

# Moving In!

Residents must pick up keys at our office during regular business hours (Monday-Friday, 8am-5pm). We will not provide keys to residents after hours or on holidays. Keys will not be checked out without proof that residents have switched required utilities into their name. Please bring the account numbers from the utility companies with you when you pick up keys to speed up the move in process. If your unit is an all inclusive property, you do NOT need to turn in any account numbers. A full month's rent must be paid before keys will be checked out to any resident. We accept money orders, checks and online payments from our website [www.greenstreetrealty.com](http://www.greenstreetrealty.com) through your tenant portal in Buildium (*there is a fee for this service*). When you signed a lease, you should have been sent a welcome email from Buildium with the email you provided us! If you didn't receive this let us know right away and we can resend it!

Move in condition checklists will be provided to residents in their move in packet. Please see the move in condition checklist in this packet. The move in checklist is your record of the condition of the apartment at move in. This record will be used by our staff when they do the final walk through when you vacate your apartment. Only one form can be filled out and submitted per apartment. Move in checklists must be submitted within 5 days of moving into your apartment. They can be dropped off at the **Green Street Realty** office or emailed to [leasing@greenstreetrealty.com](mailto:leasing@greenstreetrealty.com). Please do not include maintenance work orders on the move in checklists as they will not be addressed. Maintenance requests should be made directly to our office at **217-356-8750** or to [maintenance@greenstreetrealty.com](mailto:maintenance@greenstreetrealty.com).

\*If you have any maintenance or cleanliness issues please submit your request online as soon as possible through your tenant portal!

## Referral Bonus

We have some awesome referral bonus! If you refer someone to our property and they sign a lease, we will give you **cash!!** We will give you a \$50 referral fee per bedroom! If you friends sign a four bedroom, you will get \$200! You can use that as rent credit or take it as cash if you prefer!

## Keys

**Green Street Realty** provides one apartment key to each resident over the age of 18 & one mailbox key for the unit. We provide lockout assistance during regular business hours at a cost of \$35. All lost keys will require a lock change at the resident's expense. The cost of a lock change is \$100 per lock. **Green Street Realty** charges a fee of \$45 for after hours lock outs. After hours lockouts can be directed to **Green Street Realty 217-356-8750**. You will need to prompt the after

hours maintenance line to request maintenance for a lockout. Please note that **Green Street Realty** locks all doors at the conclusion of maintenance work in the apartment when the resident is not home.

### **Parking**

Parking permits and spots are assigned in almost all of our apartment buildings. Residents wishing to park a vehicle in any of our apartment parking lots must have a valid **Green Street Realty** parking sticker & a valid parking lease for the term. The parking stickers must be affixed to the back upper left corner of your back window. Please note that we will only issue parking permits to residents that provide us with a valid copy of vehicle registration and copy of driver's license. If you have issues with anyone in your parking space, it is your responsibility to contact the towing company that has their sign posted at your apartment. You will need to provide a copy of your parking agreement to have a car towed from your space. If you are unsure if your building has assigned parking please ask us to avoid being towed etc ..

### **Renters Insurance**

Residents are responsible for insuring their own belongings. Neither **Green Street Realty** nor the building owners carry insurance coverage for resident's personal property. It's highly recommended that each resident obtains his or her own individual renter's insurance for personal effects of value. **Green Street Realty** must be listed as an additional insured on your policy. **Green Street Realty** will not reimburse residents or provide a rent credit for any food that is destroyed due to power outages or unexpected failure of appliances.

### **Maintaining your apartment**

Residents are expected to keep their apartments clean and orderly. A clean apartment will reduce the likelihood of pest infestations. Balconies, decks, patios, etc. are considered part of your dwelling unit and should be kept free of garbage. Residents are responsible for cleaning these areas. No indoor furniture is allowed to be on your patio or deck. No signs or banners may be hung from outside patio or balconies. It is the resident's responsibility to keep birds, nests, etc. from these areas. Residents are solely responsible for cleaning bird droppings that may accumulate on your patio, deck or balcony.

### **Maintenance and Repairs**

When you have a maintenance issue, you may contact our office at **217-356-8750**, put work orders in through your tenant portal, or through our website at **[www.greenstrealty.com](http://www.greenstrealty.com)**. We have maintenance staff available for emergencies 365 days a year, 24 hours a day. Do not submit emergency maintenance calls through our website. If you have a maintenance emergency after normal business hours, simply call the normal maintenance number and our phone system will prompt you on how to reach after-hours emergency maintenance. Please note that you will be charged at a rate of \$45 an hour for any non-emergency items that we are called to after hours.

We consider emergencies to be no heat in the winter, a major leak, smell of gas, electrical issues affecting your unit or large part of your unit and fire.

We expect residents to personally handle some routine maintenance such as changing light bulbs, unplugging toilets, resetting tripped circuit breakers, clearing jammed disposals, etc. However, if you are unable to perform such tasks or feel the task is too dangerous, we will help you in some cases. If maintenance or repairs are needed due to tenant carelessness, abuse, or neglect, residents will be charged at a rate of \$35 an hour plus materials during regular business hours and \$45 an hour for after hours and weekend calls. Please understand that non-emergency maintenance calls may take up to 72 hours during busy times of the year.

### **Electrical Issues**

If your power goes out in all or part of your apartment, please start by checking the circuit breaker before calling the office. To reset a breaker, make sure to completely flip the breaker off before switching to the on position. If that does not work, please call Ameren at 800-755-5000 to see if there is a power outage in your building. If both options do not work, please report the maintenance request to our office.

### **Doors and Blinds**

Mini blinds are provided in most of our units. No sheets are to be hung in the windows or building in place of blinds. Mini-blinds must be pulled up past open windows when they are open. Residents are not allowed to remove blinds or doors. Doors to closets, bedrooms and bathrooms must remain in the apartment through the entire lease term. Under no circumstances should doors be removed from the apartment or left on the deck/balcony. Our maintenance staff will not remove these items from your apartment.

### **Light Bulb Replacement**

**Green Street Realty** will not change light bulbs for residents in standard light fixtures inside of your apartment or the light bulbs that are your responsibility outside of your unit, such as front and back door lights that are turned on and off from inside of your apartment. Changing light bulbs is the sole responsibility of the resident. **Green Street Realty** will replace fluorescent bulbs, bulbs located in cathedral or vaulted ceilings, appliance light bulbs and all exterior and common area lighting at an additional fee. Please make a maintenance request to the office or through your tenant portal if you notice any exterior lighting that may be out.

### **Shower/Bathtub**

Mildew is quite common in bathrooms. It is the resident's responsibility to clean mildew in and around tubs and shower surrounds. **Green Street Realty** will not clean these areas. To avoid mildew, build up, use the bathroom fan or crack the window to keep moisture levels under control. Be sure shower curtains are completely closed and inside the shower walls when taking a shower. Avoid build-up of soap film by rinsing all soap off shower curtains after each use. Shower curtains

are to be supplied by the resident. Keep bathroom floor dry at all times. Please remember to use a shower curtain liner that stays inside of the bathtub so water does not flood the bathroom.

### **Garbage Disposal**

Garbage disposals often get jammed or lose power. However, garbage disposals are easy to repair and usually do not require the assistance of our maintenance staff. We will charge residents if we have to assist them for garbage disposals that are packed with food or other objects. Do not overload your disposal. Put in only small amounts at a time. Make sure cold water is on continuously during operation. Do not put anything hard into the disposal (such as chicken bones, silverware, bottle caps, popcorn kernels, etc). Do not use drain cleaner in disposals. If the disposal does not work please try pushing the reset button located on the bottom of the disposal unit. Never put your hands in your garbage disposal!

### **Smoke and Carbon Monoxide Detectors**

All of our apartments are equipped with smoke and carbon monoxide detectors per local code requirements. All buildings with gas supplied heating or cooking, or buildings that have under building parking garages are also furnished with a carbon monoxide detector. Please note that the code does not require carbon monoxide detectors in all electric buildings. It's the residents' responsibility to keep these life saving devices operational during the term of your lease. Please never remove your smoke detectors or remove the batteries. Smoke and carbon monoxide detectors will often "chirp" or "beep" when the batteries are low. **Green Street Realty** will not change batteries for you unless your device is located on a vaulted ceiling that is not easily reached by the resident, and batteries will be a charge to the tenant. **State law and local code requires residents to maintain smoke detectors after move in.**

### **Toilet and Drains**

Never put grease down your sink or use anything other than toilet paper in your toilet. A toilet plunged or cleared due to neglect or misuse will be unstopped at the resident's expense. You should never flush items such as tampons, sanitary napkins, paper towels, kitchen waste, etc. Grease will likely cause the drain lines to back up in the building and could result in the sanitary sewer line to back up and flood your unit with raw sewage. **Green Street Realty** recommends that you store grease in another container and dispose of it with your trash.

### **Pest Control**

**Green Street Realty** sprays all apartment units prior to move in. In most cases, residents are fully responsible for pest control after move in. However, many of our apartment buildings have pest control on a quarterly or semi annual basis. Ants and spiders are very common in Central Illinois. We do not spray for ants, spiders and bed bugs. We recommend using spray that you can find in most local grocery stores to take care of ants and spiders that you may see inside your unit.

## Washer/Dryers

Many apartments are equipped with a washer and dryer inside your unit. It is the residents' responsibility to maintain these appliances, which includes cleaning lint traps in the dryers before each use. It's also a fire hazard to not clean lint traps. Residents could be held responsible for damage if the dryer is found to be clogged or damaged due to excessive lint buildup. It's also very important not to overload your washer or dryer. Overloading the machines can cause the unit to shut down and cause damage to the belt and possibly the motor.

## Refrigerators

Please do not over pack your refrigerator or freezer section. When you over pack the freezer, ice will form and will shut off circulation to your refrigerator, causing the unit to not properly cool. We find this to be a very common problem. If this happens, please defrost your refrigerator /freezer before calling our office for maintenance. If we find that the machine is not working because of over packing, you may be held responsible for replacement.

## Grills

Grills can not be stored on your deck or balcony, it is against our insurance policy. No grilling is allowed on decks, balconies or patios. If you live in one of our single family homes or townhomes and you are going to grill, it must take place a minimum of 15 feet from the building while you grill and moved back to a safe location once it has cooled down. Grills found stored in the common areas will be removed and disposed of by maintenance staff.

## Bicycles

Bicycles are to only be stored inside your unit or in approved bike racks. A bike parked in hallways or stairwells is not allowed unless **Green Street Realty** has approved the storage. Bikes parked in hallways or stairwells without authorization will be removed and residents must pay \$50.00 to recover the bike. Furthermore, no bikes are allowed to be chained to any portion of the complex which would include entry railings, fences, etc. If your bicycle is impounded for whatever reason, and is not redeemed after 30 days, it will be discarded or sold to cover costs.

## Satellite Dishes

We currently do not allow satellite dishes to be attached to any of our apartments. This includes mounting a satellite dish to a pole or cement filled bucket in the common area in front of your unit. Any unit that has a satellite dish connected to it that our maintenance team has to remove will receive a charge of \$150 for doing so.

## Neighbors

It is important that you respect your neighbors. Please keep noise in your apartment to a minimum during late night hours. If you are having issues with the noise level of an apartment around you,

please try to deal with this with the neighbor before bringing this to management. The neighbor may not be aware that they are causing any issues and in most cases this will solve the problem. If you continue to have a problem, please feel free to notify management during business hours so we can contact the resident. Please avoid getting the police involved in simple noise complaints. They would prefer that these issues are dealt with at the management level.

### Parties

The following rules regarding parties are necessary and strictly enforced. Residents are responsible for all actions of their guests. Hall or building parties are not allowed. Parties must be confined to individual apartments with doors kept closed. Keep noise to a minimum, as you should never disturb your neighbors. Do not allow guests to park in the parking lot unless they park in your own space. We will have extra security during “party” weekends on campus, including homecoming and Unofficial. Residents hosting large parties or damaging the property could face lease violations, fines or termination of rental contract.

### Pets

We currently allow small pets that weight under 20 pounds at some of our apartments. However, we do have a restriction on certain breeds and a pet agreement must be signed and approved by management prior to having a pet in your apartment. Please see the Pet Agreement inside of this packet. We currently charge \$250 per pet, paid in advance at move in. This pet fee is nonrefundable. If you do not have signed pet agreement, you are not allowed to have a pet for any length of time in your apartment. If we find an unauthorized pet in the apartment and it is not removed in 24 hours you will be fined \$50.00 for each day the pet still remains in the unit. If you are uncertain about the pet policy for your apartment building, please confer with management to make sure you are not in violation.

### Rent Payments

Rent is due on the first of every month, including vacation and summer periods. Rent becomes late on the 1<sup>st</sup> of each month at most of our campus locations. We have several ways that you can pay rent. We accept credit card payments, checks, cashier checks and money orders. **WE DO NOT ACCEPT CASH PAYMENTS! *If your rent is not paid by 5pm on the 5th of the month you will receive a 5 day notice. If your rent is not paid within that 5 day time period we will have no choice other than file for eviction. We can not make payment arrangements for rent, it is due in full on the first. If you are on a lease with other roommates please remember you are on a joint lease and are all responsible for the full amount, we don't designate who pays which amount, etc ...***

Rent can be paid at our office:

**Green Street Realty**  
**510 S Neil Street**  
**Champaign, IL 61820**

**217-356-8750**

We also have a drop box in the glass to the left of our office door for after hours payments. Please put your property address on the memo line of the check. Checks should be made payable to **Green Street Realty** or **GSR**.

## **Subleasing**

It is your responsibility to sublease your apartment but we suggest you contact us prior to trying to sublease. Management must approve of all subleases and receive a copy of each [sublease agreement](#). There is a \$150.00 fee for subleasing. Leave all apartment related materials (i.e., a copy of this tenant information packet, copy of the lease, parking agreement, etc.,) with your sub lessees. Your original lease agreement with us is not changed, voided or replaced by your making a sublease arrangement. You are responsible for transferring the apartment and its keys to your sublessees. We do not inspect the apartment between the time you move out and your sublessee moves in. However, you should do a walk-through with your sublessee before signing the sublease agreement. All rents must continue to be paid to our company by the original lessees. In other words, the lessees pay you in accordance with your agreement with them, and then you pay us in accordance to our agreement. **Tip:** From past experience we have found that those who advertise immediately after Christmas break have the best chance of obtaining sublets for the summer semester at the most favorable prices.

## **Security Deposits**

We require security deposits for all of our properties. No portion of your security deposit can be used towards any portion of rent, including the last month's rent. All or part of this deposit may be forfeited if necessary, to defray costs of cleaning or repair of damages for which a resident is responsible. We will return security deposits to residents within 30 days of the expiration of your lease by mail. We will use the address provided to our office when you return your keys. **Please do not call our office requesting your security deposit.** All deposits will be mailed. In the case of multiple tenants on a joint lease, one security deposit will be returned to a tenant who will be responsible for dispersing amongst the roommates.

## **Move Out Procedures**

Your keys are due back in our office by **noon** the day your lease ends. All tenants are required to fill out a key return form when they turn in your keys. This is something that is not optional! We must obtain a forwarding address from our tenants, so we have an address to return your security deposit! Attached on the next page in the key return form. Please make sure it is filled out to its entirety. We do not recommend mailing your keys to our office. If the keys are lost in the mail, you will be charged for a lock change. When you are cleaning your apartment before turning in your keys, we recommend taking a look at your damage fee addendum! We have attached that form as well! That will be a good check list to see what you would be charged for if there was any cleaning or damages!

## Key Return Instructions

**Keys are due on \_\_\_\_\_ at 12pm NOON.** Please fill out the form below and place all keys, fobs & laundry cards. **Our contractors will be in the units starting at 12:30pm.**

Please contact our office at 217-356-8750 if you have any questions.

Thank you,

*Green Street Realty*

### Key Return Form

Resident Name(s): \_\_\_\_\_

Current Address: \_\_\_\_\_

Forwarding Address (please include city, state & zip): \_\_\_\_\_

Lease Ending Date: \_\_\_\_\_ Today's Date: \_\_\_\_\_

Door Keys: \_\_\_\_\_ Mailbox Keys: \_\_\_\_\_ Fobs: \_\_\_\_\_

Are all belongings out of the unit? \_\_\_\_\_ (Anything left will be disposed)

Have all tenants vacated the unit? \_\_\_\_\_

Have you contacted utilities to shut off gas/electric/water (if applicable)? \_\_\_\_\_

(Please note: Utility service must stay on until your lease ending date.)

\*Please note only one security deposit check will be mailed. We cannot mail out separate deposit checks. All security deposits will be processed within 30 days of the lease ending. Do not call to inquire about move out charges. If you have a balance due, you will receive a statement in the mail

# Damage Fee Schedule

Address \_\_\_\_\_ Unit # \_\_\_\_\_ Security Deposit \_\_\_\_\_

## Cleaning

	\$50	Refrigerator
	\$50	Stove Top/Oven
	\$25	Drip Pans
	\$15	Blinds
	\$15	Kitchen Cabinets
	\$20	Ceramic Flooring (Per Room)
	\$60	Bathroom Cleaning
	\$40	Carpets (Mandatory Per Lease – Per Room)
	\$30	Vacuum (Entire Unit)
	\$9	Window Cleaning (Per Window)
	\$18	Fireplace
	\$20	Wood Floor (Per Room)

## General Repairs

	\$14	Stove/Oven Knobs
	\$90	Ceramic Tile
	\$14	Kitchen/Bath Knobs
	\$35	Mirror
	\$75	Medicine Cabinet
	\$22	Towel Bar
	\$125	Tub/Shower Tiles
	\$135	Porcelain
	\$45	Thermostat
	\$195	Hauling – Furniture/Junk/Belongings

## Doors

	\$65	Forced Door Damage
	\$55	Hole in Door
	\$100	Replace Door (inside)
	\$125	Replace Door (outside)
	\$125	Replace Sliding Glass Door
	\$35	Replace Screen Door

## Miscellaneous

	\$100	Hold Over Fee (Per Day)
	\$40	Labor (Per Hour)
	\$150-500	Smoke Damage Repair (Cigarette & Other)
		1)
		2)
		3)

## Walls

	\$35	Cover Crayon/Marker/Scuffs
	\$55	Repair Hole in Wall
	\$45	Repaint Wall (Per Wall)
	\$40	Touch Up Paint (Per Wall)

\*Beyond Normal Wear & Tear\*

## Windows & Treatments

	\$150	Replace Window Pane
	\$55	Replace Venetian/Mini Blind
	\$6	Replace Vertical Blind Slat
	\$18	Replace Window Screen

## Locks

	\$12	Replace Key
	\$100	Replace Door Lock
	\$100	Replace Deadbolt

## Plumbing

	\$65	Kitchen Faucet
	\$65	Bathroom Faucet
	\$30	Shower Head
	\$16	Toilet Tank Lid
	\$16	Toilet Seat
	\$65	Garbage Disposal
	\$95	Sewer Lines

## Electrical

	\$7	Light Bulb
	\$14	Light Fixture Globe/Cover
	\$55	Light Fixture
	\$18	Outlet/Switch/Cover Plate

## Pest

	\$200	Exterminate for Cockroaches
	\$200	Exterminate for Fleas
	\$450	Exterminate for Bed Bugs

## Furniture

	\$450	Couch
	\$390	Love Seat
	\$240	Mattress
	\$140	Coffee Table Set

## Important Phone Numbers

Office number – 217-356-8750

Ameren – 800-755-5000

Illinois Water – 217-352-1420

Comcast – 217-373-7877