, you must store your contents somewhere until we can correct the refrigerator. **We use an outside contractor for our appliance repair and they do not have 24 hour service.** They will respond promptly the next business day. Please take action to protect yourself from losses. We apologize for the inconvenience and will respond as quickly as we can to remedy the situation.

## **LOST KEYS AND LOCKOUTS**

During business hours (Monday-Saturday, 8:00 to 5:00) you may call 479-1349. There is a charge for lost keys of \$5.00, payable at the time of key replacement. There is a \$35.00 charge for after-hours or weekends, payable at the time of entrance. A suggestion to avoid this problem is the keep a copy of your key in your car or with a trusted friend.

## RENT

Rent payments are due on or before the first day of the month. Rent payments can be delivered to Distinctive Rental Properties of Lafayette, Indiana in the following fashion:

- 1) Payments (Check or Money Order only) can be mailed to Distinctive Rental Properties of Lafayette, Indiana at 427 Main Street, Ste. 300, Lafayette, IN 47901. Payments made by mail are at the Tenant's own risk, and payments NOT RECEIVED by the due date will be charged a Late Fee of \$5.00/day.
- 2) Payments can be dropped off in a sealed envelope at the reception desk of Coldwell Banker Shook Realty at 427 Main Street, Ste. 300, Lafayette, IN 47901. This is at the corner of 5<sup>th</sup> and Main Sts. in downtown Lafayette. The sealed envelope must have the following information written legibly on the front:
  - a. Distinctive Rental Properties of Lafayette, Indiana - Attention: Julie Ginn
  - b. Your Name, address, unit number and telephone number

Payments will be NOT be accepted by the receptionist that are not in a sealed envelope with the required information.

- 3) Payments may be made at one of several drop box locations for Distinctive Rental Properties of Lafayette, Indiana. Please contact Julie Ginn at 479-1349 to determine the closest drop box location to you
- 4) There is a \$25.00 charge for checks issued with insufficient funds.

## MOVE-OUTS

You are expected to fulfill the terms of your lease. If you vacate before the expiration of your lease term, your rent will continue until such time that the property can be re-leased. Rent payments may NOT ever be offset against your damage deposit.

You will be expected to return your apartment keys and complete a "Tenant's Notice to Vacate" form found in the *Tenant Resources* page of our website, [www.lafapts.com](http://www.lafapts.com).

## SECURITY DAMAGE DEPOSIT

State of Indiana law requires that unused damage deposits be returned within 45 days. If you have not filled out a change-of-address form, we will not have any way of knowing your new address.

All apartments shall be left in a clean and neat condition. The following is a list of **MINIMUM** charges for an unclean apartment that requires cleaning:

<b>Items You Will Be Charged For:</b>	<b>Minimum Charge If Not Done</b>
Vacuum & clean carpet in each room	\$40 / room
Mop Kitchen/Bathroom	\$20 / room
Clean Stove	\$75
Defrost & Clean Refrigerator	\$50
Clean Any Sink	\$20 / each
Clean Toilet	\$40
Clean Tub/Shower	\$40
Storage of Belongings	\$25-\$75 / month
Trash Removal	\$20 / room
Unreturned Keys	\$5 / each

## **PROHIBITED ITEMS**

No electric space heaters or kerosene heaters are allowed in any unit at any time. If you require supplemental heating, please contact Distinctive Rental Properties of Lafayette, Indiana at 479-1349, and we will help work through an appropriate solution with you. Waterbeds and any other liquid-filled furniture are also prohibited

## **LITTER AND TRASH POLICY**

It is a lease violation when trash is not properly disposed of in the appropriate containers provided by the Landlord and continued tenancy will be jeopardized if the area or yard is not kept clean. Trash is to be put out only on trash days, or at the earliest, the night before, in proper trash pick-up areas.

No trash is to be left behind buildings, or to accumulate in the apartment, as this also constitutes a lease violation.

## **LEASING FOR UPCOMING TERM**

Greater Lafayette, Indiana has a very high demand for rental property, and housing decisions are typically made in the first calendar quarter (Jan. – Mar.) of each year. Regardless of when you enter into a lease agreement, you will be required to make notification of your intent to extend your lease term or not no later than March 30<sup>th</sup> of each year. We understand there are unique circumstances that certain Tenants will have, and we will make best efforts to work with each Tenant closely to accommodate specific situations.

Tenants who do not confirm renewal shall be required to make their units available for showing to other prospective tenants upon 24 hours notice from the Distinctive Rental Properties agent.

This is a somewhat unique characteristic of the Greater Lafayette, Indiana rental property market, and we appreciate our tenants' understanding and cooperation with this policy.

**Distinctive Rental Properties of Lafayette, Indiana  
427 Main Street, Ste. 300 • Lafayette, Indiana 47901  
[www.lafapts.com](http://www.lafapts.com)**

***We are pleased that you selected a Distinctive Rental Properties  
of Lafayette, Indiana apartment or house to call your home.***