

## OPERATING STANDARDS

---

### CRESTON PLAZA APARTMENTS

1014 Clancy NE  
Grand Rapids, MI 49503  
Office Phone (616) 235-2887  
Office Fax (616) 235-2874

#### OFFICE HOURS

The office will be open Monday through Friday from 8:00 a.m. to 5:00 p.m. and closed for lunch between 12:00 noon and 1:00 p.m. and for legal holidays.

There may be an occasion when the office is closed at other times due to meetings, depositing rent payments, etc. At these times, we will note our absence on the door with an estimated return time.

#### RENT

All rent is due and payable on or before the first of the month. Rent is payable by check or money order only. No cash will be accepted. Payments must be made payable to the Grand Rapids Housing Commission or G.R.H.C.

Rent not paid by the 5<sup>th</sup> of the month will be considered past due and late fees will be assessed in the amount of \$5.00 plus \$1.00 per day until the rent is paid in full.

Per the Grand Rapids Housing Commission Rent Collection Policy, you are chronically delinquent if you are late four times in a twelve-month period. Your continued failure to pay rent on time shall be used in a court of law as cause for your eviction.

#### UTILITIES

Tenants are required to pay electric. At lease-up, tenants will sign a form giving permission to the utility company to notify Management regarding utility shutoffs. Eviction proceedings will be initiated against the tenant when it appears utility shutoff is imminent or has occurred.

#### MOVING

Moving in and out of the building and cottages must be done between the hours of 8:00 a.m. and 8:00 p.m. Moves must be coordinated and scheduled with Management. Vehicles shall only park in designated parking areas while moving takes place.

#### NOTICE TO VACATE

Before moving from Creston Plaza Apartments, you must complete a Vacate Notice. This notice is available at the office and must be completed and received 30 days before you move out. You will be charged rent until all keys are turned into the office.

## **SMOKE DETECTORS**

Unplugging, removing batteries or altering in any manner a smoke detector is grounds for eviction.

## **WORK ORDERS**

Any malfunction of the heat, appliances, plumbing, electrical fixtures, etc. must be reported to the office in person or by calling 235-2887. For **EMERGENCY** after-hours repairs, please call the property manager, Cindy Marrell, at 581-4658 and leave a voice message.

## **AIR CONDITIONING**

Personal air conditioners must be approved by Management prior to installation. No boards, paneling, etc. will be permitted in our windows. Window area surrounding the air conditioning unit will be covered by Plexiglas. All installations must be done by an electrician.

## **PROPERTY DAMAGE**

Repair of any damage to the premises such as doors, appliances, carpeting, etc. will be charged to the tenant's account. This does not apply to normal wear and tear. Tenants will be charged for additional expenses incurred by Management if they fail to call for repair on a leaky/running toilet and/or faucet.

## **SMOKE-FREE PROPERTY**

To insure the quality of air and the safety of residents, the Grand Rapids Housing Commission has declared that Creston Plaza Apartments is a smoke-free property. All tenants, employees and guests must abide by the rules and regulations as described in the Grand Rapids Housing Commission Smoke-Free Policy.

## **RENTERS' INSURANCE**

Tenants are encouraged to obtain insurance on their personal belongings.

## **ENTRANCES AND EXITS**

Only tenants and/or their guests will be permitted entrance. For the safety and convenience of all residents, tenants and their guests are prohibited from sitting in the front of the apartment. Patio areas were added for that purpose.

Propping open and blocking of doors is strictly prohibited. This is relevant to storage areas as well as individual rental units.

## **SNOW REMOVAL**

Tenant is responsible for removing snow from sidewalks and steps leading from both the front and back doors of their unit out to the City sidewalk.

## **LAUNDRY FACILITIES**

Hook-ups for tenant-owned washers and dryers are provided in each apartment or duplex. Only one washer and dryer will be allowed in a unit. An appliance tray specifically

designed to contain water leakage is required under all washers. Written permission from Management must be received prior to installation of a washer and/or dryer. An appliance rental option through a private company may be available. Please contact the office for information.

### **MECHANICAL CLOSET**

The apartments all have a mechanical closet located in the hallway. These closets are for the apartment's mechanical equipment only. They are not to be used for storage.

### **DOOR MATS**

Door mats must be kept inside the tenant's apartment.

### **PATIOS**

Patios are to be used for durable and safe outdoor furniture only. This excludes furniture intended for indoor use or anything deemed not safe or secure by Management. Personal belongings, including bicycles, mop buckets and/or trash will not be left outside the apartments. Tenants will not hang anything from or attach anything to the fence. Tenants will not shake rugs, mops, etc. from the fence, nor do anything on his/her patio that might cause discomfort to those living next door. Tossing of food scraps and cigarette butts is strictly prohibited.

### **BARBEQUE GRILLS**

Grills are limited to the concrete patio in the backyard. Tenants are required to safely dispose of ashes AFTER the ashes have cooled completely by placing the ashes into the dumpster. Ashes MUST NOT be dumped onto the grounds.

### **TRASH AND GARBAGE**

Personal trash containers must be kept inside the apartment. Tenants will bag their trash and deposit it into the dumpster closest to their unit. Children should be tall enough and properly instructed so that all trash is put INTO the dumpster. Dumpster lids are to be put back in place, i.e. closed when done. Trash found on the ground or inappropriately disposed of is subject to a fine. Tenants are responsible to keep clean the front and back of their unit, including the grounds, and maintain it free of clutter. Large items should also be placed into the dumpster in a manner so that they fit entirely into the container. Contact the office for further direction when this is not possible.

### **RECYCLING**

Individual families residing in duplexes may recycle, but must do so in accordance with standards similar to the City of Grand Rapids recycling program. Recycling containers must be brought in promptly and not left out more than twenty-four (24) hours.

### **HOUSEKEEPING**

Tenants must keep house in a clean and sanitary condition at all times. Receiving four (4) housekeeping citations within a year will result in a Notice of Eviction.

## **SCREENS**

Screens must be kept on windows and screen doors at all times according to the City of Grand Rapids Housing Code.

## **LOCKS**

No tenant shall alter any lock or install a new lock or door knocker on any door without the written consent of Management.

## **WINDOW COVERINGS**

Any curtains, draperies, or blinds seen from the exterior must have white or off-white backing. Sheets or other bedding is not allowed to be used as window coverings.

## **MODIFICATIONS**

You cannot change the configuration of your apartment. This includes installing ceiling fans, wallpaper, permanent stickers, etc. Carpet installation is prohibited unless approved as an exception by Management. Fabric wall coverings are PROHIBITED.

## **PETS**

No pets of any kind are permitted in the units at any time without written consent of Management. Visitors are not allowed to bring pets into the building for any reason.

Tenants who have approved pets, per the Pet and Service Animal Policy, must take their pets to the far west end of the property for the pets to relieve themselves. Residents must clean up pet waste and properly dispose of it.

## **USE OF APARTMENT**

Tenants shall not sublet nor transfer possession of the apartment, nor give accommodations to boarders or lodgers without consent of Management. Visitors are limited to 14 days per year. Tenants shall not use or permit the use of the dwelling unit for any purpose other than a private dwelling.

## **NOISE**

Your neighbors are entitled to the peaceful enjoyment of their accommodations. No resident will make, or allow their guests to make any disturbing noises in or around the building. Care should be taken when playing musical instruments, radios, stereos, computers, computer games, VCRs, DVDs, or your television to not disturb or annoy other occupants of the building. Families living in second floor apartment should take care that running children do not disturb the occupant below. Congregating around a car stereo in the parking areas is prohibited.

## **ALCOHOLIC BEVERAGES**

Tenants may not consume alcoholic beverages in the community room, common areas, or on the grounds. Tenants are limited to their use of alcohol to within the apartments only.

## **LOITERING**

Loitering by tenants or guests is prohibited by Management and will be enforced by the Grand Rapids Police Department.

## **HARBORING**

Any tenant harboring a person(s) running from the police will receive an eviction notice.

## **PARKING AND AUTOMOBILE REPAIRS**

Tenants are permitted one (1) motor vehicle per adult household member. Motor vehicles must: 1) have valid plates and be registered with the State of Michigan, 2) be operable and 3) display a parking permit which is available from the office. The parking of motorcycles, boats, trailers, or commercial vehicles is prohibited. Automobile repairs, except for changing of flat tires or other very minor adjustments, are not permitted on the premises. The only exception being if a motorcycle is the resident's only means of transportation. Washing of automobiles is prohibited on premises. Parking or driving of any vehicle or trailer on landscaped surfaces or in front of dumpsters is prohibited. Guests may not park in spaces specifically reserved for residents.

Cars in violation of the above will be ticketed and may be towed from the property at the vehicle owner's expense.

## **SOLICITATION AND POSTINGS**

Solicitation is not permitted on the premises. The posting of signs, notices, etc. must be cleared through Resident Services or the Management Office and are only allowed on boards inside the office building.

## **SATELLITE DISHES**

Satellite Dishes must be installed within the guidelines of the Grand Rapids Housing Commission Satellite Dish Policy.

## **COMMUNITY ROOM**

Residents of Creston Plaza Apartments may reserve the Gymnasium for private use by completing an application obtained at the office. The application should be submitted at least two weeks in advance. Residents will need to be in compliance per their Lease Agreement to reserve the room. The required deposit will be returned if the room is left in the same condition in which it was found and no rules are violated. The consumption of alcoholic beverages is not permitted in the Community Room.