

Welcome to Excel!

EXCEL REAL ESTATE
MANAGEMENT, INC.

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www.ExcelREM.com

Residential Policy Book

Welcome! Excel Real Estate Management, Inc. would like to take the opportunity to say *thank you* for your business and the confidence you have placed in us.

We have put together this packet to serve as a guide to make your move-in experience go as smooth as possible. Included within you will find valuable information to help facilitate an enjoyable residency.

The policies set forth within this book are part of the original lease and any violation of these policies is a violation of the lease.

UTILITIES

- Contact all applicable utilities and transfer bills into your name, Inc. as of the first day of your lease. Any bills received by Management Company that encompass the days of your tenancy will be billed to your account. As billed by Utility Company plus \$75 administration fee
 - Water:
 - Town of Normal (309) 433-3411
 - City of Bloomington (309) 434-2426
 - Electric:
 - AmerenIP (800) 755-5000
 - Cornbelt (309) 662-5330
 - Gas:
 - NICOR (888) 642-6748

LEASE VIOLATIONS

If you are in violation of your lease, you will be served a 10-day notice of termination and charged a \$50.00 service fee. In addition, any costs incurred for repair/cleaning will be charged to your account and due immediately upon receipt of the bill.

Lease Violations included, but are not limited to:

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| • Utility Violation: (See Utility Section) | As billed by Utility Company plus \$75 administration fee |
| • Smoking Violation: No smoking of any substance is allowed inside of any building or unit. | \$150.00 per occurrence |
| • Noise Violation: In the event that a complaint is taken against your unit for disturbing your neighbors. | \$150.00 per occurrence |
| • Pet Violation: No pets shall be permitted upon the premises or elsewhere, within the rental unit without prior written consent of the Manager. | \$50.00 per day such pet(s) remain on the premise. |
| • This property does NOT offer bulk waste pickup. (ie. Mattress, furniture, etc.) If bulk waste is left outside and management has to pay for removal, this charge will be added to your account. | \$225.00 per item. |

LOCK OUTS

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| • In the event Excel is called to close or reopen the leasehold premises, the residents are liable | \$50.00 During Business hours
\$150.00 After Hours |
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MAINTENANCE WORK ORDERS

After Hours Emergencies must be submitted via phone call. Please call 309-829-5885 opt 9 to be connected with the on-call staff member. Emergencies include but are not limited to:

- Fire- Call fire department 1st (911).
- Broken water lines or frozen pipes.
- Heat: No heat in Winter
- AC: No AC in Extreme Heat
- Lock Outs (Fee applies- See Lock Outs)
- Water leaks: Uncontained (ie. Not leaking into a functioning drain)

General Maintenance: Maintenance work orders can be submitted via the rmResident app, on our website (excelrem.com), text, email or phone call. Please be as specific as possible and include pictures.

- **Furnace Filters:** Furnace filters are replaced twice a year by maintenance. It is the tenant's responsibility to replace the filters on a monthly basis. Failure to maintain prevents the furnace from working properly, and will be repaired at the tenant's expense if a dirty furnace filter is found to be the cause.
 - If you have an issue with your furnace or AC, first check the furnace filter to ensure it is not clogged prior to calling the office.
- **Toilets:** It is highly recommended that you purchase a toilet plunger. Plunging a toilet is the tenant's responsibility. If maintenance is called to plunge a toilet and foreign objects or excessive toilet tissue is found to be the cause, the tenant's will be charged for this service.
- **Drains:** Attempt to use drain cleaner or a snake to clear your drains. If you are unable to resolve the issue please contact the office. If the drain is found to be clogged with excessive hair the tenant's will be charged for this service. We suggest investing in a drain hair catcher to avoid any charges being assessed to the unit.
- **Pest Control:** For common household insects including but not limited to ants, flies, spiders, etc. the tenant should use household spray and traps. If this does not resolve the issue please contact the office.
- **Smoke Detectors:** It is the tenant's responsibility to replace batteries and back up batteries in your smoke detector. If maintenance goes to the unit and a battery is found to be the cause the tenant's will be charged for this service.
- **Power Outage:** If only part of the unit experiences an outage- check breaker box and GFCI outlets before contacting the office. If maintenance goes to the unit and a breaker or GFCI outlet is found to be the cause the tenant's will be charged for this service.
- **Light Bulbs:** Tenant is responsible for replacing light bulbs.
- **Garbage Disposals:** If your garbage disposal stops working, please check breakers and test the reset button the bottom of most disposals before calling the office. If maintenance goes to the unit and discover the previous items or items in the garbage disposal causing it not to work the tenant's will be charged for this service.
- **Garages (if applicable):** Units may have pipes connected to the garages. In winter, it is very important that you keep your garage door closed while not in use due to the fact that cold air could cause your pipes to freeze.
- **Thermostat:** In winter, be sure to leave your thermostat set at no less than 67 degrees. It is also tenant responsibility to replace thermostat batteries if needed.

MOVE OUT CHARGES

MAINTENANCE

Below is an overview of items to pay close attention to when preparing for move out. This is not an all-encompassing list of maintenance related damages but does give a good idea of what we are looking for.

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| • Drywall Patch (replace drywall, mud, tape, etc.) | \$90 per patch |
| • Priming over black marks or writing on the walls (price per room)
(Primer information: Pittsburgh Paints, Speedhide drywall primer. You can purchase this at Paint Depot located at 2407 General Electric Rd # A, Bloomington, IL 61704.) | \$25 Light
\$45 Medium
\$68 Heavy |
| • Broken/missing door knobs | \$25 per handle |
| • Kicked in doors/frames | \$270 per door/frame |
| • Broken/missing door stop | \$15 per door stop |
| • Burnt out or missing light bulbs | \$10 per fixture |
| • Removing key entry room handles | \$70 per door handle |
| • Damaged/missing trim | \$60 per trim area |
| • Removing personal items left behind in your unit/patio | \$90 per large item |
| • Broken/missing screens | \$65 per screen |
| • Clogged sinks/drains | \$90 per sink/drain |
| • Broken/missing towel bars | \$60 per towel bar |
| • Broken light fixtures | \$145 per fixture |
| • Broken/missing blinds (includes bent or cracked slats) | \$60 per blind |
| • Damage to major items such as carpet, appliances, a/c units, cabinets and windows will be billed at time and material | Cost plus 30% |

Note: You are welcome to remove and keep any item you have damaged. But please note that any damaged item remaining in the unit after you vacate will be disposed of.

CLEANING

Below is an overview of items to pay close attention to when preparing for move out. This is not an all-encompassing list of cleaning related damages but does give a good idea of what we are looking for.

• Refrigerator: clean the inside and out of both the refrigerator and freezer. Scrape out any excess ice build-up and remove all crumbs and food particles from shelves, drawers, doors, and rubber seal. DO NOT UNPLUG OR TURN OFF THE REFRIGERATOR.	\$25 \$45 \$68	Light Cleaning Medium Cleaning Heavy Cleaning
• Dishwasher: clean the inside and out of the dishwasher. Do not forget to wash the top of the door on the dishwasher.	\$15 \$25 \$45	Light Cleaning Medium Cleaning Heavy Cleaning
• Range: clean the top, back, front, oven, broiler, drip pans and underneath the top burners.	\$25 \$45 \$68	Light Cleaning Medium Cleaning Heavy Cleaning
• All Cabinets/Drawers: clean inside and out of both. Make sure there are no crumbs or personal belongings left behind.	\$25 \$45 \$68	Light Cleaning Medium Cleaning Heavy Cleaning
• All Counter Tops: clean all stains and residue. Remove of all personal belongings sitting on counter top.	\$15 \$25 \$45	Light Cleaning Medium Cleaning Heavy Cleaning
• All Ceramic Floors: mop all residue, dirt, and debris. Remember to clean underneath the stove and refrigerator and at base of toilets.	\$15 \$25 \$45	Light Cleaning Medium Cleaning Heavy Cleaning
• All Carpeted Floors: remove all debris and belongings from floor, vacuum well especially in the corners and edges.	\$15 \$25 \$45	Light Cleaning Medium Cleaning Heavy Cleaning
• All Blinds: dust blinds to remove excessive dust and dirt build up as well as removing all visible stains/marks.	\$25 \$45 \$90	Light Cleaning Medium Cleaning Heavy Cleaning
• All Ceiling Fans: clean/dust blades to remove excessive dust and dirt build up.	\$15 \$25 \$45	Light Cleaning Medium Cleaning Heavy Cleaning
• Shower/Tub: must be cleaned with no white residue, mildew, or soap scum left behind.	\$15 \$25 \$45	Light Cleaning Medium Cleaning Heavy Cleaning
• All Sinks: must be cleaned with no hair or residue left.	\$7 \$15 \$25	Light Cleaning Medium Cleaning Heavy Cleaning
• Toilets: clean inside, outside, seat lid, tank, and base of toilet.	\$7 \$15 \$25	Light Cleaning Medium Cleaning Heavy Cleaning
• Items left behind in unit (including toilet paper and/or toilet paper cardboard roll). One item prompts the minimum charge.	\$45	per 13 Gallon garbage bag
• Wall Vents and Bathroom Ceiling Fans: clean/dust wall vents and bathroom ceiling fans to remove excessive dust and dirt build up.	\$15 \$25 \$45	Light Cleaning Medium Cleaning Heavy Cleaning

OTHER

- All Smoke and/or Carbon Monoxide Detectors: ensure they are in place and working. \$45 per detector

COMMON AREAS

- Pulling the fire alarm in a non-emergency situation will result in a fine. \$250 per incident
The fine will be split evenly between all current tenants unless we are able to determine which unit was at fault. In this instance, the fine will be split evenly among the tenants of that specific unit, not the entire building.
- Common area damages will be split evenly among all current tenants unless we are able to determine the damages were done by a particular unit. In this instance, the cost of the damages will be split evenly among the tenants of that specific unit, not the entire building. Cost plus 30%
- Just a reminder per section 8 of your lease, \$75.00 will be held from your security deposit for an inspection documentation fee. \$75.00 per security deposit

Our goal is to provide a pleasant experience and end our relationship in a very positive manner. Please help us achieve this by following the guidelines above. If you have any questions, please feel free to give us a call! Thank you, in advance, for your cooperation and for choosing Excel Real Estate Management, Inc.