

MONOPOLY PROPERTY MANAGEMENT LLC
POLICY HANDBOOK

YEAR 2021 CONTEXT

- EMERGENCY POLICY
 - RENT PAYMENTS
 - MOVING
 - COLD WEATHER
 - FURNANCE HEAT
 - LOCKOUTS
 - SMOKE AND CARBON MONOXIDE DETECTORS
 - AIR CONDITIONING
 - SECURITY
 - SUBLEASING
 - DECORATING & ALTERATIONS
 - EXTERMINATING
 - PARKING
 - RECYCLING/GARBAGE
 - BATHTUBS AND SHOWERS
 - TOLIETS
 - SINKS
 - STOVES
 - DISHWASHERS
 - REFRIGERATORS
 - FLOOR CARE
 - ELECTRICAL OUTLETS/LIGHT BULBS
 - CABLE & SATELITE
 - TELEPHONES
 - FIREPLACES
 - ENTRANCES & EXITS
 - WINDOW STORMS & SCREENS
 - NOISE & OTHER DISTURBANCES
 - LAUNDRY FACILITIES
 - SECUIRTY DEPOSITS
-

EMERGENCY POLICY

Any maintenance requests that are of a non-emergency nature and can be taken care of during business hours, you may eventually encounter an emergency in your unit during non-business hours.

If this occurs, please email us at: monopolyproperty3d@icloud.com

Please remember that if an emergency occurs Monday - Friday, 9:00 a.m. to 7:00 p.m. please call the office at (773) 270-9989.

During non-business hours and on holidays please send an email. Please give the operator your name, address and unit number, telephone number where our maintenance person can contact you directly, and then the nature of your situation. A member of our office staff will return your email and a maintenance engineer will be dispatched if necessary.

It should be noted that emergencies are very specifically defined. For non-emergencies, leave a message on the office answering machine or email a maintenance request. We will return your call as soon as possible on the following business day. If you call the emergency number falsely claiming to have an emergency, we will charge \$65.00 per incidence.

THE FOLLOWING SITUATIONS WARRANT AN EMERGENCY:

1. No heat. Please note that lack of air conditioning is not considered an emergency.
2. No water. If water that won't run or won't stop flowing, a burst pipe, a clogged drain that is causing a water back up.
3. No electricity. If all power is out to your unit and you do not have access to the electric panel it will be considered an emergency. Partial power loss is not considered an after-hours emergency but will be addressed Monday-Thursday 9:00AM -5:00PM and Friday 9:00AM-4:00PM.

4. Exposed live electrical wires.
5. Burglary/break-in for which police have been called or which has rendered your apartment unsecured. (call 911 first).
6. Fire. which requires assistance from the fire department and has left your apartment unsecured. (call 911 first)
7. Gas leak.
8. If you are locked out during business hours, someone may be able to let you in. If it is not possible for someone from our office to let you in, or if you are locked out on a weekend or holiday, you must contact a locksmith in order to gain access to your apartment. This is at your expense. If any property (window, door, lock, etc.) is damaged because of your attempt to regain access to your apartment, it will be repaired at your expense. If locks are changed by someone outside of Monopoly Property Management no longer hold a key or the lock is no longer mastered, the cost of correcting this will be yours. Most unit keys can be copied so please make a spare set.

RENT PAYMENTS

- Payments should be made by cash, personal check, money order, or cashier's check. We do not accept third-party checks. Rent should be made payable to the lessor named on your lease. Rent is due on the first of each month.
- Rent that is received after the fifth of the month will acquire a late fee. Checks that are returned by your bank for any reason are subject to a \$50.00 fee as well as a late charge.
- If two checks are returned, we will require that you pay your rent by certified check, cashier's check, or money order from then on. Rent payments can be made online, or mailed in.

MOVING

- All moving and larger delivery must be done through the rear entrance. You must inform our office of the day and time you plan to move. Any moving refuse (i.e., boxes, furniture) must be broken down and deposited in the dumpster with the lid closed. If you fill the dumpster completely, please do not add to the dumpster but inform your property manager so we can arrange for an additional garbage pick-up. If you do not comply with this policy, you are subject to \$50.00 fine per occurrence. No furniture can be put inside the dumpsters, mattresses must be wrapped in plastic and nothing can be left outside the dumpster without first contacting your property manager so that the hauler can be notified. Tenants must cover the additional fee for yardage left outside of the dumpster.

COLD WEATHER

- When leaving town for the holidays or vacationing during winter, do not turn your heat off when you leave. It is very important that the heat remains on in case of extremely cold weather to ensure that the pipes do not freeze and burst. You should not set your thermostat any lower than 55 degrees. If the temperature drops below zero degrees, some precautions should be taken to prevent the freezing of pipes, particularly if your kitchen or bathroom plumbing runs along an exterior wall. You should leave your kitchen and bathroom sinks cabinet doors open in order to allow the circulation of warm air around the pipes. For the most efficient heating, change (if a paper filter) or clean your furnace filter regularly. Once every other month is fine. Dust and dirt cause a furnace to work harder, consume more energy and eventually stop working.

Make sure you do not leave your window A/C unit installed in any windows during the winter months.

FURNACE HEAT

- If you have gas forced-air heat, you are required to change your filter every other month. This will help the furnace run more efficiently (and save you utility costs and keep your unit cleaner). The filter is usually located either in the fan compartment or in the access panel to the cold air duct. Before buying the filters, confirm the size you need. It is of no use if it not the correct filter size. You can ask your manager for help if you cannot locate the filter.

- **Do not store anything in the furnace closet. It is a fire safety issue.**
- **RADIATOR HEAT:** If you have radiator heat, your heat cycles on and off regularly. Your radiators will not necessarily always be hot. If you are too warm and want to turn a radiator off (they cannot be turned down, just on or off) then turn the valve to the left (counterclockwise) to turn it ON and turn the valve to the right (clockwise) to turn it OFF. This should not be done when the radiator is hot or running or warm because water may get trapped in the radiator and cause it to make banging noises when it is on. Please report all radiator leaks to maintenance immediately. It may only be a little bit of water on your floor by the valve, but it can make a very big mess in the unit downstairs.

City of Chicago Heat Ordinance requires that from September 15 to June 1, residential units must be supplied with heat to achieve the following minimum temperatures:

- 68 DEGREES FROM 8:30 A.M. – 10:30 P.M.
- 66 DEGREES FROM 10:30 P.M. – 8:30 A.M.

SMOKE AND CARBON MONOXIDE DETECTORS

- The Chicago Fire Code and your lease state that we must supply fire safety devices (smoke/CO2 detectors) in the common areas of the property and in each apartment. Please note you are responsible for changing the battery to the detector in your unit as needed. Please change your batteries every day light savings time, or when it begins to chirp. It is also smart to test the unit is operating properly occasionally by pressing the test button on the face of the detector. Please report any malfunctioning detectors in your unit or chirping detectors in the public areas of the building to maintenance.

AIR CONDITIONING

- If your unit has central A/C, is a good idea to run the fan on “AUTO” (continuous running) while the A/C is on. Make sure you have changed your furnace filter. A clogged condensate line is usually caused by dust and can create leaking around

your furnace and in the ceiling of the unit below or cause you're A/C to stop working. Please report any leaking to maintenance immediately.

- With window or sleeve, A/C units, always leave the vent in the "CLOSED" position. Rinse the filter monthly during periods of heavy use. Make sure the unit is secure and is tilted toward the outdoors. The water from the condensation must not leak into the unit on the floor, window ledge, or down the outside front of the building.
- MPM can install window A/C units for you to make sure they are done correctly. There is a minimal \$35 charge per unit for this service. Please just place your request with the maintenance department. You will need to leave the A/C unit in front of the window you want us to install it in.

SECURITY

- It is important for you to be security conscious. Make sure vestibule doors and gates are closed and locked behind you. Do not hold open the door for unfamiliar people. Do not buzz people in without know who it is.
- Report all lock problems to the maintenance dept. Always lock both locks on your apartment doors when you leave, knob and deadbolt. If you live in a garden or first floor apartment, be sure to lock your windows.

Our maintenance crew is required to lock all locks when leaving a unit so make sure you have all your door keys with you.

- We will not be responsible for any lockouts as a result of maintenance work being done. If any of your locks are difficult to operate, or if you've lost a key to one of your locks, this to maintenance so you don't get locked out.

One of the best security measures is the tenant's awareness and concern for the property that they live in. Report all suspicious persons to our office and the police. Make sure all windows and doors remain locked and have closed securely behind you. Though we install industry-approved lock systems, a professional thief can overcome any targeted areas. Don't make it easier for them. Report all security issues to the maintenance department immediately.

SUBLEASING

- Your lease is a signed legal document that holds you responsible for all rent monies from the beginning to the end of your lease term. If you wish to sublet your apartment, it is your responsibility to find a sub-tenant.
- The sub-tenant(s) will be required to fill out a credit application and pay the non-refundable \$40.00 application fee. If the prospective sub-tenant is accepted, they will be required to sign a sub-tenant agreement.
- The original tenant named on the lease will be held responsible for rent payments if at any time the sub-tenant becomes delinquent on rental payments or damages the property. At the end of the original lease, if the sub-tenant stays, the sub-tenant will be required to sign a new lease. The landlord has final consent for subleasing.

DECORATING AND ALTERATIONS

- Tenants are not allowed to paint or alter the apartment without the landlord's consent. No alterations to plumbing or electrical fixtures are permitted. Locks may not be changed unless we agree in writing, in which case you must provide us with a key. We will not enter your apartment without your requesting maintenance or notifying you in advance, except in cases of emergency in which you can't be reached.
- Pictures should be hung with hanger sets that have thin nails. Do not nail or screw anything into the woodwork. Please do not use the glue-on variety because they may damage the surface of the wall when they are removed.

EXTERMINATING

We strive to keep our buildings pest free. As a preventative measure, please remember:

- Take out your garbage regularly, making sure all bags are properly closed.
- Never leave trash bags outside your door for any amount of time.
- Do not leave food and dirty dishes out.
- Cardboard boxes and paper bags should be recycled or disposed of.
- Should you require exterminating services, please note the following:

All requests should be made directly to the maintenance department, please provide as many details as possible.

- Exterminating services are rendered by a professional company. You will receive a follow-up call from the exterminator to schedule an appointment.

Please do not try to resolve Bed Bug issues on your own. By city code you must notify us within 10 days of bedbug sighting. Please, call the maintenance dept. right away and we will work with you to resolve the issue.

PARKING

- Towing companies patrol most of our parking lots. All patrolled lots should have the towing company's name and number posted on site. Your monthly parking rent entitles you to a sticker or tag that prevents your car from being towed.

This sticker must be affixed to the interior window. Stickers can be replaced if you get a new vehicle, but you must turn in the old sticker to get a new one, even if it is in shreds.

If your car is towed for any reason, do not call MPM. We have no authority over the tow truck drivers; we receive no money and do not pay them for their services. We cannot judge the legitimacy of your complaint. Do not deduct the towing fee from your rent or we will suspend further parking privileges.

If you pay for parking privileges, payments are due and payable to the same entity as your rent; you may pay both with one check. When you vacate your apartment, you must return your parking sticker, even if it is in shreds. If you do not, there will be a charge of \$50.00.

RECYCLING/GARBAGE

It is best to use 2-3 mm thick trash bags. Tie or otherwise seal all bags before disposal. Trash bags must be placed inside a dumpster with the lid closed. never leave your garbage on the back porch or in common hallways of the building. Besides smelling and looking bad, this could lead to pest problems.

Please flatten all boxes and put them in the recycling container to conserve space in the cans. Bathroom/Kitchen

BATHTUBS AND SHOWERS

- ALWAYS use a shower curtain, making sure it is closed completely and hangs inside the tub while showering to prevent water spillage onto the floor and possibly into the apartment below yours.
- Clean all your sink, toilet and tub fixtures with non-abrasive cleansers (“Soft Scrub”-like products) to avoid damaging the surface. You must clean the tiles is your tub surround to keep the grout lines and caulk around the tub from getting dark. * There are special instructions for resurfaced tubs, ask your manager
- If the caulking between the tile and the tub splits or peels, please contact us so that we can repair it before there is a leak into the ceiling below.
- If your water pressure in the shower is low, please contact us. The best way to remove dirt from anti-skid surface on the bottom of your bathtub is with “Dow Bathroom Cleaner.”

TOILETS

- Please do not use toilet bowl cleaners that must be submerged into the tank. They harm the plumbing, causing the tank to leak from underneath. If your toilet is clogged, first try plunging it.
- Toilet paper is the only paper product that can be flushed. Never put tampons, sanitary napkins, empty toilet paper rolls, flushable wipes (they are NOT flushable), grease, or other objects down the toilet - toilet paper only! If a plumbing problem is determined to have been caused by you or someone in your unit, you will be charged for the repair and clean-up.

SINKS

- Pouring boiling water down your drains followed by a ½ cup of bleach and wait 15 min. before using the drain again can help keep your drain line clear. If your

drain is already clogged, please do not use harsh chemicals like Drano. Report stopped up drain to the maintenance department before the problem is urgent.

- **Do not pour grease down any drain.** Instead, pour it into a can, cover it, let it harden in the freezer so it can be disposed of in the trash can.

STOVES

- Newer gas stoves have electric pilot ignitions. Older stoves have a standing pilot flame under the top burner panel and/or at the back of the broiler. If you smell gas, be sure these pilots are lit. If they are lit and you still smell gas, shut the gas valve off at the back of the appliance and report the appliance to the maintenance department. If you are unable to turn the valve, call the emergency line.

DISHWASHERS

- Rinse or wipe excess food from your dishes before loading them to help prevent clogs in the drain line and motor. Remember - it is a dishwasher, not a disposal.
- We recommend using a name-brand dishwashing detergent. Cheaper varieties do not dissolve as effectively and tend to “gum up” in the dishwasher. Never use laundry soap or detergent not specifically meant for a dishwasher or you will have a mess on your hands.

REFRIGERATORS

- If your refrigerator stops working or is not working well, report this to maintenance right away. We can get you a small, temporary fridge for essentials. Appliances usually need to be repaired by outside contractors, whose schedules we don't dictate. In the meantime, your refrigerator can keep things cold if you put a few bags of ice inside it and are careful not to open the door any more than necessary.

FLOOR CARE

- Carpets require care. You will be liable for any staining, tears, or other damage to carpet. Do not iron your clothes on top of the carpet. The iron will melt the

carpet fibers and you will be charge for the replacement of the carpet for the entire room.

- Hardwood floors require different care. Your wood floors are sealed with a polyurethane finish that needs to be dusted and cleaned regularly. Please use a mild soap formulated for hardwood floors. Make sure your furniture legs are set on pads (especially heavy beds and couches or chairs that get dragged back and forth on the floor) or have pads attached to the bottom of the legs, so the floors finish is not scratched.
- Leaving doormats outside your front door can cause someone to trip and fall. Instead, please put any doormats inside your apartment. This will also make it easier for the janitor to clean the public areas of the building.

ELECTRICAL OUTLETS/LIGHT BULBS

- Familiarize yourself with the location of the electrical circuit breakers for your unit, whether they are in your unit or in the basement. In the event of a power failure, if the power is out only in part of your unit, the chances are that a circuit has just popped, and the breaker can be flipped back on once whatever you were running has been turned off. If the full unit is out, it may be that the power is out in the neighborhood (call ComEd) or you may want to make sure you have paid your electric bill. If it is neither your bill nor a ComEd problem, make a maintenance report.
- Most bathrooms have electrical outlets with “RESET” buttons on them called a GCFI. If you lose power in that outlet only, simply press the reset button and the power should be restored. If the power is not restored, check your circuit breakers, and reset any breakers that have flipped. If that doesn’t work either, make a maintenance request.
- It is your responsibility to change your own light bulbs. If the socket is out of reach, you may call and request to have maintenance change it for you. We’ll change the bulb the next time maintenance person is at your building, but you must supply the light bulb.

CABLE AND SATELLITE

No cable lines or TV dishes can be attached to the building facade. This includes all areas with “face” brick (the front of the building at the sidewalk or inside courtyards). Some buildings are pre-wired so that no additional wires need to be installed at all. Please check with your manager ahead of time.

If the installation of a dish is allowed in your building (most properties don't allow them), there are installation guidelines that must be followed. Please contact your property manager for this paperwork. You will need to remove the dish when you move out. There will be a charge for any dishes left for MPM to remove or damage caused by the installation or removal of the dish.

TELEPHONES

We are not responsible for the repair of phones/phone lines that were broken during your occupancy of the apartment and will charge you for any repairs we are called to do. However, if there is a line that needs to be repaired inside the building, somewhere between the jack in your unit and the main box, we can take care of this if it is reported to the maintenance dept.

FIREPLACES

In a wood burning fireplace, for safety's sake, use a maximum of three logs up to four inches in diameter and 18" in length. Always use a fire screen and never leave the fire unattended. Never burn garbage. Do not have a fire burning for longer than four hours. Before you start the fire, check to make sure the flue in the chimney is open or your apartment will fill with smoke!

ENTRANCES AND EXITS

Do not block or obstruct any door or entrance with bicycles, toys, strollers, or other personal property. Throw rugs, boots, umbrellas, and the like are not allowed in the common hallways. Please keep them inside your unit.

WINDOW STORMS AND SCREENS

All window coverings are to be neutral for the benefit of the exterior appearance of the building. This means no bed sheets, blankets, aluminum foil, or newspaper can be used

to cover the windows. No signs, advertisements, notices, or other lettering can be affixed to any part of the building without the written consent of the management and/or owner.

In certain buildings, you have been provided with blinds. You will be responsible for their cleaning, maintenance and any damages incurred to them. Severely damaged blinds are an eye sore to the property's appearance must be replaced. Please report damage to the maintenance dept. If the damage is due to misuse, the blind will be replaced at the tenant's expense.

Window screens are provided. All window and door screens are the tenant's responsibility to maintenance. There is a charge for any screen repair of damage beyond standard wear and tear.

Do not remove screens, instead push them up to the top of the window unit if you need a fully open window. If the inserts are hard to move, spray WD-40 lubricant on the tracks and notches.

NOISE AND OTHER DISTURBANCES

Social and friendly gatherings of residents and their guests are welcomed, provided that such events do not become loud, obscene, destructive, or generally obnoxious to your neighbors. Loud stereos, televisions, radios, and loud visitors are not allowed and can be subject to a visit from the local police department.

LAUNDRY FACILITIES

For your convenience, some of our buildings have laundry facilities. For everyone's benefit, please follow these guidelines:

- Do not overload the washer. Your clothes may get tangled in the motor or wedged in the machine damaging your clothes and the machine.
- Do not force a coin slide if you find it difficult to slide. Forcing it will jamb the slide, putting the machine out of order for the next several days. Instead, place a maintenance request. We can usually be out the following day.

- Do not leave any laundry room doors or windows open, even slightly. This is for security and, during the winter, to prevent freezing water lines which can put the machines out of order out of order for several days.
- Do not use nickels, slugs, bus tokens, bent or foreign coins instead of quarters. This will jam the machine, causing it to be out of order for the next several days.

Not all machines are owned by the building. If they are owned and maintained by an outside company (most likely Coinmac) the company name and number will be on the front of the machines and all problems MUST be reported to the company directly. Report problems with unlabeled machines to Acorn.

SECURITY DEPOSITS

Very few building owners collect security deposits for residential units anymore. But if you do have a deposit, it will be held in a dedicated account through the end of your lease term.

TO BE REFUNDED YOUR SECURITY DEPOSIT IN FULL:

- DO NOT damage the apartment, paint the walls, or hang wallpaper. Nail holes are OK but make sure you remove all nails, tape, and staples.
- DO NOT leave your apartment dirty. We are looking to make sure the appliances and the bathroom fixtures are clean. The floors should be broom clean unless the floors are excessively (visibly) dirty.
- DO NOT leave any trash or unwanted furniture behind in the apartment, basement storage areas, halls, back porch, garages, yard or stacked by the dumpsters. If you want to leave furniture behind, we can arrange to have it picked up at a reasonable cost to you. If you leave garbage by the dumpsters and we are ticketed for this reason you will be charged the ticket amount which is a

minimum of \$450. Please consult your property manager if you need a price of hauling furniture away in advance of leaving.

- DO pay your rent on time with valid checks. Late or returned payments will incur fees on your account.
- DO return all keys, including the mailbox key, parking stickers to Acorn Property Management or as arranged with your property manager.
- DO return parking stickers and parking door openers. If you have a parking sticker, scrape the decal off and turn it to your property manager, even if it's in pieces. No security deposit refunds can be made without evidence that the sticker has been removed from your vehicle.
- Move-in Fees, Administration fees and Pet fees are not deposits, do not earn interest, and are not refundable.