



**STRAWBERRY HILL**  
APARTMENT HOMES

**MARSH PROPERTIES**

**COMMUNITY INFORMATION, RULES AND REGULATIONS**

**RENTAL PAYMENTS:**

**PAYMENT IS DUE ON THE FIRST DAY OF EACH MONTH. PAYMENT IS TO BE MADE BY CHECK OR MONEY ORDER PAYABLE TO MARSH PROPERTIES.** From the 1st day to the 5th day of each month payment can be made at the Strawberry Hill Office - 9:00 to 5:30 Monday through Friday and Saturday 10:00 to 4:00. Payments can also be made at or mailed to the Marsh Properties Leasing Center at 215 Poindexter Drive, Charlotte, NC 28209 from 8:30 A.M. to 5:00 P.M. Monday - Friday. An after-hours drop box is also located at the Poindexter Office. **The Strawberry Hill Office cannot accept payments after the 5th day of the month. CASH PAYMENTS ARE NOT ACCEPTED AT ANY LOCATION.**

If you pay by check your rental payment must be made by ONE check. This also applies to roommates. Please make your payment in the correct amount and include the address for which you are paying.

We encourage you to elect to pay your rent by bank draft. This is a convenient way to have your rent paid on time consistently with no check to write and nothing to mail. We will be glad to fax or mail you an authorization form.

A late charge of 5% of your monthly rental rate (limited to \$50) is assessed on all payments received after the 5th day of the month. Failure to pay your rent by the 5th day of the month not only damages your credit rating but also constitutes a breach of the lease.

Personal checks are not accepted after the 10th day of the month. Payments received after the 10th day of the month must be made with a money order or certified funds. The payment must include the late charge. If we receive your personal check after the 10th day of the month, the check will be returned to you and your payment will remain unpaid until we receive your payment in certified funds or money order.

Eviction papers will be filed through the courts on all unpaid accounts as of the 15th day of the month. Under the terms of the lease we are not obligated to give you any further notice before we file the eviction. It is important to understand that when an eviction is filed it stays on your record for 7 years. This can be extremely damaging to your ability to obtain credit.

There will be a charge of \$25.00 for any check returned by the bank unpaid. If your account has two checks returned unpaid within a 12 month period, only certified checks or money orders will be accepted for rent or any money owed.

**UTILITIES:**

Resident is responsible for utilities as of the date of occupancy stated in the lease. Arrangements for utility services must be made prior to signing the lease. Deposits are usually required. Failure to obtain and maintain all utilities as required can result in immediate termination of the lease.

**CABLE TV:**

Strawberry Hill Apartments has contracted with Time Warner Cable to provide basic cable service to all apartments. A discounted amount is added to the monthly rent for this service. You must contact Time Warner Cable if you wish to subscribe to their optional channels. Time Warner is also responsible for all repairs and service outages. Contact the Strawberry Office for a person to call direct for other services such as Road Runner, digital cable and digital phone services. Outside aerials, antennas, etc. are not allowed. Satellite dishes are not allowed without written permission from the Strawberry Hill Office regarding specific allowed location. In no event are dishes allowed anywhere on the fronts of buildings or on the grounds of the premises.

**MAINTENANCE:**

**ROUTINE MAINTENANCE SERVICE** will be performed Monday - Friday 8:00 a.m. to 5:00 p.m.

Routine service requests can be called in to our office at 704-366-1944 during regular business hours or you can leave a recorded request after hours at the same telephone number. If you prefer to e-mail your request send to [service@](mailto:service@)

strawberryhillapts.com. If we do not respond to your service request within 24 hours please call our office to make sure we received your request.

**EMERGENCY MAINTENANCE SERVICE** is provided 24 hours a day. Calls must be made to the same office number 704-366-1944. Emergency calls made after regular business hours will be handled through our answering service. **If we do not respond to your call within 15 minutes please call back.**

#### **KEYS AND LOCKOUTS:**

Lost keys are duplicated at resident's expense. For lockouts contact the Strawberry Hill office at 704-366-1944 during regular office hours. **After hours lockout services are not provided.**

**NOTICE:** We cannot provide access to your apartment to anyone without your prior written permission. If you go out of town and have a relative or someone check on your apartment (even if you have given them a key) and they get locked out we cannot let them in if you have not notified us in writing that we can let them in.

#### **RENTERS INSURANCE:**

Renters Insurance is required under the terms of our lease. Our minimum required coverage is \$15,000 contents and \$300,000 property damage and liability. Residents are required to maintain renters insurance continuously and without interruption throughout the term of the lease and any extension or renewal term. Renters insurance is inexpensive and can save you thousands of dollars.

The contents coverage is for damage or loss of resident's personal property - furniture, jewelry, TVs, computers, clothing, etc. Many residents think their personal possessions are covered by the apartment community insurance but this is not true. Marsh is not responsible and will not pay for damages to your personal belongings as the result of fire, storms, power failure, appliance and mechanical failure, water damage, and theft to name a few.

Property damage and liability covers the resident's liability for damage to apartment property owned by Marsh and other residents' property. The cost of repairs due to the fault of the resident or resident's guests will be charged to the resident. This includes minor and catastrophic damages from fire/smoke, explosion and water.

#### **RESIDENT INFORMATION UPDATE:**

You are responsible for supplying the Strawberry Hill office with current phone numbers for home, cell, work and emergency contacts and providing updates if they change.

#### **GARBAGE:**

All garbage must be put in plastic bags and tied before placing in compactors. **Garbage must go directly from inside your apartment to the compactors. Please do not leave garbage outside your front door or on the patio/ balcony. Moving boxes can be broken down and placed in the empty brick enclosures located throughout the community. Do not put any other trash in these enclosures. Recycling pickup is also provided. Detailed instructions are enclosed in your move-in folder.**

#### **PETS:**

**PETS ARE NOT ALLOWED UNLESS PERMITTED BY A PET AGREEMENT SIGNED BY RESIDENT AND MARSH PROPERTIES. A PET FEE IS REQUIRED. HAVING AN UNAUTHORIZED PET CAN RESULT IN IMMEDIATE TERMINATION OF THE LEASE.**

#### **PARKING AND VEHICLES:**

There are no assigned parking spaces. Limit the number of guest vehicles. Rules of common sense and common courtesy must be followed. Guests must park in extra spaces and not in spaces normally used by residents. Large or unsightly commercial vehicles are not allowed on the property. Boats, trailers, campers, non-licensed, disabled or unsightly vehicles are not allowed on the premises. **REPAIRING OR REBUILDING VEHICLES IS NOT PERMITTED ON THE PREMISES.**

In the event of snow and ice storms, Marsh will not be responsible for removal of snow and ice from the walks and parking lot. We will do what we can to help the situation; however, in many cases we will have to do like the City and wait for it to melt.

### **MOTORCYCLES:**

The use of motorcycles is discouraged. Motorcycles are permitted only when operated by a licensed driver and then only when used as transportation in and out of the apartment community. Motorcycles must be equipped with proper mufflers to minimize noise and must be driven slowly and as quietly as possible in and out of the property. A proper kickstand plate must be used to protect asphalt pavement from damage.

### **GROUNDS AND EXTERIOR PREMISES:**

The exterior of your apartment including the grounds surrounding your apartment must be kept neat and free of clutter. Grounds maintenance (grass cutting and shrubbery trimming) is provided by Marsh. Do not plant anything in the lawn area or put anything in the lawn area that would be in the way of the lawnmowers.

Porches, patios and balconies are not to be used as storage areas. Only outdoor furniture and potted plants may be used in these areas. Do not hang clothes or drape towels, etc. over railings or patio walls. Sidewalks, walkways and stairways must be unobstructed. Bikes, skateboards, etc. may not be kept in these areas.

Statues, animals, etc. are not allowed in the lawn or shrubbery. Personal garden accessories are to be kept on the privacy of your patio. The American flag may be displayed at any time. Marsh reserves the right to require a resident to remove any item from the outside premises if Marsh deems it inappropriate.

Yard sales are not allowed.

Charlotte Fire Prevention Code and City Ordinance No. 2750 prohibits the use of outdoor grills with an open flame on balconies or anywhere within 10 feet of a multi-family dwelling. Violators of this ordinance are subject to punishment by imprisonment not to exceed 30 days or fines not more than \$500.00  
Gas or charcoal grills are prohibited on garden apartment balconies.

### **SOLICITATION:**

Door-to-door solicitation is not allowed in this apartment community either in person or by distribution of printed material. Please notify us if you see solicitors in the community.

### **ALARMS:**

Monitored security systems must be registered with the Charlotte Mecklenburg Police. The resident will be responsible for any charges incurred. Residents must inform the office of the alarm system when maintenance service is requested.

### **CANDLE SOOT DAMAGE:**

A burning candle produces tiny particles of soot that can be picked up by the heating/AC system and circulated throughout your apartment. Scented candles produce the most soot. This soot can accumulate on walls, furniture, carpet, drapes and all surfaces resulting in significant damage. Resident is responsible for all damages to the apartment and your personal property as well. It is doubtful that this damage would be covered by insurance.

### **WINDOW TREATMENTS:**

Window treatments that show from the outside must be white. Window blinds are provided and are not to be removed.

### **PAINT, WALLPAPER, ETC.:**

If you custom paint your walls you will be charged for any extra cost to restore the walls to a neutral color when you move. Do not paint cabinets or attach decals of any description. Do not hang wallpaper. Do not use molly bolts in ceiling or walls. Contact the Strawberry Hill office if you have any questions.

**DO NOT GLUE SHELF PAPER IN THE CABINETS AND DRAWERS.** Use only non-stick paper. The adhesive-

backed papers leave a glue residue even if the paper comes out fairly easily. If you use adhesive-backed paper you will be charged for time and labor to clean it up.

#### **CARPETS:**

Use cleaning products recommended for synthetic fabrics. Do not clean carpets with soap or oil based cleaning products. Bleached spots and stains that cannot be removed from carpet and the presence of pet urine are not considered normal wear and tear. Residents will be charged for our attempts to remove such stains and/or charged to patch such carpet, and/or charged to replace carpet if deemed necessary by Marsh.

#### **RANGES:**

You have a range with a self-cleaning oven. **DO NOT USE ANY TYPE OF OVEN CLEANER ON THE RANGE OR IN THE OVEN.**

#### **HEATING AND AIR CONDITIONING:**

These systems will operate more efficiently if you will choose a comfortable temperature and leave it there.

Do not turn your heat below 55 degrees in the winter. **DO NOT EVER TURN YOUR HEAT OFF DURING THE WINTER** – especially if you go out of town. This can cause pipes to freeze and burst causing extensive damage in your apartment and in other apartments and you would be held responsible.

**Oil, gas, or kerosene heaters are strictly prohibited.**

#### **INVITED OR UNINVITED PERSONS**

Marsh Properties reserves the right to require any person, invited or uninvited, to leave the apartment property, temporarily or permanently, if in the sole opinion of Marsh Properties such person violates the rules and regulations or such person's presence causes a disturbance or in any way threatens the reputation, comfort, safety or welfare of Marsh Properties, or any person or the apartment property or any other Marsh property.

A resident who refuses to cooperate and comply with a decision of Marsh Properties with regard to requiring a person to leave the property temporarily or permanently will be in violation of the rules and regulations which is a default of the lease.

**THESE RULES AND REGULATIONS APPLY TO RESIDENTS AND GUESTS.**

**THESE RULES AND REGULATIONS CAN BE CHANGED OR AMENDED AT ANY TIME.**

It is our goal to provide you with a good place to live. We will do our best to give you good service and to maintain your apartment community in a neat and orderly fashion. We seek your cooperation in this endeavor. Be considerate of others. Do not engage in any activity that infringes on the rights of others. Watch out for your neighbors.

**GOOD NEIGHBORS MAKE GOOD NEIGHBORHOODS!!!**

STRAWBERRY HILL APARTMENTS  
MARSH PROPERTIES  
March 23, 2007

