

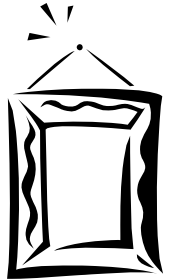
ANSWERS TO COMMON QUESTIONS

The answers to these questions are taken directly from your lease.

MOVE-IN QUESTIONS

1. WHAT CAN WE USE TO HANG PICTURES/POSTERS?

You may **only** use small finishing nails, tacks, or picture hangers to hang items on the walls. **DO NOT apply plasti-tac, sticky tape, or stickers to the walls. DO NOT use large nails, screws, or anchors** because they will damage the walls. If you use these prohibited items, you will be charged to repair the walls. For brick walls, do not install any type of nails or screws into the brick.



2. CAN I INSTALL MY OWN CURTAINS OR BLINDS?

Yes. We do not furnish, fix, or clean pre-existing curtains, drapes, blinds or window shades in any of the houses, Olivia Villas, New England Square, University Housing, or Plum Street Apartments. Any pre-existing window treatments have been left by a prior tenant as a courtesy to you. You can install your choice of window treatments or remove pre-existing ones if you don't like them. We do provide blinds for all of our new uptown apartment buildings: Bella Place Lofts, Calista Tower Flats, Charles Manor, and Walnut Street Suites.

3. CAN WE PAINT THE INTERIOR (OR EXTERIOR) OF OUR RESIDENCE?

NO. Our properties are painted with a certain brand and color of paint. If you take it upon yourself to paint, you will be charged accordingly.



4. CAN WE HAVE ADDITIONAL CABLE/PHONE LINES INSTALLED IN OUR RESIDENCE?

Yes. The cable or direct TV companies require written permission from our office to install additional lines. You may pick up a permission slip during our office hours. Please note, there are restrictions and guidelines they must follow. Please call us if the technician seems to be taking shortcuts that do not look appropriate.

5. SHOULD WE GET RENTERS INSURANCE?

YES! Per your lease agreement, you must get renter's insurance. It will cover your personal items if they are damaged by fire, water, storm, falling trees, vandalism, etc. Our insurance only covers damage to the property, not your personal belongings or vandalism to the property. You may be covered under your parent's home owners insurance or you can inquire about renter's insurance with a local insurance agency: State Farm Insurance (513) 523-7524; Fey Insurance (513) 523-6341; Hatfield Insurance (513) 523-6303; or any other agency you may choose.



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MAINTENANCE QUESTIONS

6. WHAT DO WE DO IF WE HAVE A MAINTENANCE REQUEST?

If you have a maintenance request, you may contact us:

- Telephone: (513) 523-2015
- Website: www.ParkPlaceRealEstate.net; click on “Maintenance Requests”
- Email: Info@ParkPlaceRealEstate.net
- In person at the rental office: 116 E High Street; Oxford, OH 45056



Our office hours are Mon-Fri; 9am-5pm, closed daily from 12-1pm. All maintenance requests must go through our office (not a maintenance technician). We will address **emergency maintenance** requests immediately, even after hours. **Routine maintenance** requests will be taken care of in the order they are received. Typically a routine maintenance requests can be resolved within 48 hours, unless a special order-only part or an outside contractor is needed in order to remedy the problem.

7. WHO MAY CALL IN A MAINTENANCE REQUEST FOR OUR HOUSE/APT?

A current lessee, that’s anyone signed onto the lease, is the only person authorized to request a work order for your residence. **Your parents CANNOT call in a maintenance request.** It is our policy to abide by and follow tenant/landlord privilege and confidentiality.

10. WHAT CLASSIFIES AS AN AFTER HOURS EMERGENCY?

“An afterhours emergency is a situation in which either the property or the tenant will suffer loss if the situation goes uncorrected until the next business day.” For example – the heat goes out.

If you have an after hours emergency, **please CALL/TEXT (513) 839-0354.** Within 30 minutes or less, a Park Place staff member will return your call and if necessary, they will dispatch an on-call maintenance technician for your maintenance request.



- *It’s after business hours and my toilet is clogged, is this an emergency?*

It depends. It is an emergency if it’s overflowing and/or you do not have another workable toilet. It’s not an emergency if it’s only clogged and you have another workable toilet.

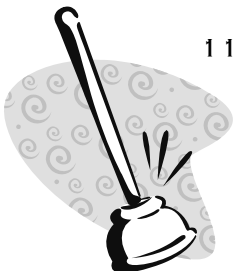
- *It’s after business hours and I can’t find a parking spot in our parking area, is this an emergency?*

This is not an emergency. You can contact us during business hours to have any unauthorized vehicles ticketed or towed. In the interim, you will have to find alternative parking.

11. HOW DO WE PREVENT OUR TOILET(S) FROM CLOGGING OR OVERFLOWING?

Clogged and overflowing toilets are a common problem that can easily be prevented. Do not flush paper towels, facial tissues, wipes, cotton swabs, condoms, or feminine hygiene products down the commode.

If we unclog your toilet and find anything other than what is supposed to be in a toilet, you will be billed accordingly. **Please keep a toilet plunger, not a sink plunger, on hand to avoid being billed for service calls.** If we are called to plunge a toilet, you will be billed accordingly



TENANCY QUESTIONS

12. WHAT TYPE OF UPKEEP ARE WE RESPONSIBLE FOR?

You are responsible for simple upkeep of your residence. This includes, but is not limited to:



- Changing light bulbs
- Replacing smoke detector batteries; never leave a detector disabled.
- Hanging shower curtains & liners
- Housekeeping/cleaning
- Plunging toilets
- Spraying bug spray, setting mouse traps, etc. if needed
- Keeping your porch and yard clean and litter free



13. WE HAVE A PEST PROBLEM THAT IS BEYOND GENERAL UPKEEP, WHAT SHOULD WE DO?

If you have a pest problem beyond general upkeep, please contact our office. Please keep in mind that if you leave doors and windows open for extended periods of time this may cause a pest problem. Poor housekeeping can also contribute to a pest problem. FYI – **Food garbage including empty beer bottles & cans are highly attractive to cockroaches.** If we determine that the pest problem is caused because of tenant negligence, you will be billed accordingly.

14. CAN WE SMOKE IN OUR RESIDENCE?

NO. All of our properties are non-smoking. Smoking in your residence will inevitably result in significant deductions taken from your deposit.



- The #1 cause for **CARPET REPLACEMENT at the TENANT'S EXPENSE** is from cigarette burns in the carpet. Just one burn will be cause for an automatic total carpet replacement at your expense.
- The #1 cause for **WALL RESTORATION at the TENANT'S EXPENSE** is from smoke damage to the walls. Wall restoration is very costly since it includes paint, supplies, and labor.

15. ARE WE ALLOWED TO HAVE PETS?

NO. Pets are **NOT** allowed on or in the property at any time. This includes all pets – cats, dogs, snakes, birds, hamsters, ferrets, goats, etc. Non-filtered fish bowls are acceptable. If you house a pet or even if it's a visiting pet your violation of this provision is **an immediate violation fee of \$400 plus \$10 per day the pet remains on the premises as well as just cause for an immediate eviction and forfeiture of your deposit.** Pets, no matter how well behaved, cause damage and attract fleas and other pests.



16. CAN WE GET ON THE ROOF?

NO! If you or your guests are observed on the roof or we find evidence that you have been on the roof in a non-emergency situation **you shall pay an immediate \$400 violation fee. Your security deposit will also be forfeited** and you will be charged to repair any damages. It is extremely dangerous for you to be on the roof. Additionally, roof maintenance is very expensive and cannot withstand the weight and activity of tenants.



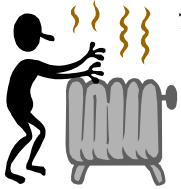
17. **CAN WE STORE ITEMS IN THE BASEMENT?**



NO. DO NOT store items in the basement. There is **NEVER** a guarantee that the basement will be dry. There is always a possibility of flooding, sewage backup, etc. If you choose to store items in the basement it is solely at your own risk. Furthermore, all items stored in the basement must be removed upon vacating the property. If items are left behind, you will be charged to remove those items.

18. **IF A ROOMMATE DOES NOT PAY RENT, WHO IS RESPONSIBLE TO PAY THE RENT?**

Everyone who is currently signed on the lease is responsible for the rent. It is a joint liability lease so every lessee is jointly and severally liable to all terms of the lease. Everyone is also liable for late fees if the rent is not paid on time.



19. **SHOULD WE KEEP OUR HEAT ON DURING WINTER BREAK?**

YES! Per your lease agreement, you should never turn the heat below 65 degrees in the winter months. If you do, you face the possibility of the water pipes freezing and bursting. If this occurs because the heat was turned off or below 65 degrees, you will be billed accordingly.

20. **WHAT DO I DO IF I GET LOCKED OUT OF MY RESIDENCE?**



During business hours, please bring an ID to the office in exchange for a temporary key. When you return the temporary key, we will return your ID.

After business hours, you may call our after-hours emergency number. You will be charged \$45 for this service and you must pay the maintenance tech at the time of service with cash or check. Do not break-in to your residence. If you do, you will be charged to repair the damage and the cost of labor.

21. **CAN WE HANG BANNERS, HOLIDAY DÉCOR, OR SIGNS ON THE EXTERIOR OF OUR RESIDENCE?**

Banners/ Holiday Décor - Please do not nail anything into the roof, siding, or use duct tape. All exterior holiday décor may be put up one month prior to the holiday and must be removed within two weeks after the holiday.

Signs - If you want to put up a new sign on your residence, please bring your design idea to the office for review. Per the city of Oxford zoning code, all exterior permanent house signs cannot exceed 6 square feet (ex. 2' x 3', 6' x 1', etc.).

We reserve the right to remove any signs that we feel are offensive, derogatory, defaming, or slanderous.

