



SUNSET PARK Apartments

**2806 BLOOMINGTON LANE
Muscatine, Iowa 52761
563-264-0667**

TENANT HANDBOOK Rules & Regulations



Thank you for choosing Sunset Park Apartments as your home! To better assist you with your move in process, you will need to provide us with the following:

- Security deposit of \$300 (2bdrm), \$350 (3bdrm), \$400 (4bdrm)
- First month rent- *if moving in any day after the first of the month rent will be pro-rated.*
- Pet deposit of \$300 (2bdrm), \$350 (3bdrm), \$400 (4bdrm) **if applicable.**
- Proof both Muscatine Power & Water and Alliant Energy is in your name by the date **of your lease signing.**
- Receipt of payment at Finance Department.

All monies required must be paid in full prior to moving into your apartment. Monies owed are to be paid in person at City Hall- Finance Department, 215 Sycamore Street, Muscatine, Iowa. You are unable to sign the lease agreement or receive keys until proof of payment has been made and proof that Muscatine Power and Water and Alliant Energy are in your name.

*Notice: We highly recommend that **every** resident consider purchasing renters insurance. Sunset Park's insurance will not cover the tenant's possessions in the event of theft, fire, flood, tornado, etc. Renters insurance is very reasonably priced. We also suggest that you ask the agent about replacement coverage with the renters insurance. This provides replacement value for stolen or damaged items, not just the depreciated value.*

Move-In Process

Please be aware of the following during the move-in process:

- Please be considerate of your neighbors during your move.
- Garbage or packing materials should not be left outside your door. Empty boxes must be broken down and put in dumpsters.
- Do not position any heavy items within three feet of the front of the heating/cooling unit. This is so maintenance can be performed as needed.

YOU ARE FINANCIALLY RESPONSIBLE FOR ANY DAMAGES INCURRED TO THE BUILDING OR PROPERTY DURING YOUR MOVE.

The following rules and regulations were developed in order to ensure your comfort and aid us in maintaining the standards of Sunset Park Apartments. The Rules and Regulations are a part of your lease agreement. These Rules and Regulations can change provided it is a reasonable change and all Tenants have been given a 30-day notice prior to the change.

Office Hours

The Housing Manager's office hours are as posted but subject to change. Please make all work order request during regular office hours. If an emergency should arise after hours, report it immediately by calling the posted emergency on-call phone number.

Leave Messages

It is extremely important to leave messages if you are unable to reach the manager. The manager may be off site or working with someone at the time of your call. Callbacks and work orders cannot be completed without providing the information below. Please speak loud and clear.

- Please leave your name, apartment number, call back number and a brief message and the manager will return your call as soon as possible.

Rent

All rent is due in advance on or before the 1st day of each month. Rent is late after the 6th day of the month. Rent paid on the 7th through the 10th calendar day of the month will be subject to a \$10 late rent charge each day. Rent that is paid in full, and postmarked by the 6th calendar day of the month, will not be subject to late rent charges. Dishonored checks, money orders, etc. are considered non-payment unless the tenant provides verification from the bank that it was bank error.

Rent is payable at City Hall- 215 Sycamore Street Muscatine, IA.

- **We encourage the use of direct withdrawal (ACH) directly from your bank account. Please visit the office if you would like to get that set up.**

Utilities

All utility services that are the responsibility of the tenant, must be kept on and in the tenants name throughout the entire lease period. Failure to keep utilities on and in the tenants name may result in termination of lease.

Mailbox and Door Keys

You will receive one of each key. Upon termination of the lease, all keys must be returned to the manager. If you lose a key during your residency, there will be a charge for replacement of each key.

If you lock yourself out of your apartment, staff will only unlock the door for residents on the lease for that unit and only after a photo ID has been provided.

- Please see the Maintenance Service Price list for the cost of a replacement key and lockout fee.

It is strongly encouraged that you request all packages to be delivered to your door and request signature. Sunset Park is not responsible for stolen packages.

Guests

Tenants are responsible for the actions of their guest when visiting the premises. Management reserves the right to trespass a guest's presence on the property if that guest does not meet the property's Tenant Selection Criteria, or for any other reason management determines affects the health, safety, or ability of tenants to enjoy the property. This determination shall be within the management's sole discretion. A list of trespassed individuals may be obtained from the Housing Manager upon request, it is also posted on the office bulletin board.

Unauthorized Guests

If a tenant permits anyone to be on the premises that is on the trespass list, it may lead to termination of tenancy.

Signs

Signs are not to be placed on entry doors, patio doors, or windows of the apartment at any time without the prior written consent of the Housing Manager.

Conduct

Tenants are responsible for their own, their family member's, and their guests behavior and any damage they may cause to the property. Person's needing supervision, or who are unable to care for themselves or think for themselves, unable to vacate the premises in case of an emergency, or unable to comprehend questionable or dangerous situations are, under no circumstances, to remain unattended on the premises at any time. Abusive or inappropriate towards any members of management, other residents, or guests is prohibited.

Heat

A thermostat located on your living room wall controls your heat. Most settings will read from left to right: HEAT OFF COOL for the specific functions. The AUTO/ON selection for the fan should always be set to the AUTO setting.

Air-Conditioning

Your air-conditioning operates in the same manner as the heat. It works best when the temperature is set to a reasonable level and left to operate. Turning the air on and off frequently wastes energy and impedes efficiency.

When gone during the day, closed curtains and mini-blinds will help protect your apartment from the sun's heat.

Cable and Internet

Is not included in your rent therefore, it is an extra expense if you choose to do so. Be mindful that if your utilities are shut off due to non-payment, it is a lease violation and can be subject to termination procedures.

Washer/Dryer

Sunset Park does not supply washer and dryers. Washer and dryer hookups are located in your kitchen area- Electric appliances only. If you have questions on how to install them, please call the office.

Carpets and Vinyl Flooring

Carpets should be vacuumed and vinyl flooring should be cleaned regularly.

Showers

The showers are made of fiberglass. To clean, you may use Soft Scrub, Lime Away or similar cleaning agent. Please do not use steel wool pads or scouring powders.

Drains

Tenants will be responsible for the cost of unclogging toilets and drains, unless stoppage is due to defective plumbing.

Garbage

Dumpsters are located throughout the property.

- Look on all sides of the dumpster to ensure there is room for your garbage.
- Do not pile it up on one side, the wind can catch it and blow it all over the property.

- Do not place your garbage outside of the dumpster.
- Do not dispose of furniture, TV's, tires, microwaves, or any other item with a plug in-cord.

If you have large items that need to be disposed of, please call the office and request a work order and arrange for disposal at an additional cost.

Fire Hazards

Because of the fire hazard, live Christmas trees are not allowed on the premises. No electrical cords can be run from the inside of the apartment to the outside. Due to the fire and safety hazards associated with their use, fireworks, though legal to possess and/or use in the state of Iowa, are expressly banned from use on the premises.

Extension Cords

Extension cords are not permitted on the premises. Surge protector strips can be used inside the apartment.

Smoke Alarms

Smoke alarms are provided in your apartment. If the smoke alarm is battery operated, a battery has been provided by management prior to your move-in. Tenants are prohibited from taking the smoke alarm off the ceiling, removing the battery, altering the smoke alarm in any way. If the smoke detector in your apartment does not test properly, is chirping, or becomes faulty in any way, tenant is required to notify management immediately.

Family Composition and Income Changes

Tenants are required to report all changes in writing within ten (10) business days.

Required Income Reporting: The lease agreement requires that increases of income totaling \$200 or more per month must be reported. The lease agreement also requires that any time an adult member of the household who has reported as unemployed on the most recent certification or recertification obtains employment, it must be reported. In order for income to be considered reported, it must be reported in writing and signing the necessary 3rd party verification forms. Management may also require you to provide documentation such as pay stubs, benefits letter, etc. Reporting requirements are as follows:

- New employment must be reported with 10 business days of the start date. An increase in existing income totaling \$200 or more per

month must be reported within 10 business days from the day the increase takes effect.

- Government – sourced income (Social Security, SSI, Unemployment, etc.) must be reported within 10 business days of the initial letter providing your notification of income beginning or increasing.

For other types of income sources, new income, or income increases of \$200 or more must be reported with 10 business days of initial payment. (This excludes one time payments.)

Pet Policy

Please see the Pet Policy that is attached. You must provide all required documents to the Sunset Park Manager for approval prior to paying your pet deposit.

Vehicles

Vehicle are not to be washed, repaired, or serviced in any area of the property. Tenants with a valid driver's license, who drive on a weekly basis, shall be allowed to park a maximum of one vehicle per licensed driver in the Sunset Park parking lots. A vehicle is defined as a standard passenger automobile, truck or van with up to a ¾ ton load capacity. If vehicles are inoperable, they may be subject to towing at the owner's expense.

- Vehicles must be registered, licensed, and insured.
- At annual re-exam vehicle owners must provide a copy of current insurance, registration, and current Iowa Driver's License to the Sunset Park Manager.

Vehicles parked without Sunset Park parking stickers or current registration are subject to be ticketed and towed at owner's expense.

Smoking Policy

No Smoking- Smoking is NOT permitted in your apartment, building or non-designated smoking areas. The designated smoking areas are located throughout the property with signage and outdoor ashtrays.

Effective February 1, 2019, tenants, guests, or any person under a tenant's control, shall not engage in the use of tobacco products; including cigarettes, cigars, pipes, water pipes (also known as hookahs), and electronic nicotine delivery systems, such as e-cigarettes, vaporizers, etc.,

in an apartment, common spaces, or elsewhere on the property other than designated smoking areas.

Intoxicating Beverages/Controlled Substance

Abuse of alcohol and/or controlled substances is not permitted. The consumption of alcohol should not cause intrusion on neighbors' right to peaceful enjoyment of the building. Management has the right to terminate the rental agreement of any tenant that indulges in excess or permits any person to indulge in excess in intoxicating beverages upon the premises. Any and all alcoholic beverages can only be consumed in the unit.

Absence

The tenant must promptly (within 10 business days) notify the Sunset Park Manager if all members of the family will be absent from the unit for an extended period.

Guns

No guns or ammunition are allowed, except squirt guns. This includes real guns, air guns, paintball guns, BB guns, tasers, etc. Tenants are responsible for any household members or guests//visitors that are found to have any sort of prohibited gun as described above. Any guns, real or fake, inside the unit or on the premises, will be cause for eviction.

Outdoor Barbecuing

Each household is limited to one (1) barbecue grill or smoker. Either gas or charcoal is acceptable. The grill or smoker must be stored on your back patio when not in use. Using a grill or smoker must be done a minimum of 10 feet from the building. An adult must attend grill or smoker at all times when in use and until coals are cooled. For safety reasons, lighter fluid and charcoal briquettes should be stored separately and should not be left outside.

Each household is limited to one (1) barbecue grill. When in use, it must be a minimum of 10 feet from the building. An adult must attend the grill at all times when in use.

Outside Grounds

Tenants shall have the right to maintain outdoor furniture, a grill, bicycles, and plants or flowers only, provided however, the owner reserves the right to remove or require removal of any furniture, grill, bicycle, or planting which, in its sole judgment, are unsightly, unsafe, or detrimental to the apartment community. Tenant agrees to maintain the apartment and patio areas adjoining the apartment in a clean and orderly manner and the resident shall not make any permanent physical changes on the patio areas without written permission from the owner.

- Items can be placed in the grass while in use, but must be stored properly on the patio or storage shed when not in use.
- Tenants are asked to move all outdoor items to the patio during mowing.

Playground

The playground is open for use during daylight hours only. All participants should conduct themselves in a courteous and safe manner. Management reserves the right to remove any participant from the playground for violation of any rules or engaging in illegal, disruptive, destructive, or inappropriate behavior.

Basketball Courts

The basketball courts are open for use during daylight hours only. All participants should conduct themselves in a courteous and safe manner. Management reserves the right to remove any participant from the playground for violation of any rules or engaging in illegal, disruptive, destructive, or inappropriate behavior. Throwing a basketball or any object at the side of any building or vehicle is prohibited.

Grounds

Tenants will be responsible for damage done to sod, trees, shrubs, flowers, mailboxes, entrance doors, and play equipment by their household or guests.

Items Not Allowed

We do not allow tents, door screens, fire pits, fences, or outdoor playing equipment, including, but not limited to, swimming pools, bounce houses, etc.

Maintenance Procedures

If you have a maintenance issue please call the office at 563-264-0667. If you call and nobody answers, please leave your name, apartment number, and a detailed message. Messages are checked often throughout the day. Or you may write out the work order request and drop it in the black mailbox located by the office door. Maintenance will address the issue promptly. You only need to complete one of the options to report a maintenance issue.

Emergency Maintenance Situations

Please contact the Sunset Park Office (264-0667) if it occurs during office business hours. If it is an after-hours emergency, please call the maintenance on call phone at 563-260-1229.

The following list is provided to give some guidelines as to what constitutes an emergency; it is not meant to be a comprehensive list.

List of Maintenance Emergencies

- No heat/electricity
- No water/hot water
- Overflowing toilets
- Fire
- Flooding
- Water leaks
- Roof Leaks
- Refrigerator not working
- Broken out window

Tenant Obligations

Please refer to your Lease for a complete list of all tenant obligations. The following are obligations of which you should take special note:

- Tenants are not allowed to sublease the apartment.
- Tenants are not allowed to have anyone move in to the apartment without following proper protocol of adding a person to the lease.
- Tenants are allowed overnight guests for no longer than 14 consecutive days or 30 cumulative days within a calendar year.
- Tenant will keep the dwelling unit in a clean and safe condition.
- Refrain from, and to cause household and guests to refrain from destroying, defacing, damaging, or removing any part of the dwelling unit, project building, facilities, or common areas.
- To pay reasonable charges for the repair of damages to the dwelling unit, project building, facilities, or common areas caused by the tenant, household members, or guests.

- To not disturb other residents' peaceful enjoyment of their accommodations.
- To ensure that tenant, household member, or guest is not engaged in criminal activity that threatens the health, safety, or right to peaceful enjoyment of the others in the project building.
- To ensure that tenant, household member, or guest is not engaged in any drug-related criminal activity on or near the premises.
- Tenant, household member, or guest is not to display, use or posses any firearms (operable or inoperable) or other offensive weapons as defined by the laws and courts of the United States and the State of Iowa anywhere on the property.
- Tenant is to take reasonable precautions to prevent fires and to refrain from sorting or storing flammable materials within the premises.
- Tenant, household member, or guest are not allowed to have fire pits or swimming pools.
- Tenant, household member, or guest will not discharge fireworks on the premises.
- Tenant, household member, or guest will not modify or damage the grounds of the premises. This includes but is not limited to driving on grass areas, yard work outside of your assigned area etc... Tenant will be responsible for any damages or charges that occur due to modification.
- Tenant shall notify management promptly of any known need of repairs to the dwelling unit.
- Take note of the Housekeeping Standards in Section XVI, pages 10 & 11 of your lease.
- Tenant, household members, or guest will not modify the apartment this includes but is not limited to painting, built-in shelving etc... Tenant will be responsible for any damages or charges that occur due to modification.
- Tenant shall not have appliances on the exterior of their unit such as refrigerators/deep freezers.

Move Out Procedures

If you intend to move out of your apartment, you must give a 30-day written notice; this should be received prior to the first day of the month. This notice should include your name, apartment number, and the date you plan to vacate your apartment. The manager has a 30-day move out notice form for your

convenience. If the tenant vacates unit prior to the last day of the rental month the tenant is still responsible for utilities for the entire month. Example: If you vacate the unit on the 19th of the month and return the keys to the Manager, the tenant is still liable for utilities and rent for the remainder (30th or 31st) of the rental month.

We ask that you complete the following when preparing your apartment for the move out inspection. Should Maintenance staff have to perform any of the items, you will be charged the actual cost per hour for staff time and/or, if applicable, any services required from outside contractors. The amount will be taken from your security deposit. You will be invoiced for any costs beyond the security and/or pet deposit(s).

Move Out List

- Clean appliances
- Clean window interiors
- Clean walls and ceilings (smokers may be charged for repainting)
- Clean carpets (vacuum and steam clean)
- Clean and wax vinyl floors
- Remove furniture, household, and personal goods
- Clean out and wipe down cupboards and closets
- Clean kitchen and bathroom fixtures
- Remove all garbage
- Remove vehicle
- Remove pet
- Remove nails and other wall hangers (do not fill holes)

Please return all keys to the Sunset Park Manager, along with your forwarding address. Rent may be charged for each day until the keys are returned. If we do not have a forwarding address on file, it may delay the return of your security settlement.

Severe Weather

Bad Weather Sirens: This siren consists of a steady 3-minute tone. This siren is activated when there is a threat of severe weather, when winds are at least 70 miles per hour, when hail is reported at golf ball size or larger, or when a tornado is reported.

The recommended shelter area during severe weather is your bathroom in your apartment.

Fire Safety

IN CASE OF FIRE - EXTREME MEDICAL EMERGENCY CALL 911

Family Self Sufficiency Program

FSS Program is for the Head of Household as well as any adult over 18 that would like to work toward their goals to become self-sufficient. This could include educational needs and homeownership. FSS Program has an escrow where participant will be able to save money and once they have successfully completed their individual goal plan can receive a monetary payout. Program is not mandatory but is a great way to assure that at some point you can say, we need to move because we can buy a house, or we make too much money to stay here. That can be the ultimate goal for everyone. Please talk to SSP Manager about how we can work together.

TENANT NOTES: