

## **Important Information for Residents**

Dear New Residents:

The Turner NW Staff welcomes you to your new home! We hope you will be comfortable, and that your time here will be filled with enjoyment and satisfaction.

To meet your expectations of your new home, we have developed policies and procedures that are based on experience and common sense.

We've prepared the attached **Resident Information & Policy Guide** to explain our policies, rules and regulations. This guide explains what we need from you and how you can receive the best service from us.

All Residents who sign a Lease Agreement must read this information. If you have any questions, please contact us so that we can discuss the information. These rules, policies and procedures are part of the Lease Agreement as though they were written into the Lease Agreement. Any violation of these rules, policies and procedures is a violation of your Lease Agreement.

We sincerely hope that this policy guide will help us build a happy and long-lasting residency for you at Turner NW.

Sincerely,

Turner NW

## **RESIDENT INFORMATION & POLICY GUIDE**

Turner NW Apartments  
208 Turner LLC (“Landlord”, “we” or “us”)

This Resident Information & Policy Guide is being provided to “you”, the TENANT in your Lease Agreement, and a “Resident” of the apartment community known as “Turner NW”. The apartments are located at 208 Turner Street NW, Blacksburg, VA 24060.

You acknowledge that you, your family and your guests will comply with all rules, regulations and procedures included in this policy guide and in your Lease Agreement. You will be notified of any changes to this policy guide by special notice delivered to your apartment or emailed to the email address on file for you, and you will be held accountable for compliance. Your home was designed and intended for reasonable residential use. It was designed to be in compliance with applicable building codes at the time of its construction.

Unreasonable use of your apartment, including but not limited to a large gathering of people and excessive or heavy machinery, equipment, furniture, etc. may exceed design criteria. For the safety of yourself, your guests, and other Residents of the building, unreasonable use of the apartment must therefore be avoided.

The policies, rules and regulations for the services and facilities, financial obligations, safety, and care of the premises have been carefully considered and proven through our experience. Please observe the policies, rules and regulations, as we are obligated to enforce them fairly and consistently to ensure your comfort and privacy and to protect the rights of other Residents.

**THESE POLICIES, RULES AND REGULATIONS ARE SUBJECT TO CHANGE WITH NOTIFICATION TO YOU SO THAT WE MAY BE RESPONSIVE TO THE NEEDS OF EVERYONE IN THE COMMUNITY.**

## **SERVICES AND FACILITIES**

### **ROUTINE MAINTENANCE SERVICE**

Please call **(540) 418-4110** during office hours to request repairs or maintenance. Non-emergency work orders can be called into the office during office hours. Alternatively, a request for repairs or maintenance can be submitted on our website, [www.LiveTurnerNW.com](http://www.LiveTurnerNW.com), by following the link to “Submit a Maintenance Request”.

### **ON CALL MAINTENANCE EMERGENCY**

#### **DIAL 911 for FIRE, POLICE or MEDICAL EMERGENCY**

**DIAL (540) 250-9014 for a Maintenance Emergency** and let our 24-hour answering service aware of the issue, and they will dispatch a maintenance technician to your unit for any of the following:

- \*Lock out- There is a \$100.00 charge payable upon entry in cash to the lockout service and I.D. is required to verify residence on Lease Agreement. (MUST BE LISTED ON LEASE AGREEMENT TO BE ALLOWED ENTRY)
- \*No Heat (in the winter) and temperature outside is below 55 degrees
- \*No A/C (in the summer) and temperature outside is above 85 degrees
- \*Water leaks
- \*Inoperable Refrigerator
- \*Hot water not available or cooktop inoperable (over weekend ONLY)
- \*Door or window locks broken
- \*All sewer backups or floods in apartment
- \*Toilet stopped up
- \*Any items that will cause damage if left unattended or that will have a health or safety concern
- \*Broken window (not cracked window)

### **RENTAL OFFICE**

The rental office of the Landlord and the manager is located at 210 Professional Park Drive, Suite 15, Blacksburg, VA 24060. Normal business hours are from 9AM to 5PM on Mondays through Fridays, except holidays. We may at times need to alter this schedule as problems arise requiring the manager’s attention. Please arrange to discuss business matters with the staff during office hours, and please schedule an appointment before paying us a visit by calling (540) 418-4110.

## UTILITY SERVICES

For internet or cable TV, you should contact Comcast / Xfinity directly to arrange for the level of services you wish to purchase. They will bill you directly. Phone: 1-800-934-6489, or visit Website: <https://www.xfinity.com/local/va/blacksburg/1415-south-main-sgtreet.html>.

For water/sewer, electricity and natural gas usage, we use a “rate utility billing system” (RUBS) to proportionately allocate these utilities costs to all residents. We collect service charges, including monthly billing fees, account set-up fees, or account move-out fees, to cover the actual costs of administrative expenses and billings charged to us by third-party providers. RUBS services are provided per Virginia Code § 55.1-1212, as amended. We will invoice you each month for your share of these utilities’ costs. We reserve the right to charge a late fee not to exceed \$5.00 if such utility charges are not paid by 5:00 pm on or before the 15<sup>th</sup> day following the date of mailing or delivery of the invoice.

**FOR UTILITY EMERGENCIES, PLEASE USE THE APPROPRIATE TELEPHONE NUMBER ON THE LAST PAGE OF THIS GUIDEBOOK.**

## PARKING

**The parking spaces at Turner NW are available ONLY to Residents who have obtained a non-refundable, non-transferrable parking sticker** from us and have agreed to pay the associated parking rental and fees. Those residents have agreed to comply with the parking policies that accompany parking privileges. The following 24/7 tow policy applies at all times:

### **24/7 TOW POLICY**

- No Parking is allowed in spaces marked for use by Beta House members (indicated by painted dragon).
- No Parking is allowed for guests at any time.
- No Parking is allowed for any unlicensed, unregistered, disabled or abandoned vehicles.
- No Parking is allowed for a boat or watercraft of any kind/
- No Parking is allowed that blocks a driveway, thoroughfare, fire lane, parking lot entrance, mailboxes, garbage receptacles, recycling receptacles or fire hydrants.
- No Parking is allowed on the grass or sidewalks.
- No Parking is allowed that is illegal.

**Any vehicle in violation of Turner NW parking policies may be towed at any time: 24 hours per day, 7 days per week at the vehicle owner's expense.**

## **MAILBOXES**

One mailbox key is issued per apartment. If you have a problem with your mailbox or key, please contact the office. If you have an issue with your mail, please contact the United States Post Office located at 909 University City Boulevard (800-275-8777). Should you need your mailbox lock replaced for any reason, the cost is \$25.00. Should you need a replacement key, the cost will be \$5.00.

## **LAUNDRY**

For your convenience, an on-site laundry facility has been provided on the first floor of the building. Doors to the laundry room should be kept closed at all times. Please leave the laundry room area clean. No items are to be left in the laundry room or in the machines. Please use common courtesy and remove your clothing from the washers and dryers as soon as the cycle is completed. Under no circumstance is dyeing clothing in the washing machines allowed! The Landlord is not responsible for lost, stolen or damaged items. Please report any vandalism in the laundry rooms to the rental office and any issue you find with the machines so that we can contact a service technician.

## **SUBLEASING**

Turner NW Apartments does not allow subleasing of your apartment without prior written approval from the Landlord. If you find yourself in a situation where you must move, please make an appointment at the rental office, and we will give you the proper forms and explain your responsibility for this procedure. A \$150.00 administrative fee will be charged for each modification or change of the Lease Agreement, including a sublease. All paperwork is required to be turned in with the administrative fee and the account is to be in good standing before the paperwork will be processed. It will be your responsibility to collect all paperwork and to submit it to the rental office. Please allow 5 business days to process the request once the required paperwork is turned in to the rental office.

For the sublease of an apartment, the Security Deposit will not be refunded to the vacating Resident, but instead, it will be transferred over to the account of the new Resident. The Security Deposit will not be available for whole or partial refund until the end of the Lease Term, and it will be available for refund to whomever is the Resident on the Lease Agreement for that apartment at that time (unless other arrangements in writing have been made in advance with the Landlord). It will be the responsibility of the outgoing / incoming Residents to work out among themselves a reimbursement or any other issues related to the Security Deposit. Please also see “Security Deposits” in the Lease Agreement.

## **FINANCIAL OBLIGATIONS**

### **RENTERS INSURANCE**

The Landlord’s insurance policy does not cover damage by fire, water or any other cause to your personal property located within the apartment. **Therefore, before you move in to your apartment, you are required to purchase “Renters Insurance” for at least \$10,000 of personal property and vandalism coverage and at least \$100,000 of coverage for personal liability for fire or other damage caused by you. The policy must name “208 Turner LLC” as an “additional insured” or a “co-insured” and must notice of any policy cancellation, with written proof (a certificate of insurance) to be delivered to:**

**208 Turner LLC  
210 Professional Park Drive, Suite 15  
Blacksburg, Virginia, 24060  
KimberlyM@LiveTurnerNW.com**

You can obtain your Renters Insurance by calling your own insurance agent, or call Northpoint Insurance Advisors in Blacksburg at (540) 953-2383. The staff at Northpoint is familiar with our property and ready to assist if you so choose.

### **MOVE-IN INSPECTION REPORT**

Please complete the move in inspection report within (5) days and return it to the rental office. This list will be used at the end of your Lease Term to prevent an incorrect charge for damages that may have been present when you accepted possession of your apartment. This helps protect your Security Deposit. If you move-in during peak turnover season, please allow (30) days for non-emergency items to be completed. If you fail to turn in your move-in inspection sheet within (5) days, it will not be accepted late, and it will be presumed that there are no issues or

any damages existing within the leased premises at the time that you took occupancy. Consequently, you will be held responsible and charged for all damages in the unit found at the end of your Lease Term.

## **RENT PAYMENT**

There are several options for paying rent:

- Use the rent payment link on our website: [www.LiveTurnerNW.com](http://www.LiveTurnerNW.com)
- Make check payable to “208 Turner LLC” and mail to:
  - 208 Turner LLC
  - c/o Dogwood Residential
  - 210 Professional Park Drive, Suite 15
  - Blacksburg, Virginia, 24060
- Make check payable to “208 Turner LLC” and hand deliver to:
  - c/o Dogwood Residential
  - 210 Professional Park Drive, Suite 15
  - Blacksburg, Virginia 24060

Please see Lease Agreement for rental payment terms. Rental payments must be **received** by the 1<sup>st</sup> of every month at our website link or at the 210 Professional Park Drive office. Any payment received after 5PM on the 5<sup>th</sup> will be late, and a late fee will be applied, which such late charge will not exceed the lesser of 10% of the outstanding periodic rent or 10% of the remaining balance due (other than utilities charges) at the time said late charge is assessed. A return check fee of \$50.00 will be charged on any check that is returned for insufficient funds. Returned checks are the same as not paying your rent on time, and a late fee will also be charged. If you have a returned check at any time, we will no longer accept personal checks from you, but rather only cashier’s check or money orders for the remainder of your Lease Term.

## **RESTRICTIONS OF PRIVILEGES FOR OUTSTANDING FEES**

Outstanding charges such as non-payment of rent, late fees and damages warrant the discontinuation of privileges, such as the use of the lock out service.

## **SECURITY DEPOSIT (see Lease Agreement)**

## **SAFETY**

### **“TURNER NW” IS A SMOKE-FREE COMMUNITY.**

**No smoking of tobacco products or similar lighted products is allowed at any time in your apartment or at the building and grounds of “Turner NW”.** By signing the Lease Agreement, you acknowledge that smoking increases the risk of fire; smoking causes damage to your apartment and to the building and grounds; second-hand smoke is likely to drift from one apartment to the another; and the exposure to smoke or to second-hand smoke cause adverse health outcomes.

“Smoking” includes the inhaling, exhaling, breathing, carrying or possession of any lighted cigarette, cigar, pipe or other container of tobacco or other lighted product.

It is your responsibility to inform your guests of this No Smoking rule and to notify us of any incident of smoking or the migration of second-hand smoke into your apartment or onto walkways, breezeways or balconies.

### **LIMITATION ON NUMBER OF GUESTS IN THE APARTMENT**

Turner NW limits the number of people gathering in an apartment [Resident + guests] to a maximum of four (4) people at any one given time.

### **WALKWAYS, BALCONIES, STAIRWELLS & RAILINGS**

No personal property of any type is only allowed at any time on walkways, balconies, stairwells or railings, such as plants, televisions, stereo speakers, signs or any type of advertising, flags, furniture, shoes, boots, boxes, antennas, appliances, kegs, coolers, motorcycles, scooters, laundry/towels, trashcans, trash bags, etc. Please do not use these areas for storage. If such items are placed in the breezeways or balconies, the Landlord will be forced to remove them for the safety of the other Residents, and you will be charged a \$50.00 fee for removal. Landlord is not liable for any items removed. No cigarette butts, trash or other items shall be thrown from the walkways, balconies or stairwells.

It is against fire regulations to block the breezeways, balconies or stairwells with any personal property. A safe passage must be provided for all Residents and guests. For safety, no more than four (4) people [Resident + guests] with a maximum weight of 900 pounds may be on any breezeway, balcony or stairwell at any one time.

No outside storage containers or pods are allowed on the property and will be removed at the cost of the Resident responsible for placing it on the property. Landlord is not liable for any items removed.

**Bicycles should be parked only in the bike rack provided.**

## **PETS**

Pets are NOT allowed at Turner NW. Residents who bring pets into the apartment or onto the property are subject to eviction.

## **KEYS AND LOCKS**

You are responsible for safeguarding your keys. For your safety, you should never give copies of your apartment keys to anyone. You will be charged \$50.00 if it is necessary to replace a lock and/or re-key your lock. All keys must be turned in no later than the ending date of your Lease Term. If not, you will be charged a fee to change the locks because we cannot reuse the lock if we have no keys to them. Tenants may not change locks on doors. No security chains are allowed to be put on doors.

## **LANDLORD'S RIGHT OF ENTRY**

We must maintain the right to enter apartments at any reasonable time to inspect, maintain, or to verify that you are meeting your obligations under the Lease Agreement (no illegal residents, no pets, no smoking, etc.). We will give Residents reasonable notice of our intent to enter an apartment except in cases of emergency. If you as a Resident request a work order, a move-in inspection, or a filter change from us, then that will allow us to enter your apartment without giving you a separate notice. For most other issues, we will request right of entry and/or post a notice on the door or email at least 24 hours prior. A 48 hour written notice will be provided prior to any insecticide or pesticide application to be made in the leased premises.

## **RESIDENT'S CONTACT INFORMATION**

We need your phone number and email addresses. For your protection and convenience, please furnish the rental office with your cell, home and business telephone numbers and email

addresses. Since your addresses and telephone numbers are handled as confidential information by our staff and will not be disclosed to callers, please make sure that your friends and family have your new address and contact information.

## **SMOKE DETECTORS**

The smoke detector alarms are installed to provide early warning against lethal smoke. They consist of a photoelectric cell to detect abnormal smoke accumulation and to sound an alarm to warn and alert the household to the presence of threatening smoke.

If your battery needs to be replaced, please contact the office. The smoke detector will be in operation at the time of move-in; thereafter, you should test your smoke detectors routinely. You, the Resident, are responsible to notify the rental office of any problems you may have with your smoke detector. This is to protect you and your neighbors in the event of a fire.

**DO NOT DISCONNECT THE SMOKE DETECTOR FOR ANY REASON!!!** Since state law (Code of Virginia §§ 15.2-922 & 55.1-1227(8)) requires that the smoke detector be in operation at all times, YOU, the Resident, could be held liable for rendering the smoke detector inoperative during your residency. Never remove or tamper with a property functioning smoke detector, such as by removing the batteries. Your cooperation is greatly appreciated. This applies to the smoke detectors along the walkways and breezeways as well.

## **CARE AND MAINTENANCE OF PREMISES**

### **GROUNDS**

You are not permitted to erect fences, enclosures, or structures of any kind on the grounds. Further, you are not permitted to erect satellite dishes, or radio or television antenna(s) outside your apartment.

We make sure that the lawns are maintained to keep our property attractive. Under no circumstances are bicycles, motorized vehicles, or anything else to be left on the property lawns, sidewalks, breezeways, balconies or walkways. Our staff will remove such items immediately. Residents may not plant flowers and/or vegetable gardens around the building or elsewhere on Landlord's property.

## **GRILLING, CHARCOAL BURNERS, OPEN-FLAME COOKING**

**Grilling (gas or charcoal) or other open flame cooking devices are strictly prohibited in the apartment building & anywhere on the grounds of Landlord's property.**

## **ALTERATIONS**

No alterations are allowed in the apartments or the building, including but not limited to the following:

- 1- No lock changes. No lock changes are permitted on any door.
- 2- No shelving brackets
- 3- No wall partitions
- 4- No colored paint on walls
- 5- No wallpaper or wallpaper boarder
- 6- No outdoor decorations, lights, etc.

## **DOORMATS**

Only proper-sized, standard doormats made of rubber or hemp should be used at any apartment entrance.

## **MOISTURE & MOLD**

You must maintain your apartment so as not to create any excessive moisture or tolerate any mold growth. State law (Code of Virginia § 55.1-1227(10)) requires you to notify us in writing if you see any moisture accumulation or any visible evidence of mold in your apartment.

**WATERBEDS** (see Lease Agreement)

## **HANGING PICTURES**

You may hang pictures, mirrors, etc., on the walls inside your apartment; however, damage resulting from picture hanging is not considered normal wear-and-tear and will be charged accordingly. Please do not use glue/foam stickers, as they create extensive damage to the walls, thus requiring sanding and priming prior to painting. You will be charged for such damage. All

nail holes not spackled at move out will be charged at \$1.00 per nail hole. Plant hangers and bolts are prohibited in all circumstances.

## **ELECTRICAL FIXTURES**

Your apartment has quality electrical fixtures, which are easy to clean and to maintain. Each apartment is equipped with an individual circuit breaker panel. If you lose electricity, check to see if all the breakers are in the “ON” position. Residents are responsible for changing light bulbs as needed in their apartment.

## **PLUMBING FIXTURES**

Use all plumbing fixtures only for the purpose intended. Do not place any solid articles, rags, disposable diapers, or rubbish in them. Articles that must be removed from the drains or commodes because of negligence will be at the Resident’s expense. It is a good idea to purchase a plunger. We will charge you a \$25.00 service fee for plunging your toilets. If you indeed made an effort to plunge your toilet and it’s still not clear, then you may call the office for further assistance. However, if maintenance personnel are called out and find that the problem could have been fixed with a plunger, you will be charged. Similarly, if maintenance personnel find that the problem was the result of material that should never have been flushed down a toilet, the same charge will apply. Feminine hygiene products, diapers, paper towels, excessively large amounts of toilet paper, or other household materials should never be placed in the toilet and repairs will be at the Resident’s expense.

## **BLINDS**

We have installed blinds in all windows in your apartment. Please care for the blinds as if they were your own. If you have any trouble with the blinds, please call the rental office. Upon vacating, be sure to leave them in place. You will be responsible for the cost of replacement if they are removed or damaged. Blinds must be kept clean to avoid a cleaning charge at move out.

## **WINDOWS**

Residents are responsible for window damage due to vandalism, weather conditions or your actions (normal wear & tear excepted). Broken windows will be repaired at cost and billed to the Resident. Keep your windows locked!

## **EXTERMINATION**

Your apartment will be professionally exterminated for pest and insects from time to time. Additional/special exterminating services are available upon request. If you are experiencing a particular problem, please call the office for advice.

## **TRASH**

**Do not leave trash in the breezeways, walkways, balconies or beside the trash receptacles.** Trash/recycling receptacles are located near the building and are emptied routinely. Recycling containers are “single stream” so you do not need to separate plastic, glass and paper, but please remember that pizza boxes are not to be recycled. **PLEASE NOTE: ANY TRASH OR TRASH BAGS LEFT OUT IN THE BREEZEWAYS, WALKWAYS, BALCONIES OR OUTSIDE THE TRASH/RECYLING CONTAINERS WILL RESULT IN A \$50.00 CHARGE TO YOUR APARTMENT.**

## **CONDUCT**

You are responsible for your conduct and that of your guests in the Premises and on the grounds to ensure that the peaceful enjoyment of Turner NW and adjoining properties by our residents and neighbors will not be disturbed.

## **WHAT TO DO IN CASE OF A FIRE**

### **If you wake in bed to smoke in the room or the sound of the fire alarm:**

- Roll out of bed.
- Stay low and crawl to the door. Smoke fills a room from the ceiling down.
- Test the door with the back of your hand.
- If the door is hot, use another exit (such as the window).
- If the door is cool, open it slowly and calmly get away from the building.
- Close the door behind you and take your keys but leave your apartment unlocked in case the fire department must enter the apartment to avoid any additional damage.
- Do not go back to your apartment. You may be seriously injured.
- **DIAL 911**

**If Your Clothes Catch Fire:**

- **STOP** - Do not run. It will fan the flames, making them bigger.
- **DROP** - To the Ground or floor immediately and cover your face with your hands.
- **ROLL** – Over back and forth to smother the flames.

**If a Grease Fire Starts in the Kitchen:**

REMEMBER that most cooking fire injuries occur when people try to fight fires themselves. The most common injuries are burns to the hands and lower arms.

**Only if the fire is manageable should you attempt the following:**

1. Turn off the heat source.
2. Cover the flames with a metal lid or cookie sheet until it has cooled.
3. If the fire is manageable, pour baking soda or salt on the fire to smother it.
4. Otherwise, spray the fire using a CLASS B dry chemical fire extinguisher
5. DO NOT try to extinguish the fire with water.
6. DO NOT try to move the pot or pan outside.

**If you are unable to extinguish the Grease Fire:**

- GET OUT OF THE APARTMENT.
- Close the door behind you and take your keys but leave your apartment unlocked in case the fire department must enter to avoid any additional damage.
- Do not go back to your apartment. You may be seriously injured.
- **DIAL 911**

**Emergency Phone Procedure**

- DIAL 911.
- Ask for the service you want:
  - FIRE
  - POLICE
  - REPORT GAS LEAK
  - AMBULANCE
- Give the address: “208 Turner Street NORTHWEST”
- Give your apartment number
- Give your name.
- Give the type of emergency.
- **Don't hang up until the emergency operator finishes talking to you!**
- Give your phone number.

### **Preventing Fires**

No Resident will be allowed to keep gasoline or other combustible materials in his/her apartment or on Landlord's property. No Resident will be permitted to do anything that would increase the possibility of a fire. Above all, you can prevent fires by taking these simple precautions:

- Make sure matches are completely distinguished before they are discarded.
- Keep matches out of reach of children
- DO NOT SMOKE in the apartment or at the property
- Never throw water on a grease fire occurring on the range. Have a box of baking soda ready to douse a grease fire.

## IMPORTANT TELEPHONE NUMBERS

<b>EMERGENCY: Fire, Police, Medical</b>	<b>911</b>
VT Campus Police Department	540-231-6411
Electrical “Emergency” (VT Electric)	540-231-6437
Gas Leak “Emergency”, call Atmos Energy	866-322-8667
After Hours “Emergency” Maintenance	540-250-9014
Regular Maintenance & Work Orders	540-418-4110
Apartments Rental Office, Landlord	540-418-4110
Blacksburg Police Dept (Non-Emergency)	540-961-1150
Montgomery Lewis Gale Hospital	540-951-1111
New River Medical Center	540-731-2000
Comcast / Xfinity Internet & Cable <a href="https://www.xfinity.com/local/va/blacksburg/1415-south-main-street.html">https://www.xfinity.com/local/va/blacksburg/1415-south-main-street.html</a>	800-934-6489
Blacksburg Transit	540-961-1185
United States Post Office	540-552-2751
Animal Control	540-382-5795

If you wish to receive text or email notifications of local events, emergencies, severe weather, and recreational opportunities, sign up for “CITIZENS’ ALERT - BLACKSBURG” at the following website:

[www.blacksburg.gov/departments/departments-a-k/community-relations/citizens-alert](http://www.blacksburg.gov/departments/departments-a-k/community-relations/citizens-alert)