



Resident Handbook and Community Policies

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Welcome to Your New Community!

Your Management Team

There is a lot to be said for apartment living. Nothing else comes close to the convenience and lifestyle. Our management team and maintenance team members are here to serve you. If you have a service request or need information please do not hesitate to call our office at 605.341.2435 between the hours of 8 am and 5 pm. If there is a maintenance emergency before or after our office hours, please call our Emergency Maintenance line at 605.430.7933.

Your Community

Common Areas

We work hard every day to make your community a pleasant place to live. You can help by keeping your balcony, patio and entryway to your apartment free and clear of clutter and debris.

Please ensure all garbage is taken to the garbage bins provided right away. Garbage left in the hallways and entryways to your apartment not only look unsightly but cause unnecessary spotting and wear and tear to the hallways. When our maintenance staff sees garbage in the halls and entryways to apartments they will carry it down and will report to the office the apartment number it was collected from. This will result in a lease violation as well as a \$25.00 charge per time. The third offense may result in eviction.

Please help us keep this community great by promptly removing garbage and placing it in the provided bins!

Community Considerations

We have a quiet period, which is necessary in apartment living for the peaceful living of all of our tenants. The quiet time is 10:00 p.m. to 6:00 a.m., seven days a week.

It is important to be considerate of your neighbors when living in an apartment. One of the easiest ways you can avoid disturbing your neighbors and to help the community is to avoid playing your televisions, computers and stereo equipment at a loud volume.

Children running in the hallways are also a disturbance, especially to those of your neighbors that work odd shifts, such as overnights. Children are not to play in the hallways at any time.

Crime Free

Your community is a crime free property. We work very closely with the police and sheriff's department to ensure the safety and protection of our residents.

The Crime Free Addendum signed with your lease is binding. We have a zero tolerance policy for criminal activity in your apartment and on the community grounds. You are responsible for the actions of your guests and all persons in your apartment.

Failure to comply with the Crime Free Addendum will result in eviction.

Policies

Smoking

Please refrain from smoking in the hallways, entry ways and other common areas for the health and safety of your neighbors.

Please ensure all cigarette butts are placed in a fire proof container when smoking on your patio or balcony. All buildings are equipped with cigarette containers. Do not throw your cigarettes over the balcony or on the property.

An excess amount of cigarette butts on or around your patio/balcony and/or the witnessing of throwing of cigarette butts will result in a lease violation and a \$50.00 charge per time. The third offense may result in eviction.

Parking Lot and Parking Spaces

Rental units do not have designated parking spaces for each apartment. Rather it is on a first come basis.

To better accommodate our residents, we have implemented rules concerning parking. All vehicles must be registered with the office. If you get a new vehicle, please let the office know right away.

Parking for recreational vehicles, boats and ATVs is not allowed on the property at any time. You may, if available, lease a garage space to store these types of vehicles.

The Parking for Future Tenants spaces that are designated in front of the office are not for tenant use.

There are designated handicap parking spaces at each building at Southern Cross, although limited. If you do not have the proper licensing or tags for the handicap parking please refrain from parking in these spaces as there are handicapped individuals that need to utilize these spaces. Violation of this could result in your vehicle being

towed at your expense and/or ticketing from the Rapid City Police Department.

The center of the parking lot is designated as a Fire Thru Lane and is designated as such. Parking is not allowed in any portion of the red lines that are marked in this area.

The speed limit in the parking lot is 5 mph at all times.

All vehicles must be licensed and in working condition, including all tires inflated. Cars that do not run will be cited. Once the citation expires they will be removed from our lot by a tow company at your expense.

The parking lot may not be used to change oil, wash your vehicle or for any other purpose other than parking at any time.

Laundry Facilities

There are coin-operated laundry facilities located on each floor of each building in Southern Cross. To ensure they are in working order when you need them, please treat them kindly. If any of the equipment is not working properly, please contact the office immediately so that we can fix it in a timely manner.

Do not put any plastic materials or combustible materials in either the washers or dryers. Always clean the lint trap screen before every use and refrain from overloading the washer and dryer.

Any laundry that contains oil, tar, grease or coal must not be laundered in any of the laundry facilities.

We are not responsible for lost, stolen or damage items.

Trash Removal

Trash dumpsters are conveniently located around the community. If a dumpster is full, please use another. Place all trash in the dumpsters, not on top or around them.

Anything other than household trash is not allowed, including furniture, mattress etc.

Again, do not store trash on your porch, balcony or entryway.

Employee Requests

Our management team is here to make your apartment living an enjoyable experience. However, staff members are prohibited from performing errands or personal business on your behalf.

Maintenance staff is unable to enter your apartment without a work order. All maintenance requests must be called into the office by a resident on the lease for that apartment.

Criminal Activities

As a reminder, always keep your doors and windows locked and be aware of your surroundings, especially at night. As you can appreciate, no one can ensure your personal safety.

By being alert and taking sensible precautions you can minimize the likelihood that a criminal act will occur. If you have been the victim of a criminal act, please notify law enforcement immediately. Once you have notified them, contact the office so a report can be filed as well, and if needed, appropriate action taken.

Secured access doors are on each building but are only as safe as you keeping the code and key protected.

Vehicle Theft and Vandalism Precautions

Always lock your vehicle and never leave it running unattended and do not leave valuables in plain sight.

If your vehicle has been vandalized or broken into, please notify law enforcement and then the office.

We are not responsible for theft, vandalism or personal property located in the parking lot. Please ensure your vehicle is properly insured.

Fire Prevention

We urge you to make regular inspections of your apartment for potential fire hazards. Immediately replace worn or frayed cords, plugs or wiring and any cords that appear damaged.

Rearrange lights and other fixtures and/or appliances to minimize extension cord use and to prevent overloading of electrical outlets. Do not smoke in bed and do not empty ashtrays into wastebaskets. Never leave food cooking unattended and never pour water on a grease fire; rather, use salt or baking soda.

Gas cans, charcoal, charcoal grills, lighter fluid and all other combustible, flammable products are prohibited by fire code. These are not allowed within 10 feet of any building structure.

In the event of a fire please exit the building, pull the fire alarm and dial 911. Once you are safe, contact the office immediately.

There are fire extinguishers located on each floor in each building. Please familiarize yourself with the location of these in case of an emergency.

Residents with Disabilities

We are firmly committed to the principles of Fair Housing and the needs of residents who are disabled. If you or any occupant in the apartment, as a result of such disability, require an

accommodation to our rules, policies, practices or services, or a physical modification to the apartment please contact the leasing office for assistance.

Privacy Policy

We understand that your personal privacy is very important to you. In the course of tenancy with us, we may need to collect personal information from you. We will take reasonable measures to maintain your personal information and store your tenant file in a secure location with limited access only given to key office staff. We do not sell your personal information nor release it for any reason.

Further, we are unable to speak to anyone that is not a leaseholder regarding the lease.

Insurance

It is strongly encouraged and advised that you carry renters insurance. Our insurance will only cover the structure of the apartment, not the contents inside the apartment.

Typically you can obtain renters insurance for around \$10.00 per month through your auto insurance provider.

Roommates

Every person in your apartment, regardless of age, must be listed as an occupant in your apartment. If you choose to acquire a roommate after move in, please notify the office first.

Any person moving into a apartment must adhere to our background, criminal and credit checks and complete an application. They will also be required to sign the lease.

Walls and Decorations

Other than hanging pictures, you may not decorate, install or make any alterations to the walls of your apartment. Any alterations you make will be corrected by our staff at your expense.

You may not install or use any electrical equipment or devices that will overload the existing wiring in your apartment or the building common areas.

Mirror tiles, contact paper, wall paper and other adhesive coverings are not allowed. You are responsible for all holes and other damage caused to the walls of your apartment during the term of your occupancy.

Windows

Your apartment will have blinds in each living area including the patio/balcony and bedrooms. These blinds are to maintained by you and are to remain with the apartment at all times.

Floors

Care and maintenance of the carpet is your responsibility. The carpet should be vacuumed frequently and should be cleaned, at a minimum, at least every year by a professional carpet cleaner.

The vinyl and laminate flooring should be swept and mopped frequently to prevent damage. Mild cleansers are requested on the laminate flooring to preserve their longevity.

Upon move out, you are required to have the carpets cleaned by a professional carpet cleaner and to bring the invoice to the office. Failure to do this will result in a \$200.00 charge for 2 bedroom apartments and a \$250.00 charge for 3 bedroom apartments.

Cabinets, Doors and Woodwork

Cabinets, woodwork and doors should be cleaned with mild soap and water regularly to keep them free of marks and to remove any buildup.

Lights

All lighting fixtures are in good working order when you move in. It is your responsibility to provide and change bulbs when needed.

Balconies, Patios, Hallways and Stairways

Please keep all balconies, patios, hallways and stairways free of all items that are not intended for outdoor use.

These areas are not storage areas and must be maintained to provide a pleasing view of the property. Should you need storage a garage may be available for an additional monthly fee.

Charcoal grills are not allowed.

Satellite Dishes and Cable

You may have a satellite dish installed for your apartment if you choose, from the company of your choice. The satellite dish cannot be permanently affixed to the property. It will need to be attached using brackets and a pole, if necessary. No drilling is allowed into the siding of the buildings.

Cable is allowed by the cable provider of your choice. Holes are not allowed to be drilled in your apartment outside of the cable connections that are already provided.

Should your provider request a Landlord Authorization, please see the office 24 hours prior to installation.

Bed Bugs and Pests

Bed bugs are becoming more prevalent across the country and we need to work together to keep our community free of them.

While the presence of bed bugs is not always related to the personal cleanliness or housekeeping, good housekeeping will help control the problem, should it arise. Bed bugs travel from place to place in the seams of luggage, clothing, beds, bedding and other items. Please refrain from bringing items into your new home that has previously been known to have bed bugs.

Should you experience bed bugs in your

apartment please contact the office immediately. Your apartment will be treated by a professional pest control company and could be billed to you if: you fail to notify us within 24 hours of first discovering bed bugs; it is determined by a professional pest control company that you are responsible for the introduction of the bed bugs to the community; you obstruct or prohibit access to the apartment to treat the infestation in a timely manner; and you fail to fully comply with the pest control preparation and treatment instructions.

Water Beds

Water beds are not allowed in our community.

Animals

Rental units allow one pet, per apartment, up to 35 pounds with an additional pet rent of \$35.00 per month and a \$500.00 refundable pet deposit.

All pets must be licensed, vaccinated and have proper tags. This documentation, along with a photo of the animal, must be provided to the office prior to the animal moving in.

All pets must be on a leash at all times. There are no exceptions to this.

Animal waste must be immediately cleaned up and placed in the garbage bins provided. There are Pet Rest Areas that have bags to assist with this. There will only be one lease violation issued in this regard. The second lease violation could result in eviction of the pet from the apartment, and/or the household from the apartment. There will be a \$100.00 charge to you for picking up your animal waste.

Breeds Not Allowed

Breeds of dogs that are not allowed, others at management discretion:

Pit Bulls (American, Straffordshire and English)

Rottweilers

Doberman Pinschers

Cane Corsos

Chow Chow

Bull Terriers

American Bulldogs

*Including but not limited to any cross breeds of these animals.

Fish tanks are allowed, up to a 40 gallon maximum, with proof of renters insurance. Tanks must be properly supported by a stand. Reptiles, spiders, mice and rats are not allowed. Hamsters, gerbils and guinea pigs are allowed as long as the animals are kept contained and are not allowed to free-roam.

Ultimately you are responsible for any damage

and or injury that your animal may cause, regardless if it is a companion, service or pet animal.

If at any time we believe your pet is a nuisance, bothersome or a threat to other residents, occupants or guests, we may request you remove it from the community. Any animal deemed aggressive must leave the complex immediately.

The policy described herein also applies to pets/service animals/companion animals belonging to guests who may be visiting the community or staying with you, even on a short-term or temporary basis.

Moving Out

When you decide to move out of our community we will need 30 days written notice stating your name, apartment number, the date of the notice and the date of move out. You will be given a checklist to go through to ensure your apartment is ready for move-out and to ensure the least amount of expense to you.

You must fulfill all of the terms and conditions of your lease and leave owing no money to the community.

You must provide us with a valid forwarding address.

If you would like to be present for a move-out inspection you must contact the office seven days prior to move-out to schedule the move-out. If no prior arrangements are made with the office, we will conduct a move-out inspection of the vacant apartment after you move out.

Electricity must be on for the move-out inspection. It is strongly advised to maintain the power in your apartment until the day after you vacate the apartment to allow for sufficient move-out inspection.

You must have your apartment in the same clean, undamaged and ready-to-rent condition as when you moved in, taking ordinary wear and tear into account.

You must have the carpets professionally cleaned by a professional company prior to move out. A copy of the receipt must be brought to the office. Failure to do so will result in a \$200.00 charge for 2 bedroom apartments and a \$250.00 charge for a 3 bedroom apartment.

When you vacate your apartment, any personal property left in your apartment will be considered abandoned and may be disposed of, without liability to us, and subject to local and state laws.

If we incur costs for cleaning and/or repairing your apartment or for removing trash or other items left behind after you move out, those costs will be withheld from your security deposit.

The security deposit, if an amount is owed, will be returned to you no later than 14 days after move-out. Should you owe the community money, you will be required to pay that amount within 30 days of move-out. Failure to do so will result in collections activity and reporting to the national rental bureaus for housing, evictions and monies owed.