

Welcome to Medical View Properties

A Guide to Your Community Policies and Procedures

Office Number: (859) 252-5858
Fax Line: (859) 252-5858

10+ Years of Dedicated Service to UK Students

TABLE OF CONTENTS

How to Reach Us.....	4
Maintenance Policies and Procedures.....	4
After Hours Emergencies.....	4
Resident Responsibilities	
Water Heater Alarms.....	5, 12
Breaker Boxes.....	5
Water Shut-off.....	5
Trash Disposal.....	5
Community Appearance.....	5
Keys and Locks.....	6
Holidays and Vacations.....	6
Heating and Air.....	6
Cold Weather Suggestions.....	6
Rental, Move In and Move Out Information	
Payment of Rent.....	7
Moving In.....	7
Alterations and Additions.....	7
Furnishings.....	7
Pest Control.....	8
Resident Insurance.....	8
Occupancy.....	8
Security Deposit Refund.....	8
Notice of Intent to Vacate.....	8
Move Out.....	9
Facility and Appliance Information	
Laundry Facilities.....	9
Fire Prevention.....	9
Conservation of Utilities.....	9
Cable TV Services.....	10
Telephone Services.....	10
Operation of Appliances	
Circuit Breakers.....	10
Range.....	10
Refrigerator/Freezer.....	10
Fiberglass Tub.....	11
Caulked Areas.....	11
Pet Statement.....	11
Air Conditioning and Heating	
Cooling.....	11
Heating.....	11
Plumbing	
Water Supply.....	12
Water Heater Alarms.....	5, 12
Commodes.....	12

TABLE OF CONTENTS (CONTINUED)

Parking and Vehicle Information

Automobiles.....	12
Parking.....	12
Towing.....	13
Automobile Repair and Maintenance.....	13
Motorcycles.....	13

HOW TO REACH US

We do not have regular office hours, but we are reachable throughout the day via email. All maintenance requests and questions will be answered the same day they are received.

We appreciate being contacted through email since we try to check it hourly. It also allows us to keep both parties informed efficiently.

Our email is cravensproperties@insightbb.com

MAINTENANCE POLICIES AND PROCEDURES

We strive to complete each maintenance request within 24 hours on normal business days. In the event a part must be ordered or an outside contractor called, service may take longer. Your patience and understanding are greatly appreciated.

AFTER HOURS EMERGENCY MAINTENANCE PROCEDURES

Our office provides after hour emergency service for certain situations only. Details of maintenance situations we provide this service for are listed below. For any other maintenance situation that occurs after office hours or on a holiday that is not considered an emergency (as defined below) there will be a \$25 service charge billed to you. This will be charged to you if you choose to call one of our technicians, regardless of whether they provide service or not.

Please be sure you call is a maintenance emergency. **Qualifying emergencies include:**

- NO HEAT
- NO HOT WATER (for a period of 3 hours or more)
- NO ELECTRICITY THROUGHOUT ENTIRE APARTMENT (please check your breaker box first and try to remedy problem there. Instructions are included in this packet)
- BURST PIPES

CALLS TO OUR PERSONNEL OUTSIDE THE OFFICE NUMBER FOR NON-QUALIFIED EMERGENCIES WILL RESULT IN A \$25 SERVICE FEE.

If your emergency is not one of the situations listed above, please call on the next business day to request regular maintenance. Please keep in mind the \$25 charge for false emergency calls. Emergency maintenance caused by a resident's neglect or failure to report a maintenance situation during normal office hours may be charged for the maintenance technician's time and materials.

For all maintenance situations, 24 hours a day, please call (859) 252-5858. If your call is an emergency, call the pager number on the answering machine. When the message ends, enter your phone number followed by the # sign.

ROOM MATE ISSUES ARE NOT EMERGENCIES. Please sort such issues out amongst yourselves. The Management is not here to get involved in personal issues. We appreciate your cooperation.

YOUR RESPONSIBILITIES AS A RESIDENT

As a resident of our facilities, you are responsible for several things. Please make yourselves aware of this upon moving in.

WATER HEATER ALARMS: All units containing individual water heaters are also equipped with a water heater alarm. This is a small white box at the base of your water heater that will beep loudly if there is a leak and water is building up around the base of your water heater. This can cause serious damage to units, so if your alarm is going off, please call the office so that the proper steps towards remedying the situation can be taken.

BREAKER BOXES: Each apartment has its own breaker box. Should you trip a circuit breaker or experience a power outage, please check here first. If you can remedy the problem yourself, please do. Otherwise, contact the office. To determine whether you have tripped a breaker or not, look inside the breaker box. If a breaker has been thrown, a red dot will be showing. To fix the problem, flip the breaker to eliminate the red dot and restore power. The box is located either in a bedroom or in the hallway of your apartment home.

WATER SHUT-OFF: In each unit, there is a main shut-off for the unit's water supply. In the event of an emergency, you may be asked to turn off the water supply. It is therefore important that you are aware of where in the unit your shut-off valve is located. Please make yourself and any room mates aware of its location.

TRASH DISPOSAL: There are trash containers located on the property for your convenience. If the one is full, please use another. All trash must be placed inside the containers, not on top or around it. It is your responsibility to dispose of all cartons, packing materials and trash in a container, as fire regulations prohibit the storage of these items on porches, balconies or in hallways at any time. All boxes must be flattened before being disposed of. If Management personnel is forced to pick up any trash you have stored on your porch, balcony or in your hallway, you may be assessed a minimum fine of \$25. The containers are emptied regularly, and with your help, we can keep our Community a clean home for everyone.

COMMUNITY APPEARANCE: We are proud of our community, and we want and need your pride in it as well. This is your home and your grounds, so please treat it as such. Please sweep and maintain your own patios, balconies and entrances, keeping them clean at all times. Patios and balconies may have outdoor furniture and potted plants only. Storage of other items, such as brooms, mops, rugs, towels, clothing, toys, strollers, etc., is strictly prohibited. Fire regulations prohibit the blocking and storage of items in stairwells and entries. No personal belongings may be kept in common areas of the property at any time. All items left unattended in these areas may be confiscated by the Management.

KEYS AND LOCKS: We supply a maximum of one door key and one mailbox key. All additional copies needed must be supplied at the residents' expense. All keys must be returned to management upon vacating the apartment home. Residents are not permitted to alter or change any lock on any door without prior written consent from management. Please be sure to keep your door key with you at all times. As per your Lease Agreement, you will be charged a service fee of \$25, due at time of service.

HOLIDAYS AND VACATIONS: It is advisable to notify the Post Office and newspaper carriers when you plan to be away from your home for an extended period of time. The Post Office can hold your mail until your return. A growing pile of newspapers can signal to others that you are away. If the rental payment due date arrives during your holiday, be sure to make appropriate arrangements so that your rent is paid on time. Please be reminded that rent must reach our office by the due date, not only be postmarked or dated by the due date.

Be sure to thoroughly check your apartment before you leave. Doors and windows should be closed and locked. All electrical appliances should be unplugged or turned off. You may want to switch off the circuit breaker to your hot water heater to conserve energy. ***Be sure to review the section on freezing temperatures if you will be away during the winter months. ***

Also we require you to notify Management if you will be away for an extended period of time, in the event of an emergency or other situations. Finally, enjoy your vacation/holiday and be sure to come back to us!

SHOWER CURTAIN: Any water damaged sustained by the unit due to improper use of a shower curtain is the responsibility of the resident. Please purchase a clear plastic shower liner to put inside the shower curtain and keep its bottom edge inside the bath tub. This prevents water from spilling over onto the floor and causing water damage. These need to be cleaned and/or replaced periodically to prevent mold. Any damage or mold growth caused by improper use of shower liner or lack of liner falls under the responsibility of the resident.

HEATING AND AIR: If you are living in one bedroom unit, your air conditioner and heating unit are separate. The wall mounted thermostat controls the heating unit while the controls built into the air conditioning unit control the air. If you are living in a two or three bedroom unit, the heating and air conditioning are central and are both controlled by the thermostat.

COLD WEATHER SUGGESTIONS: During extreme weather situations, the chances of frozen pipes can be lessened by opening cabinet doors around all pipes, leaving the heat set on at least 65° and leaving a slow drip from the faucet (you should turn on both sides of the faucet, hot and cold). If your pipes should freeze, call the office or maintenance emergency number immediately.

RENTAL, MOVE IN AND MOVE OUT INFORMATION

PAYMENT OF RENT: As stated in your lease, rent is due on the first day of each month and shall be considered delinquent if not paid accordingly. We reserve the right to refuse late rent altogether, so please be prompt. Cash payments will not be accepted. Be sure your building and apartment number is on your check or money order. Any check returned by the bank to our office will be considered delinquent; therefore you are responsible for any late charges and service charges per your lease. If two checks are returned, you will be required to pay all future rent by money order or cashiers check. If for any reason you should pay your rent after the 10th of the month, we shall only accept money orders or cashiers check.

MOVING IN: As we all know, moving into a new apartment home can be a lot of hard work. Here are a few simple steps to follow that will help you.

1. Be sure that you read and understand your Lease Agreement. Do not hesitate to ask questions. If extra provisions are required, it will be necessary for them to be in writing.
2. It is best to set up an appointment to review and sign your Lease Agreement. This will need to be done during Management hours. All residents must attend and all signatures must be obtained before keys may be issued. Rent due must be paid before receiving keys.
3. Be sure that a move in checklist describing the condition of your apartment is completed. This "before and after" type of checklist can save unnecessary misunderstandings in the future.
4. Contact the utility companies prior to moving in, allowing enough time for the services to be turned on. It is normally not possible to do this during weekends or holidays, so please plan accordingly.
5. Keep copies of your Lease Package in a safe place for future reference.
- 6. Moving hours are from 8AM to 10 PM only.**

ALTERATIONS AND ADDITIONS: When hanging pictures, please use standard picture hangers or small nails. Do not install any item with an adhesive backing. All window coverings must have white backings. Do not block windows with cardboard, tin foil or bed sheets. Displaying of signs, advertisements or any other exhibitions is prohibited. No awnings, antennas or other projections may be attached to the exterior of the buildings. No interior alterations, painting or redecorating of permanent nature may be done without prior permission of Management. Resident(s) may not install or use any additional major appliances. Resident(s) shall not alter lock, peephole or other attachments on any door without prior written consent of Management.

FURNISHINGS: Even though everyone wants to save money, please do not pick up furniture off the side of the street as it may have rodents, bed bugs or other pests which are a very serious problem. If you do have a problem with pests, please let us know immediately.

PEST CONTROL: Please contact the office immediately if you have a specific problem. The office will schedule a professional pest control service to treat your apartment. You may not call your own pest control service and expect Management to pay for these services. All work requests must be channeled through the office. We do ask you cooperation in not leaving any food open or dirty dishes lying around to attract bugs. Soft drink bottles and cans should be rinsed after use as they will also attract pests. Garbage and waste should never be left in the apartment. If you are experiencing a pest problem and your apartment is found to be unclean and unsanitary, this could lead to eviction and if we have to call an exterminator, you will be responsible for the expenses. Cleanliness does as much to prevent pest problems as any amount of spraying we could do.

RESIDENT INSURANCE: Resident(s) will be responsible for insuring their own personal injury and property for loss of damage. The owner's coverage has no responsibility for damage to you, your guests or your personal effects. A detailed list of valuable and appliances with descriptions, serial numbers, etc., should be kept in a safe place. We strongly recommend that you obtain insurance to protect your belongings and provide liability insurance.

OCCUPANCY: Only those residents named on your Lease Agreement are permitted to occupy your apartment. In addition, parking permits and keys will only be given to those on the lease. Parents and/or friends may not receive a key to your apartment home from our office without prior written notification from you. Written notification must include your name and address, a detailed physical description of the person you intend to receive a key, their name and social security number and your signature. Any person receiving a key through the office must also provide Management with a valid photo ID.

SECURITY DEPOSIT REFUND: After moving out, you will probably be anxious to receive your security deposit refund. Please refer to your Lease Agreement to discern the terms upon which your security deposit will be released. After you turn in all keys and parking permits, Management will inspect your apartment and assess any fees for cleaning, damage, replacement and/or repair. You should receive a statement and refund, if applicable, regarding your security deposit account about 30 days after you move out. Security deposit refunds cannot be picked up at the office. Contrary to popular belief, we do want to refund your full security deposit. So please check with Management prior to move out to find out what you need to do and what we expect in order to give you a full refund.

NOTICE OF INTENT TO VACATE: Please remember that a thirty day written notice must be given before you move out of your apartment, regardless of whether or not your lease is expiring. The written notice must have a definite move out date and signatures of all persons on the lease. Do not forget to check with Management on procedures and provisions of giving a notice of intent to vacate. There may be penalties assessed if you do not give adequate notice or are breaking your lease.

MOVE OUT: To avoid being charged additional rent or miscellaneous charges after you move out, please check with the office to find out all procedures that you will need to go through before turning in keys. Knowing exactly what is expected of you may save you time, frustration and money upon moving out.

FACILITY AND APPLIANCE INFORMATION

This section contains some basic information concerning the facilities and the appliances in each unit. Your particular apartment may not be equipped with all the appliances discussed but please make yourself familiar with the sections that are relevant to you and your apartment.

LAUNDRY FACILITIES: Laundry is coin-operated and on-site in two locations:
135 Transcript Avenue
178 Leader Avenue

These facilities are for residents only. Management is not responsible for any loss, damage or accidents. If a machine is not functioning properly, notify the toll-free number posted in each laundry room for service and identify the machine and the company who owns the machines will schedule service and/or provide proper refunds due.

Do not put plastic or rubber items in the dryers. Do not overload a machine, as it will cause malfunction. Please dispose of trash in the proper receptacles. The facility is for your convenience, so please treat it with respect and care.

FIRE PREVENTION: This is one of the major concerns of the Management. We strongly urge you to make a regular inspection of your apartment home for fire hazards, such as stored volatile liquids, overloaded wall outlets, etc. Per your Lease Agreement, you should check the smoke detector(s) in your apartment home on a monthly basis, and report any malfunction to the Management. Do not disconnect your smoke alarms. If you are cooking something smoky, try to solve the problem by opening windows and doors to allow air to flow through your apartment home.

The Fire Department telephone number should be close to your phone at all times. Report any fires to the Fire Department or 911 immediately, then contact Management.

CONSERVATION OF UTILITIES: Conservation of electricity, gas and water has become a serious national concern and should always be a concern to you as a resident. Although some properties include these services with rent, the service costs for these utilities have been growing rapidly in recent years and are a major cause of increasing rents. The following conservation practices are strongly recommended:

1. Turn off all lights and appliances when you are not home or when they are not in use.
2. Turn faucets off so that they do not drip. Report leaking faucets and pipes to Management promptly.
3. Keep air conditioning and heating registers clean or obstacles so air circulates freely.

CABLE TV SERVICES: Cable TB wiring is installed in each apartment to provide our residents with the opportunity to obtain clear and vibrant television reception. Additional cable outlets may be installed by Insight Cable of Lexington at the resident's expense. You must first receive written permission signed by Management to allow Insight to install another outlet. Management does reserve the right to refuse Insight the right to install additional cable outlets.

TELEPHONE SERVICE: Telephone service is handled through Windstream. Each apartment has at least one telephone jack. The request for additional telephone jacks may be approved by Management, but is at the resident's expense. Apartments may vary in the number of telephone jacks that are currently installed. The maintenance of the inside wiring of telephone jacks is also at the resident's expense. It is suggested that you obtain the "inside wiring maintenance" option provided by Windstream. Windstream suggests calling at least one week prior to move in to insure telephone service. Their contact information is listed on their website.

OPERATION OF APPLIANCES

In case your appliance does not operate, first check to see that the electrical cord is firmly plugged into a wall outlet, then check the circuit breaker to see if it has been tripped. If these appear to be in working order, please call the office. Any failures or malfunctions in appliances should be reported to the office.

CIRCUIT BREAKERS: Should you overload a circuit in your apartment home, breakers can be found in the bedrooms or hallways inside the breaker box. If a circuit has been overloaded, a red dot will show. Flip the breaker to eliminate the red dot.

RANGE: Your range should be turned off when not in use and cleaned regularly. Top burner pans are maintained best by wiping them with a cleaning agent after each use. When they are spotted with burned grease or food, a scouring pad may be used to remove burned on residue.

Ovens should be cleaned often to eliminate burned on food. You should use a good oven cleaner and follow their directions. Never use any sharp instruments to clean your oven. If aluminum foil is used on the floor of your oven under a baking unit, be sure foil does not touch the heating element or receptacle and cause a fusion of foil and the oven. Vent filters should be removed on a monthly basis and cleaned in hot, soapy water.

Clean the range hood with cleaning agents to keep it free of grease or soil.

REFRIGERATOR/FREEZER: Defrosting your freezer is essential for efficient operation. The chore of defrosting can be made easier by removing all items from the unit and placing a pan of warm water inside the unit after turning the control knob to "off." Never use scrapers, ice picks or knives to remove frost. This can cause serious and permanent damage to the entire refrigerator, which will be charged to you. Frequent defrosting saves electricity. The outside of the refrigerator can be kept clean by the use of cleaning agents used regularly. The inside can be kept fresh by using baking soap and water after defrosting.

FIBERGLASS BATH TUBS: A soft cloth and mild detergent should be used at least weekly to clean the bathtub. Please do not use scouring pads or abrasive cleaners when cleaning your tub.

CAULKED AREAS: If the caulked areas around your bath tub, sinks and/or tiles are badly cracked, broken or chipped. Please call the office to schedule service. Water seepage can cause severe damaged to your apartment and your neighbors.

PET STATEMENT: We do not allow pets to be kept in our buildings. Fish are conditionally acceptable, provided the tank stays clean and does not leak, causing damage to units.

AIR CONDITIONING AND HEATING

Your apartment home is controlled by an individual central thermostat. To assure comfort and conserve energy, the thermostat should be set at one temperature and left there. Do not fluctuate the temperature setting unnecessarily.

COOLING: Set the selector switch to "COOL" and set the fan switch to "AUTO." Setting the controls between 74° and 78° will provide maximum cooling. Air conditioning can only function efficiently when all doors and windows are closed. Also, drapes and/or blinds should be closed during the heat of the day. Air conditioner filters can and must be kept clean for maximum performance from your air conditioner. We will replace filters as required. Return air grills must be kept free of furniture, boxes, clothing, etc. It will interfere with the delievery of air to your air conditioning unit. This will impact air circulation and cause higher electric bills and permanent damage to the air conditioner, which may result in a charge to you for repair or replacement. If your air conditioner is not blowing cool/cold air, please check your operation and temperature settings before calling in a maintenance request. Calling in for a service request on something that is due to you overlooking any of the above items may result in cost to you for the repairman's trip and work.

HEATING: Set the selector switch to "HEAT" and set fan switch to "AUTO." Setting the control between 68° and 74° will provide maximum heating. In winter months, we suggest you open drapes/blinds to allow the sun to reduce the power load. Your central thermostat cannot be switched from "COOL" directly to "HEAT" (or from "HEAT" to "COOL"). This will cause damage to your unit and will result in a charge to you for repairs and/or replacement.

***Please note that your unit will take some time to completely adjust the temperature in your apartment home. The bigger the temperature change you desire, the longer it will take to fully adjust your apartment home's temperature. Have patience with the system: you may be uncomfortable for a bit longer, but give it time and your heating and air conditioning units will get the job done. ***

PLUMBING

WATER SUPPLY: If you have an individual hot water heater and the water has not been in use very often during the day and you experience a problem, call the office or maintenance emergency number (after hours) immediately. If you have a central water heater for the entire building, you may need to wait a maximum of three hours, in an extreme situation. If, after waiting, there is still no hot water, call the office or maintenance emergency number (after hours) immediately.

If there are any pipes or faucets leaking or a toilet tank running continually, please report it to the Management and we will have it repaired at no cost to you. However, if the damage was caused by you or by fault or by failure to report the maintenance, you will be billed for the repair.

WATER HEATER ALARMS: All units containing individual water heaters are also equipped with a water heater alarm. This is a small white box at the base of your water heater that will beep loudly if there is a leak and water is building up around the base of your water heater. This can cause serious damage to units, so if your alarm is going off, please call the office so that the proper steps towards remedying the situation can be taken.

COMMODOES: The sewer system is adequate to handle all normal drainage. A lot of commonly used household items are non-flushable and result in frequent damage when they are flushed. You should not flush paper towels, facial tissue, disposable diapers, sanitary items, feminine supplies or Q-tips. It is best not to store items on top of the commode tank. Care should be taken to avoid dropping foreign objects (i.e. deodorant cans, combs, nail files, etc.) into the commode. If your commode should overflow, immediately lift the cover off the tank and reach inside to push the flapper valve firmly into the hole in the bottom of the tank. Water supply to the tank should be turned off. This can be achieved by turning the handle located under the tank. You should then contact the office immediately. Stoppage repairs caused by you will be charged to you.

PARKING AND VEHICLE INFORMATION

AUTOMOBILES: All automobiles must be registered with the office. As stated on your Lease Agreement, parking is for RESIDENTS ONLY and is handled on a "first come, first serve" basis. All vehicles must be currently registered, licensed and be in good, operable condition or the vehicle will be towed at the owner's expense, without liability to Management.

PARKING: Parking lots are for RESIDENTS ONLY. Guests must park on the street, no matter what the situation may be. It is suggested that you park in a manner that allows other cars easy access in and out of the lot. Please park only in designated areas. A parking space is marked by two lines. If you are parking in a space that does not have a marked line on each side of your car, you are at risk of being towed. Parking lots are color coded and you may only park in the lot assigned for your building. If that lot is full, where to park is at your discretion. Please remember to keep your parking permit in the designated place at all times; any car parked in our lot must have a visible and current parking permit or the vehicle will be towed.

TOWING: All towing is handled through Bluegrass Towing. They are located at 1001 Manchester Street. Their phone number is (859)233-9711. If you think you have been towed, please do not call Management; Bluegrass Towing has full authority to tow without notification.

AUTOMOBILE REPAIR AND MAINTENANCE: Vehicle repair and/or maintenance is strictly prohibited. Please remember that the parking lot is not a garage and should not be used as one. If you need to have repairs done or change your oil or any other maintenance, please take your vehicle off the property. The same applies for those residents installing stereo systems or accessories to their vehicle.

MOTORCYCLES: All motorcycles must be registered with the office and parked only in designated areas. You may only park these types of vehicles in the same space as your car. It is suggested that you park them in front of your vehicle. Any motorcycle parked in a place contrary to this or on a sidewalk will be towed at once.

