



Vincent Investment Properties, LLC

PO Box 427 , Belvidere, IL 61008

815-218-7777

RentVIP.US

RentVIP@aol.com

Text 815-218-7777

The entire staff at Vincent Investment Properties ,LLC , Vince Facchiano owner and staff wish to extend a warm welcome to you and your family. We are delighted that you have chosen our property for your new home. We want you to know we offer quality service and manage our properties with the intent to be the best value in residential housing in the neighborhood. So , relax inside as the lawn is mowed, the snow is shoveled, property is serviced and the yard is maintained outside

~ for the best value in the neighborhood , Vincent Investment Properties, LLC

This Resident Handbook is part of your lease and should be read carefully. The purpose of this Handbook is to present information and policies that reflect the responsibilities of management and residents.

This Handbook may be downloaded and kept in a convenient location for easy reference. You may reference it and any updates by going to RentVIP.US, [forms& handouts](#) and apply pass code ([RentVIP](#)) to access form after **pressing login** situated on the second line. If you have any questions about this Handbook or your lease, please do not hesitate to contact the management office.

Version Jan 122019 shall supersede all previous versions and the policies contained within may enhance what's is in the core lease documents, addendums and renewals.



Vincent Inv Property, LLC 815-218-7777

IMPORTANT PHONE NUMBERS

FIRE Emergency 911

Non-Emergency 815-966-2900

POLICE Emergency 911

Non-Emergency 815-966-2900

HOSPITALS

- **ROCKFORD MEMORIAL HOSPITAL 815-971-5000**
- **ST. ANTHONY'S HOSPITAL (OSF) 815-226-2000**
- **SWEDISH AMERICAN HOSPITAL 815-968-4400**

- **MERCY HOSPITAL (JB) (815) 971-7000**

UTILITIES

- A T & T PHONE COMPANY 800-244-4444
- **COMED ELECTRIC COMPANY 800-334-7661**
- **NICOR GAS COMPANY 888-642-6748**
- COMCAST CABLE COMPANY 815-986-1306
-

ROCKFORD SCHOOL DISTRICT

- PARENT INFORMATION CENTER DISTRICT 205 815-967-8070
-

COMMUNITY SERVICES

- POST OFFICE 800-275-8777
- DMV - 3702 E STATE STREET 815-394-0179
- LIBRARY - 6685 E STATE STREET 815-226-1533
- CITY HALL 815-987-5600
- CHAMBER OF COMMERCE 815-987-8100

Maintenance - All Calls/texts @ (815) 218-7777 or

please use resident portal to request service

Primary Hours of Operation :

Monday - Friday 9:30 a.m. - 6:00 p.m.

Saturday 9:00 a.m. - 4:00 p.m.

Sunday 12:00 noon - 5:00 p.m.

Rev:

122019

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OCCUPANCY STANDARDS

In compliance with local, state and federal regulations, Terra Creek Apartments will enforce the following occupancy standards:

- Each apartment may be occupied by no more than two persons per bedroom.

It is your responsibility to inform the management of Vincent Investment Properties, LLC in writing of any change in your household composition. Management must be notified whenever you will be entertaining guests for a visit of more than 2 weeks.

FAIR HOUSING STATEMENT

Our apartment and condo unit management is committed to compliance with all Federal, State and Local fair housing laws. Vincent Investment Properties, LLC & staff has a legal obligation to treat each individual resident in a consistent manner. Please do not request any exceptions to our written policies. Our policies are designed to provide for consistent and fair treatment of all residents in the spirit of these laws.

RESIDENT RESPONSIBILITIES

- **Pay your rent on time each month** and by ACH method
- Maintain your apartment in a decent, safe & sanitary manner.
- Be responsible for the actions of your family members and guests.
- Be considerate of your neighbors at all times and help us maintain a quiet, clean community environment.
- Inform the management office of any irregular actions or activities.

In addition:

- **Lock changes or extra locks are not permitted.** All locks are changed from previous resident before occupancy

- Please **avoid operating your dryer if you are not inside** your unit and assure lint traps and vents are free and clear with each use
- Avoid operating a dishwasher when you are not inside the residence as leaks and overflows have created damage- use Magic Mist or equivalent each month to keep the unit clean
- **Replace furnace filter each month**
- Check to make sure alarms are functional
- No solicitation or distribution of materials is permitted in our buildings.
- Contact the management office if you are disturbed by any such person and we will do our best to discourage future visits.

APPLIANCES

If an appliance is not working correctly, please stop operating the appliance or unplug as needed and call the management office at **(815) 218-7777** to request service or please use resident portal to log service requests in writing

. Please use a cutting board when chopping or cutting on the kitchen countertops.

Garbage Disposals: If applicable , please remember to run cold water before starting your disposal. To help keep your disposal in good working condition, do not grind bones, rinds or stringy foods and NEVER pour coffee grounds or grease down your disposal. If your disposal should stop, press the "reset" button on the outside of the disposal. If this does not resolve the problem, call the management office.

Dishwasher: Use only detergents designed for automatic dishwashers. Please rinse all food particles off the dishes before placing them inside the dishwasher . **Run magic mist or equivalent to remove lime deposit inside the dishwasher each month** . Turn the sink water on until it gets hot and then turn on your dishwasher. Run your dishwasher occasionally to prevent the seals and hoses from cracking.

Microwave: Do not use harsh detergents or scrub pads to clean the microwave door and control panel as they will cause surface scratches. We suggest that you use a sponge when cleaning these surfaces.

BALCONIES/ PATIOS

Balconies and patios are **never to be used as storage areas**. There can be **no barbeques or smokers within 15 feet of the building in use or not in use or they will be removed by management and you will be fined** . This is a requirement by our insurance and for your safety. Balconies are to be occupied by **no more than four** persons at any one time. Patio furniture

specifically designed for outdoor use and maintained in an acceptable manner is permitted. Towels, clothing, sheets, blankets, etc., are not to be hung or dried on balconies or patios.

We ask that you **refrain from placing bird feeders on your balconies**. Birds can be a nuisance to the residents below you. By discouraging their presence, we can avoid the mess that they make and prevent them from building nests in our dryer vents.

CARPET CARE

Various chemicals have been found that can permanently stain your carpet. These stains cannot be removed and the carpeting will need to be replaced. Following is a list of some of these chemicals:

- Acid and toilet bowl cleaners will dissolve the nylon.
- Acne medications that contain benzoyl will destroy most carpet dye. These spots begin as orange and turn to yellow.
- Bleaches and chlorine (sodium hypochlorite and oxygen bleach) will cause bleaching of the carpet.
- Dimethylsulfoxide, DMSO, used for muscular aches, causes color loss.
- Plant foods contain oxidation spots.
- Drain cleaners (sodium hydroxide) cause staining.

The following items have been found to cause permanent stains:

- Citric acid based drinks
- Coffee, Tea, Kool-Aid, Hawaiian Punch, and Fruit based soft drinks
- Jell-O
- Mustard
- Popsicles
- Shoe polish
- Tang breakfast drinks
- Other foods containing food coloring

You are responsible for the maintenance of your carpet. This includes:

- routine vacuuming
- Shampooing as needed

Continuous exposure to the sun's rays can cause your carpet to fade. Please close your blinds periodically to avoid this. The carpeting in your apartment has a 10-year warranty. By following the above guidelines, you can avoid replacement charges upon your move-out.

CONDUCT

Residents are responsible for the conduct of all family members and their guests. Playing in the parking areas or anywhere in or around any building where someone could endanger themselves or unnecessarily disturb other residents is not permitted. Do not leave bicycles, tricycles, skates, skateboards, roller blades or toys on the lawns, sidewalks, parking areas or any other common areas

of Vincent Investment Properties, LLC .

A responsible person designated by the parents must adequately supervise household members when the parents are away from home. They must also be provided with access to their apartment at all times. The management office cannot provide apartment access to your minor household members. It is of the utmost importance that young residents are supervised and do not present a disciplinary problem for other residents or the management. Parents/guardians of children who do malicious damage to our property will be held directly responsible for any and all damages.

Social gatherings of residents and their guests are welcomed and encouraged, providing they do not become boisterous, obscene or generally objectionable to the other residents. **The public consumption of alcoholic beverages, illegal drugs , smoking marijuana or other chemical substances is strictly prohibited on the properties of Vincent Investment Property, LLC .**

All our units are non-smoking units . Smoking must be done outside. This applies to traditional smoking materials , vaping , legal or medical use of smoking marijuana.

We will not tolerate any acts of intimidation, harassment, verbal abuse, physical threat, violence or social misconduct to other residents. Verbal abuse, harassment, physical threats or violence against any agent of Vincent Investment Properties, LLC , service providers, leasing agents , field managers or others will be investigated and may lead to termination of your lease agreement.

Stereos, televisions, radios and other electronic device volumes are to be kept at a minimum sound level so as not to violate your neighbors' right to peaceful and quiet enjoyment of their home. Every effort by each household member should be directed towards minimizing any noisy, disturbing, offensive or otherwise objectionable activity during all hours of the day, with special attention given between 9:00 p.m. and 8:00 a.m.

DECORATING

Modification of apartment walls is strictly prohibited. Wallpaper, repainting , contact paper, cork, mirror tiles, etc. are not allowed. You may hang pictures, mirrors, etc. using picture hangers or small tacks. Do not use tape or any other materials that adhere to the wall. Removal of these substances can cause damage to the drywall.

Violation of the decorating policy, will result in appropriate charges being deducted from your security deposit upon your move out.

To maintain a uniform appearance, blinds are provided and must remain on your windows at all

times. You will be charged for any damaged or missing blinds upon your move out and installation charges will apply.

DRUG-FREE HOUSING

Vincent Investment Properties, LLC is committed to a drug-free community. Any resident, member of their household, guest or other person under the resident's control shall not engage in criminal activity, including drug-related criminal activity, on or near the premises.

Drug-related criminal activity means the illegal manufacture, sale, distribution, use or possession of a controlled substance, with intent to manufacture, sell, distribute or use a controlled substance.

Residents or members of the household or persons under the control of the resident, shall not permit the dwelling unit to be used for, or to facilitate criminal activity, nor shall they engage in acts of violence, including but not limited to, the unlawful display or discharge of firearms or any other device which can be construed as a weapon, on or near the premises.

Violation of any of the above provisions shall be considered a material violation of your Lease Agreement and good cause for termination of your Lease Agreement. A single violation shall be deemed a serious violation and material non-compliance of your Lease Agreement.

Unless otherwise provided by law, proof of violation shall not require criminal convictions, but shall be a preponderance of the evidence.

"NO" EXPLOSIVES

Flammable oils or fluids, such as gasoline, kerosene, naphtha, benzene or other explosive materials that are deemed hazardous to life, limb or property, **are not allowed on the premises or in the buildings at any time.**

FIRE

Most fires are caused by carelessness. Please make sure that matches, lighters, etc. are kept out of reach of young, curious children. Never leave while your kitchen stove is on, or leave candles unattended. Vincent Investment Properties, LLC and its management are required to investigate all fires on its premises. When neglect or disregard of safe practices is indicated, by you or your guests, you will be asked to terminate your tenancy and you will be held responsible for any and all damage restoration fees.

Supplementary heating devices of any kind - electric, propane, gas, etc. are not to be used under any circumstances. The furnace utility area may not be used for storage. Please do not block access to this area as we periodically will be in to change your furnace filter.

GARBAGE/RECEPTICALS

Please help keep our community clean by using the receptacles assigned to your building. **You must keep those receptacles in your garage and out of any sight line of the City Curb to front of the building by city ordinance,** It is imperative that all trash be wrapped disposed of property and not left blowing about the yard. By city ordinance the receptacles can only be brought to the curb on the morning of the pickup and removed within 24 hrs . Flammable materials (grease, paint, acids, etc.), batteries, and tires may not be deposited in our dumpsters.

Large boxes and cartons should be crushed flat before being deposited in the containers assigned to your unit. You must make arrangements for the removal of large items such as furniture, mattresses, etc., at your expense.

Pick up days may change - currently - Rockford - Monday AMs & Loves Park - Friday AMs

GUESTS

Social gatherings of residents and their guests are welcomed and encouraged, provided they do not become boisterous, physically violent, threatening, intimidating, harassing or generally objectionable to other residents. Noticeable intoxication or drug activity will not be tolerated. Residents are entirely responsible for the conduct of their guests when they are in their apartment and the common areas of our community.

The maximum length a guest may visit is two weeks, after which they will be considered additional occupants of your apartment and they will need to be added to your lease, subject to the same requirements (income, credit checks, criminal background, etc.) of all Vincent Investment Property applicants. Specific regulations on how many persons are allowed to

occupy your apartment can be found under "Occupancy Standards" at the beginning of this Handbook.

INSURANCE -RENTERS AND LIABILITY

Our building insurance does not cover resident's losses resulting from burglary, fire or other emergencies.

Residents are required to secure their own renter's insurance policy to provide coverage for their personal belongings and for shelter if an emergency causes your apartment to become uninhabitable. Resident policies are specifically designed to fit the needs of apartment dwellers. Waterbeds are not allowed. Should you maintain an animal inside the unit you will be required to show proof of liability insurance covering any risk that animal may present and name Vincent Investment Property, LLC as additional insured.

LAWN MAINTENANCE

In order to maintain the landscaping at Vincent Investment Properties, LLC, management needs your cooperation in keeping the lawns free of debris. We also request that you refrain from taking short cuts across the lawns. Use sidewalks to gain access to the parking lots and entry doors. All vehicles are to remain on the paved areas, including bicycles, tricycles, skateboards, etc. There can be no barbeques on the patios or balconies and they must be kept at least 15 feet from the building in use or not in use. Please keep them off the yard and away from the front of the property when not in use. Please do not attach garden hoses to spigots leaving the hose running through the property. If a small bathing pool is used that should be kept on the patio and not on the yard please

LITTERING

Littering by residents, their family members or their guests on the grounds, shall be considered damage to the property. Disposal of items including, but not limited to, gum and candy wrappers, soda cans, cigarette butts, furniture, etc., is strictly prohibited. The first offense will result in notification from the management. Subsequent offenses will be deemed good cause for termination of your Lease Agreement and applicable charges will apply.

CITY ORDINANCES AND RESIDENT RESPONSIBILITY

There are several city ordinance regarding parking during snow fall and property appearance. There can be no waste about the property any time and disposal receptacles must be removed from the curb after the refuse is picked up no later than 24 hrs after the service or the building and all its residents will incur a fine by the city . Garbage cans cannot be maintained to be in sight line from the curb to the front of the building at any time.

LOCKS AND KEYS

No resident may alter any lock, nor install any additional locks. Chain bolts are not permitted. If you find a lock change is necessary, please call the management and send the request through resident portal in writing . Upon approval and payment of the required fees, our maintenance department will change your locks. **You are not allowed to change the locks on the apartment doors or duplicate the keys without permission from the management. We will not issue duplicate keys to any person(s) other than the person(s) who executed the Lease Agreement with us.**

Keys are not to be issued to any non-resident without the express written consent of management. In such case, the resident will provide a written request to management relieving Vincent Investment Properties, LLC and its agents of all liability in the issuance and usage of the requested keys to a relative, friend or guest.

LOCK OUTS

If you lock yourself out of your apartment, proper identification is required to gain admittance. A 35 fee may be charged if the request is during normal office hours or double that off hours. If you are locked out at any other time, call emergency maintenance numbers or a lock smith. Do not attempt to break in and be patient.

Our lock out fee is payable in cash at the time of access or will form additional rent due and placed on your ledger . Please have proof you're the lease holding resident.

MAIL/PACKAGE DELIVERIES

The U.S. Postal Service will place your mail in your personal, mailbox. In-house mail, notices, newsletters, general information, etc., will be placed at your door or in your assigned mail box. Please do not park in front of mail boxes at any time. Violators will be towed at owners expense.

MAINTENANCE

We will be happy to attend to any problems in your apartment or anywhere else you notice them and will endeavor to correct the condition as rapidly as possible. If you have a maintenance request, you must contact our office using the resident portal to request maintenance, use of RentVIP@aol.com to make a written request. Expect to schedule a service call - *not the maintenance personnel* to review the matter first.

Unless an emergency situation arises, we will not enter your apartment without your permission. Please inform the management at the time of your maintenance request if permission to enter your apartment in your absence is granted. If not, you will need to make arrangements with our office for the work to be performed during normal business hours in your presence. In some cases lack of unit access will cause delay and inconvenience that is unavoidable.

Residents will be charged a \$55 per hour or more service fee plus materials should a maintenance item or service be required which, at the discretion of the management, is a resident responsibility or due to resident improper use and care of the property, appliance, utility or plumbing.

Management reserves the right to enter the unit in an emergency where risk of fire or water damage exists. Every attempt will be made to contact you at the emergency contact numbers provided or work if you have kept your work number up to date.

Periodic maintenance and unit checks are provided and resident will be notified when the building will be serviced. Resident will be required to allow access during business hours for that unit inspection time or day pay for a custom appointment.

We do not charge for repair work resulting from ordinary usage of your apartment and its amenities. However, there will be charges assessed for damages resulting from negligence, which includes failure to notify our office of a problem, or abuse by any occupant of your apartment. You are responsible for any damages occurring that are caused by your guests while on Vincent Investment Property, LLC property.

Remember to report any emergency or potentially dangerous situations immediately.

For Emergency Maintenance Requests After Hours

- **Text or Call landlord first @ (815)-218-7777**
- **Complete resident maintenance request on Resident Portal**

Emergency Situations May Include:

No Heat - Major Water Leaks - Backed Up Plumbing - Electrical Problems

First response is to assure safety of yourself and residents - that may include close off water supply if leaking on floor , unplug washer , dryer microwave utility if its malfunctions.

Please do not wait till the weekend to report a possible service issue should one be noticed during the week. Even if you are unsure it is best if you report a concern so our management can evaluate the concern during business hours and during the weekdays . Many service providers will not be available on weekends.

Mold and mold mitigation

Your unit was inspected prior to your occupancy and then upon move in, both landlord or his management and you as the resident must inspect the premises prior to lease and assure you have noticed no sign of moisture or mildew contamination. **Once you occupy the unit your must make sure you do your part to control potential mold generators .** There is mold everywhere to some extent. Your task is to maintain the use of the property to limit mold accumulation by **following the rules below.**

- Residents **shall remove any visible moisture accumulation in or on the premises,** including walls, floors, ceilings and bathroom fixtures as soon as its noticed .
- Resident further agrees to mop up spills and thoroughly dry areas with moisture as soon as possible after occurrence and regularly allow air to circulate and keep climate and moisture at reasonable levels.
- Residents are **required to operate the air conditioner and in some cases add a dehumidifier to maintain normal humidity levels - failure** to do so will cause mold to form on cement slabs and furnishings in some cases.
- Resident shall promptly notify landlord in writing by email , web portal or mailing to PO Box address , of any excessive moisture or plumbing leaks, drips sweaty pipes or standing water inside the premises that resident is unable to remove or in any other common area.

- Resident also agrees to notify landlord promptly of any malfunctioning fans and any water overflow from the bathroom, kitchen or laundry facilities where the water may have permeated the cabinets or walls.
- Resident shall be held liable for damages sustained to the premise or to the occupants as a result of resident's failure to comply with these terms.

Pest Control and services

Residents should walk through the unit at the time of move to assure the rental is free of pests at the time of occupancy. The resident is responsible for keeping the premises free of pests and paying for pest control service, if such services are desired and or needed after 10 days of initial occupancy. Resident should always inform management of any potential pest concern as home remedies and ozonation processes can be employed at management's discretion before hiring a service. Any service treating a unit must be approved by the management and all residents in the building must be notified before treatment.

MOVING IN/OUT

Moving in or out of your apartment must be between the hours of 9:30 a.m. to 6:00 p.m. to minimize the disturbance to other residents. Please be careful when moving furniture to avoid nicking the walls and doors.

Vehicles must remain in the parking garage or lot - NOT on lawns, walkways or other access areas during the moving process.

Do not back truck into garage or close to building as damage to edge of building and garage door or doors are likely and repair of such damage on any aspect of the building will form additional rent due. Please use car turn areas.

Prior to your move-in, we will conduct an inspection of your apartment. Make sure you get a copy of the inspection in writing or if digital viewed on the portal. The condition of all items, appliances and features in your apartment will be documented. From this point on, it is your responsibility to maintain your apartment and its contents, calling in service requests when needed. Please furnish our management with your new phone number and email as soon as you have it and that is stipulated in lease addendum and a requirement for rent discount program. We must have your number on file in case of an emergency and we will also need an emergency contact name and number on file.

Upon your move out, a final inspection will be scheduled for your apartment. Please have all keys, garage remote, and cutting board, oven pan returned. We urge you to accompany our management

field rep during the final inspection and sign off on the inspection. Provided your apartment is found in good condition and all terms of your Lease Agreement have been met, we will refund your security deposit in accordance with the law. It is your responsibility to furnish us with a forwarding address for the return of your security deposit and final statement .

Access **RentVIP.US** (forms) and apply pass code **RentVIP** to access the **move out expectation check list and fees for move out services and replacement items**. Your responsibility includes but is not limited to: please leave the unit clean, in , under and behind all kitchen and laundry appliances, replace drip pans on the stove with new, replace furnace filter with new, replace all bulbs that are burnt out , inside and out, all bathrooms clean, walls repaired if damaged, all window treatments clean and in perfect working order or replaced. In most cases we recommend a pre move out walk through so management can indicate resident responsibilities so there are no surprises. Please plan 1-2 days of unit cleaning and preparation after your move out in most cases .

PARKING/VEHICLES

Parking areas have been designed to comfortably accommodate you and your guests. With the exception of handicapped parking spaces, there is no assigned parking at Vincent Investment Properties, LLC located in IL. Handicapped spaces if present are clearly marked and are reserved for handicapped drivers that display either special license plates or state-issued placards. All vehicles must be parked on asphalt and not on the sidewalk. Please do not park in front of any garage other than the one for your apartment.

All vehicles must be drivable and in good working order. Vehicles cannot have broken windows, excessive body or rust damage, mangled front or rear fenders, or any fluid leaks. **Any vehicle with expired license plates, flat tires, bare wheels, on jacks/supports, or otherwise undriveable will be towed from the premises at the vehicle owner's expense.** **No boats , trailers, motor homes of any type may be parked on the drive or parking lots at any time. You may not allow your vehicle to block postal boxes , drive access, and disposal service access.** In most cases that means you should not park on the curb.

NO VEHICLE REPAIRS ARE ALLOWED ON THE PREMISIS PLEASE. . Due to the damage caused to asphalt and landscaping by fluids and cleaning solvents, vehicle repairs are prohibited in our property or inside our garages. .

TOW-AWAY ZONE. Vehicles parked at driveway entrances will be towed at the owner's expense. Entrances must be kept open for emergency vehicles.

PETS & ANIMALS for any reason

Each lease has a specific animal policy and rental rates are adjusted accordingly for which each lease holder enters into at the time of initial lease and must comply with. The policy applies to any animal for any reason and states specific mature animal and animal limitations, responsibilities for maintenance , rent rate and liability insurance that names Vincent Investment Property, LLC as additional insured. Should you be found to be in violation the nonrefundable deposit and per month fee will apply retroactively to start of the lease term and applicable for an animal for maintained for any reason. One 25lb or less dog or cat, and birds (and no other animals) are allowed at Vincent Investment Property, LLC only if you have notified the management your maintaining a pet and acknowledged the Pet or Animal Agreement with the management office paying the required deposit and fees due. Residents having pets or animals without authorization are in violation of their Lease Agreement and will be dealt with accordingly. Please contact the management office to inquire about our pet policy.

Fish and hamsters may be acceptable if approved by management in advance . There is no charge for these pets but be advised large aquariums are not permitted on the upper level due to risk of water damage to unit below.

Pets of all type require a greater responsibility to sanitize the unit on move out and may require ozonation, repainting , floor repair and replacement so maintain a pet understanding your responsibility. .

Reptiles are not permitted. This includes any that may wish to visit or which may belong to a guest.

Not pet sitting please . You will be libel for fees and deposits even if your pet sitting and found to be in occasional violation.

Emotional support animals ESA) and service dogs

Service dogs have special training to assist their owner with their particular disability. An emotional support dog, on the other hand, does not have any special training. This is simply an animal that provides comfort and companionship to an individual with mental health issues. A licensed therapist, psychologist, or psychiatrist will usually write an ESA letter to verify that the patient needs the dog to improve their condition.

Vincent Investment Properties, LLC will make reasonable accommodations in property rules, policies, or practices so that a person with a disability can live in or use a housing unit as long as they do not interfere with the safety and use by other residents. Specific requirements listed below are required before we can allow any service or ESA animal maintenance on the property. As a Landlord we are NOT required to make a reasonable accommodation under the Fair Housing Act for service dogs in our building because the rules do not apply to four or fewer units. We will review each application individually.

- The owner of the service animal is liable for any damages, beyond wear and tear, that may be caused by the dog. This includes teeth marks on trim, carpet torn by a dog's digging, and carpet soiled by dog waste or vomit. In some cases when we note such wear on unit inspections the resident will be charged before lease termination for repair or mitigation of such damages.
- Vincent Investment Properties, LLC shall require some sort of proof of disability as a condition of accommodation, and some sort of proof the animal in question is a trained service animal or emotional support animal verified by a Illinois licensed mental health professional.
- Vincent Investment Properties, LLC is permitted to exclude a dog, including a trained, certified service dog, if the presence of the animal poses a direct threat to the safety of those located on or near the premises. The dog may also be banned from the property if it interferes with the covenant of quiet enjoyment of other tenants or neighbors. Vincent Investment Property, LLC solely at their discretion, may choose to allow the tenant to stay, as long as the dog is no longer present.
- A letter from the tenant's licensed therapist, psychologist, or psychiatrist stating that they need the dog to help alleviate their symptoms. The letter should be an official document with the letterhead of the mental health professional along with their contact information, phone number, and email address. The letter should also include the professional's license number.
- Identification of the service dog, including a photo and statement from the vet that the animal is non violent in nature and the vet has confirmed the animal has the correct certified training for the disability of the resident. Copies of the animal's medical records to ensure they are in good health, parasite-free and immunized/vaccinated.
- Vincent Investment Properties, LLC shall exclude pure bred or mixed breeds of service or support animal breeds considered "dangerous" due to our liability insurance limitations and those shall include: Pit Bulls, Rottweilers, Doberman Pinschers, Chows, Akitas, Alaskan Malamutes, German Shepherds, Siberian Huskies, St. Bernard's, and Wolf Hybrids.
- Renters insurance is required from all residents and liability insurance that includes the animal and also names Vincent Investment Property, LLC as additional insured is required.
- Verification from the tenant (or their family member/caretaker), in writing, stating (1) that the tenant or a member of his or her family is a person with a disability; (2) the need for the animal to assist the person with that specific disability; and (3) that the animal actually assists the person with a disability.

Vincent Investment Property has the right to limit or evict a tenant due to failure to supply any or all of the listed documentation on ESA or service animals. Those include but are not limited to:

- The tenant is **not legally disabled or cannot prove it in writing** via a state licensed health care professional.
- The assistance **animal is not prescribed for the treatment of the tenant's specific disability** or no nexus is demonstrated or backed up in writing by a health care professional.
- The assistance animal would create an undue burden.
- The assistance animal is illegal or otherwise not allowed according to state or municipal law.
- The **animal is a direct threat to the health and safety of other tenants which cannot be reduced or eliminated.**
- The presence of the animal "fundamentally alters the nature of the housing provider's operations."
- The tenant won't take responsibility for the animal, such as cleaning up waste, letting it run free, or resolving noise problems.

REFERRALS

MAKE AN EXTRA \$75.00 ! It's easy, just refer your family, friends or co-workers to Vincent Investment Properties ,LLC . Once they are approved and sign a 12-month or longer lease and take possession of their apartment, you will receive a check in the amount of \$75.00

RENT

Vincent Investment Properties, LLC requires direct preauthorized payments from your checking or savings account on the first day of every month by ACH and a form will be provided. Residents will be provided information by email that instructs on how to set up Resident Portal passwords. Account ledger, maintenance request and in many cases lease documents are maintained on your resident portal. . Monthly bills will not be rendered. If you choose not to have payments taken electronically from your account, you will not be eligible for month rent discount and the full non discounted rent will be due postmarked by or before the 1st of the month by money order.

DELINQUENT RENT. Rent is considered delinquent if not received by the fifth day of any month. After the fifth day of the month, a fee of \$50 will be added to your account. There will be an additional \$5.00 per day late fee assessed until the rent is received. A 5-day eviction notice for

non- payment will be sent. If this notice is not satisfied, your account will be forwarded to our attorneys for collection. You will then be responsible for all fees that accrue from such action. No exceptions can be made for the late payment charge.

RETURNED CHECKS or NSF with any EFT or ACH payments. . If rental payment checks are returned to us due to non-sufficient funds, closed accounts, etc., a \$35 fee will be charged. We do not re-deposit returned checks. Additional late charges will also be assessed accordingly from the day your rent was due. A certified check, cashier's check or a money order must replace returned checks. After one returned check, all future rent payments will have to be made in the form of a certified check, cashier's check, money order, or electronically. If a field manager is required to pick your rent up you will be charged 35 dollars in addition to any late fees and fines as stipulated in your lease.

DEFAULTS. Any resident who vacates or abandons the premises at a time when rent is due and unpaid, or fails to pay any amount due management under their Lease, or breaches any provision, condition or covenant of their Lease or fails to comply with any rule or regulation affecting the use and occupancy of the premises promulgated by management, shall no longer have the right to possess the premises. Thereafter, at management's sole election and without notice or demand, the resident shall become a tenant at sufferance and management shall be entitled to, among other things, declare the entire rent for the balance of the remaining term of the Lease, or any part thereof, due and immediately payable.

In addition or alternatively, management may pursue and exercise any other remedies provided by law. The resident shall be obligated and liable to management for any and all fees related to collection including but not limited to court costs and reasonable attorney's fees incurred by management in the enforcement of the Lease Agreement and the provisions thereof. All rights of management shall be cumulative and management's decision to exercise or pursue any particular remedy shall not operate as a waiver or an exclusion of any other remedy provided under the Lease Agreement, or under law or in equity.

RENTAL POLICIES

LEASE RENEWALS. A lease renewal must be signed and all required documents must be received at least forty-five (45) days prior to your lease end date or your lease **will automatically renew for 12 months at the annual monthly rental rate increase as stipulated in the lease (3%) and new lease ending date submitted to you in writing by the Landlord. A 60 DAY WRITTEN NOTICE TO VACATE IS REQUIRED.** If you will not be renewing your lease, you must provide management with a written notice of intent to vacate at lease sixty (60) days prior to your lease expiration. (notices are only by text , email to RentVIP@aol.com , through resident portal (preferred) and we do not consider calls to be acceptable forms of lease termination . The notice will be effective on the first day of the month, provided 60 days has elapsed since you gave notice,

otherwise, it will be effective the first day of the following month. The notice should **state a definite move out date and a forwarding address**. It is imperative that you vacate your apartment on or before the date of your notice. Based on the date provided, we schedule all necessary repair work and provide the next qualified applicant with a move-in date. This notice is required for all residents, there will be NO exceptions.

FAILURE TO RENEW OR VACATE.

Any resident that fails to return their lease renewal will be automatically renewed. Any resident who does not vacate on the date promised, will be considered a "holdover" resident and will be assessed the monthly rent and may be subject to 2 x the monthly rental fee as stipulated in the lease. .

APARTMENT TRANSFERS.

You are welcome to request a transfer to a different apartment if you have been in your current unit for a period of at least twelve (12) months. Please check with the management in writing 60 to 90 days in advance for availability. You will be required to enter into a new one-year lease at the time of your transfer. The current market rate will be charged for the unit you are transferring to.

YOUR SECURITY DEPOSIT IS NOT TO BE USED IN LIEU OF OR TOWARDS YOUR LAST MONTHS RENT. THE FINAL MONTHS RENT MUST BE PAID.

SECURITY DEPOSITS.

Your security deposit will be refunded within 45 days less standard move out fee stipulated in your lease , **provided your apartment is left in good condition and all terms and conditions of your lease have been fulfilled**. It is your responsibility to provide us with a forwarding address in order to return your security deposit. To avoid application of your security deposit, following is a list of some but not all of the items which we charge for the replacement or correction thereof:

- Nicks, burns or stains in either the kitchen or bathroom vanity countertops or floors
- Burns, stains or extraordinary carpet cleaning
- Any inoperable light bulbs

- Holes in walls, doors, etc
- Dirty furnace filters
- Dirty garage
- Re-keying of locks if you fail to return keys
- Damage to light fixtures, screens, smoke and carbon monoxide detectors, blinds, etc.
- Appliances that are not clean or inoperable due to abuse or neglect
- Appliances not clean in , under and behind
- Window treatments broken or dirty should be replaced with new
- Removal of personal items or trash, including items from balconies
- Kitchen cabinet cleaning - inside or outside
- Cleaning of bathroom fixtures, floor, sinks, etc. (do not use scrub pads on the tub/shower)
- Excessive cleaning required in any area, and other items recorded during your move-out inspection

At the time of occupancy, we provided you with light bulbs for all your fixtures. Upon your move-out, you are expected to replace any burned out light bulbs or the customary charge will be assessed. If you are physically disabled and cannot change the light bulbs, our maintenance staff will assist you. The same applies to smoke and CO2 detectors - they must be in operating condition with current battery life and not disabled.

SATELLITE DISH

In accordance with the FCC rules and regulations regarding satellite dish installations, residents have a limited right to install a satellite dish or a receiving antenna on leased premises. Residents wishing to install either of these **devices must contact the management office prior to installation and get approval in writing signed by the owner before any placement** . Dishes cannot be attached to any aspect of the front of the building , the side of building , any aspect to roof and prior written approval is required. A dish cannot be visible from any aspect of the front of the property and must be removed when lease is terminated. The dish must be marked with the resident identification . A dish fee of 50 applies which will be refunded when you remove the dish upon lease termination. .

SMOKERS

All units are nonsmoking units inside . Those who smoke inside accept greater responsibility and you must ventilate your apartment to eliminate the risk of creating a health hazard for yourself and smoke damage to the interior of your apartment. If you smoke in your garage, please be aware that your smoke moves to other garages. To be considerate to your neighbors, please consider either opening your garage door while you are smoking, **or smoke outside.**

THERE IS “NO SMOKING” ALLOWED AT ANY TIME INSIDE OUR UNITS and your lease has specific provisions and responsibilities that will apply for those who are not in compliance. Those residents or guests who directly or indirectly damage the unit with smoke damage that includes but is not limited to carpets , walls , ducts etc. requiring extensive unit reconditioning and forcing vacancy to restore unit to nonsmoking clean air non allergenic condition, Residents in violation will be charged accordingly for any and all services and/or extra work to restore unit to a condition where residual smoke no longer effects air quality inside the property or garage . Such work required is at the managements discretion.

Marijuana Legalization and Apartment Management Rules

Starting January 1, 2020, it will be legal for residents over 21 years of age to purchase and possess up to 30 grams of marijuana in Illinois. While **the state law bans smoking of marijuana in public areas like streets, parks and schools, possession and use of marijuana in apartments and homes is not explicitly banned by the law.**

- **Landlords can and Vincent Investment Property , LLC does prohibit cannabis consumption by residents or their guests anywhere on their rental property in Illinois.**
- **Our non-smoking policy includes marijuana smoking and vaporizing inside you unit.**
- **While the law allows medical marijuana patients to possess and use the substance, owners can and Vincent Investment Property, LLC does enforce uniform non-smoking policies anywhere on the property, including within the confines of a unit. A current medical doctors confirmation of medical use is required each quarter and management will consider reasonable accommodations if in the medical doctors opinion, no other alternative other than smoking of the substance is required.**

Vincent Investment Properties, LLC has adopted no smoking of marijuana use in their apartments, condos or homes because smoking often increases resident complaints stemming from secondhand smoke, smell, intoxication, disorderly conduct, usage in common areas, etc.

- All renters are required to abide by the rules within our lease agreement and this handbook , which include policies that prohibit smoking and marijuana use or possession for recreational purposes.
- Marijuana cannot be grown for recreational use without a license or prescription.
- Medical cannabis patients may grow up to five cannabis plants at their residence, but must submit documentation in support of a request for a reasonable accommodation to do so.

SMOKE/CARBON MONOXIDE DETECTORS

In accordance with the State of Illinois, each apartment is equipped with smoke and carbon monoxide detectors. The smoke detectors will sound any time there is excess smoke in your apartment. If the smoke is from cooking and no fire is present, open the patio door until the smoke dissipates. If your carbon monoxide detector sounds, open your windows and patio door and call the management office.

During your move-in inspection, it was verified that the smoke and carbon monoxide detectors were in proper operating condition. It is your responsibility to check them weekly and immediately report any malfunctions to the management.

In the event of an actual fire, report the fire immediately to the Rockford Fire Department. Your apartment smoke detector is not wired directly to the fire department, **you must make the call**. Do not assume that someone else has called. If you do experience a fire, management must be informed.

SMOKE/CARBON MONOXIDE ALARM TESTING PROCEDURES

Test alarms **weekly** by doing the following:

1. Firmly depress the Push to Test button for at least five seconds.
The alarm will sound.
2. If the alarm does not sound, contact the management.

SNOW REMOVAL

There is a shared responsibility for snow and ice removal. You are responsible for removing snow and ice from your walkway , entry to drive . VIP,LLC will plow the drives with 2 inches of snow fall or more and once the snow fall has stopped. VIP,LLC needs everyone's cooperation to help keep the parking lots safe and clear whenever it snows. If you would park or move your vehicle(s) to an area that has been cleared, it would allow us to clear the parking areas closest to the sidewalks and

prevent you from being snowed in. Please allow enough room between your vehicle and the sidewalk to avoid damage to your vehicle. After this has been done, you may move your vehicle back. We will not plow until the snow stops and all cars are off the drive.

Pay attention to ordinances limiting parking curb side during storms and city street plow season.

SUGGESTIONS/PROBLEMS

We welcome your suggestions and will try to correct any complaints you may have. Complaints about the services delivered by the management and/or maintenance personnel, **should be in writing and signed**. You may bring them to owners attention by submitting concerns via U.S. mail or through resident portal.

We ask that if you encounter any problems, such as loud parties or vandalism, and police assistance is required, you also notify the management so that we might be able to guard against them in the future. Stereos, radios, televisions and other electronic equipment must be kept at minimum levels so that your neighbors are not disturbed.

Non Disparagement . We strongly discourage disparagement. The Vincent Investment Property , LLC lease has penalties which prohibits the use digital forums to place derogatory statements about the property or its management because that can have deleterious effects on our business. There are two sides to each issue and the owner and management will seek to understand and provide solutions. The owner will personally address such concerns and act through management with alacrity. Each lease has significant financial penalties for disparagement and you agree those terms with each lease signing. Please present your concerns to owner directly in writing (VIP,LLC @ PO Box 427 Belvidere , IL 61008) and the appropriate action to address the concern within reason will be made as soon as possible.

In consideration of your neighbors, please do not do anything in or around the building that interferes with the rights, comfort or convenience of other residents. Repeated violations will terminate your Lease Agreement with us.

TELEPHONES & INTERNET

Telephone outlets are installed in all apartments. If you need additional outlets, you will need to obtain written permission from the management office. We encourage all residents to secure their own inside wire maintenance on their phone lines. Remember to provide the management with your phone number when you move in and again if it should change while residing in our community. Your number will not be given out, but is necessary for emergencies and service

request confirmations.

Internet services are at the residents discretion and expense. Most often internet services are affiliated with the cable or phone company service provider the resident selects.

UTILITIES

Residents are responsible for payment of **all utilities (gas, electric, cable, phone, water & sewer) used in their apartment**. Contact the management office for the fixed fee for water and sanitary. Each apartment has its own thermostat. One week prior to your move-in date, you will need to contact the utility companies to establish gas and electric service in your name. Sewer and Water allowances are applied to each lease however each building will have monthly billing for water and sewer services based on the average building consumption.

This forms additional rent when billed.

Upon your move out, it is your responsibility to transfer the utilities out of your name and back into Vincent Investment Property , LLC , effective the day of your move out.

Thank You...

For selecting our property for your home and taking the time to familiarize yourself with the Vincent Investment Property Resident Handbook. We want you to be happy in your new home and proud of your surroundings. Rules are meant to enable a high quality rental experience with your unit and assure property is optimally maintained for safety and enjoyment for all residents . This can be accomplished with courtesy and common sense from everyone involved with our apartment units and with our subdivisions.

This handbook shall not replace any lease stipulations should they not be described here within. The handbook serves as a lease supplement. Be advised, no oral or written agreements to the contrary as stated in the lease or this handbook shall apply to the lease unless signed in agreement by both parties. Signatures approved shall only include only the building owner and the leaseholder and no others which includes but is not limited to agents , field managers or maintenance personnel.



**Vincent Investment
Properties, LLC**