

# **Welcome to Mystic Woods!**

We are excited to have you as our new residents. We hope you find your new home appealing!

Mystic Woods was designed to create a unique community environment for you. We hope you enjoy it.

We have found that good communication between residents and management will make for a successful stay at Mystic Woods. It also includes a complete understanding of resident and management responsibilities. In order to accomplish this, the following pages outline the Policies and Procedures of Mystic Woods.

In addition to the terms and conditions in the Lease Agreement, the Residents agree to be bound by the Policies and Procedures of Mystic Woods. The Policies and Procedures apply to all residents and their guests. The Management reserves the right to amend the Policies and Procedures at any time.

Inventory Checklist:

- The Resident hereby acknowledges receipt of the Inventory Checklist. Resident should use this form to note any damages to the interior and exterior of the Premises. Failure to return the checklist to Management within seven (7) days after obtaining possession (move-in date) of unit will constitute an agreement by the Resident that the condition was satisfactory and free of damages at the time of possession.

Payment of Rent:

- Rent payments are due on the first (1<sup>st</sup>) day of the month. Any rent received after the fifth (5<sup>th</sup>) day of the month, is considered delinquent and will be assessed a late fee of \$25.00.
- Residents will not receive an invoice for rent due. At Management's discretion from time to time, a past due invoice with late fees may be emailed, mailed, or delivered to the resident.
- Please make checks/money orders payable to:  
Mystic Woods
- Please put your check/money order in the drop box on site at Mystic Woods or mail to:  
Mystic Woods, 5386 Pierce, Unit U, Allendale, MI 49401
- Please list your unit number on your check to ensure your payment is processed to the correct account.

Unit #: \_\_\_\_\_

Resident Initials: \_\_\_\_\_

Payment of Rent Cont'd:

- If your check is returned from the bank (i.e. non-sufficient funds, account closed, etc.), you will be assessed a \$25.00 bank fee plus a \$25.00 late fee.
- Residents may pay their rent individually. However, if any one resident (within a unit), becomes more than 30 days past due, Management may (at their discretion) no longer accept individual checks from the unit until the accounts are current. At Management's request, the residents will submit one check for the unit.
- If you would like to pay by credit card, please go to the Mystic Woods website ([www.mysticwoodscommunity.com](http://www.mysticwoodscommunity.com)) to process your credit card payment.

Mail:

- The Residents of each unit will be provided one mailbox and one mailbox key to be used jointly. The mailbox is located between Units D & E. To receive mail, the Residents must provide the complete address of their Premises, including the unit number. If Residents lose the mail key, there is a \$20.00 charge for a replacement key.

Unit #: \_\_\_\_\_

Resident Initials: \_\_\_\_\_

Social Gatherings:

- Management welcomes guests and social gatherings as long as they do not disturb other residents.
- The volume of stereos, televisions, and other noise instruments, will be controlled so as not to disturb other residents.
- Residents are responsible for the conduct of himself/herself. Residents are also responsible for the conduct of their guests and their guest's compliance with the Policy and Procedures.
- Residents are responsible for any damages that may occur (inside or outside the Premises) as a result of a social gathering.
- Illegal activity of any sort will not be tolerated by Management, which includes but not limited to, drug offenses, underage drinking, violent conduct, trespassing, etc. Management will assess a violation fee per occurrence.
- If a violation of the above occurs, it will be addressed as follows:
  - 1<sup>st</sup> Violation: The resident(s) involved will receive a verbal warning.**
  - 2<sup>nd</sup> Violation: The resident(s) involved will receive a written warning and are subject to a fine.**
  - 3<sup>rd</sup> or repeated Violation: This may constitute a material breach of the Lease Agreement, subjecting the resident to eviction.**
- The Resident will also incur the cost of the following violations:
  - Disrespecting police, security officers, or Management - \$100.00;
  - Unacceptable behavior of resident or resident's guest - \$100.00;
  - Urinating in public - \$100.00;
  - Noise violation - \$100.00; and
  - Illegal activity - \$200.00.

Unit #: \_\_\_\_\_

Resident Initials: \_\_\_\_\_

Use & Care of Premises:

- The Resident has the sole right to his/her designated bedroom and a joint right to common areas of the Premises listed below:
  - Kitchen;
  - Dining room;
  - Living room;
  - Main level ½ bathroom;
  - Laundry facilities;
  - Upper & lower hallways;
  - Coat closet;
  - Front & rear deck; and
  - Carport.
- The Resident will incur all costs associated with damage within the Premises and the exterior Premises (i.e. decks, landscaping, carports, etc.), including, but not limited to repainting, extraordinary cleaning costs, and replacements of any missing items. The cost of any damages to common areas of the Premises will be equally split between all residents.
- The Resident will keep the Premises, equipment, fixtures, and property furnished by Management for residents' use during the lease term in good condition.
- The Resident will keep the property in a good state of cleanliness.
- As per local and state law, items cannot be stored in the entry ways, hallways, and stairways at any time. Items cannot be stored in the mechanical rooms that contain the furnace and/or water heater.
- Alterations to the Premises are strictly prohibited (i.e. painting, changing locks, filling nail holes, repairing drywall holes, replacing doors, etc.). Any alterations to the Premises will start at a minimum fee/penalty of \$100.00.
- A list of estimated damage charges is listed on pages 14-17.

Unit #: \_\_\_\_\_

Resident Initials: \_\_\_\_\_

Use & Care of Premises Cont'd:

- Toilets, dishwasher, washer, and any other water apparatus will not be used for any other purpose except for which they are constructed. The Resident will incur the cost of repairs for any damage due to misuse.
- The Resident will incur the cost for any clogging of waste traps on the Premises. Management will charge \$30.00 per occurrence to unclog any waste trap. Additional charges may be incurred if Resident has flushed items that are considered unacceptable in waste traps. Payment will be due when service is completed.
- The Resident will not add, remove, or change any locks.
- The Resident will not use sticky materials, large nails or screws on the walls and ceilings.
- The Resident will use an ironing board when ironing clothes. He/she will not place a hot iron on the carpet. If an iron or any other means burns the carpet, the resident will incur the cost of repair for the damage.
- The Resident will not bring waterbeds, halogen lamps, candles, incense burning, oil burning, charcoal grills, portable heaters (i.e. electric or gas) onto the Premises.
- The Resident will maintain a minimum temperature of 55 degrees in all the heated rooms. If leaving the Premises for an extended period of time, the Resident will maintain a minimum temperature of 55 degrees. The Resident will incur the cost to repair any damage to the Premises if minimum heat levels are not maintained.
- The Resident or resident's guest will not smoke inside the Premises. This includes no burning of incense, cigarettes, cigars, pipes, and hookah. If the Resident or his/her guest smokes inside the Premises, the Resident will be charged a minimum fee of \$500.00 for deodorizing. The Landlord may deem the existence of smoke odors in the Premises to be evidence that smoking has occurred in the Premises.

Unit #: \_\_\_\_\_

Resident Initials: \_\_\_\_\_

Use & Care of Premises Cont'd:

- The Resident and resident's guest will dispose of any cigarette butts in the trash. If cigarette butts are found on the Resident's exterior Premises (including sidewalks, parking lots, carports, decks, porches, and landscaping), Resident will incur the cost to remove the cigarette butts at \$1.00 per butt.
- Firearms, explosive, toxic or dangerous chemicals, and fireworks are not allowed on Premises.
- Glass (bottle, glassware, etc.) is not allowed outside the Premises. If broken glass is found on the Resident's exterior Premises (including sidewalks, parking lots, carports, decks, porches, and landscaping), Resident will incur the cost of \$25.00 per occurrence to remove the glass. If other damages result from the broken glass, the Residents will also incur the cost of the damages.
- Gas, charcoal grills, hibachi, or other cooking devices are not allowed on the unit's front porch.
- Open fires are not permitted on the Premises.
- The excessive burning of candles may cause soot residue to develop on the ceilings, walls, furnishings, and on the carpet by the baseboards. Management has determined that carpet cleaning does not remove the residue and to remove from the walls and ceilings, Management will need to re-paint the walls and ceilings. Resident will incur the cost to replace carpet and re-paint walls and ceilings if damage results from soot residue.
- The Resident will limit the number of occupants to the individuals named on the Lease Agreement. Local ordinances prohibit more than one occupant per bedroom. Any violations are subject to fines, court costs, and attorney fees and the Residents will incur all costs associated with the violation.

Unit #: \_\_\_\_\_

Resident Initials: \_\_\_\_\_

Maintenance:

- A request for maintenance should be handled as follows:
- If you have a non-emergency maintenance problem, please complete a maintenance request on the Mystic Woods website ([www.mysticwoodscommunity.com](http://www.mysticwoodscommunity.com)). Maintenance will not be completed until a request is received. Once received, management will resolve the maintenance problem with or without a Resident present.
- If you have an emergency maintenance problem, please call 616-886-8535. If the emergency is a fire or criminal activity, please call the police or fire department first (911). Examples of emergencies are:
  - No heat;
  - No hot water;
  - Plumbing leak;
  - Overflowing toilet;
  - Natural gas odor; or
  - Fire or criminal activity in the community.
- Please take the time to complete a request or call. If a maintenance problem creates additional problems and/or causes damage to the Premises, you will be responsible to cover the cost of the additional maintenance problem and any potential damages.

Lost Keys or Lock Outs:

- The Resident will be given one key which will provide entry to the front, back, and bedroom door.
- The unit will be given one mailbox key.
- If Resident loses his/her key or the mailbox key, please contact Management and you will be given a replacement key at the cost of \$25.00. The cost to replace an entry door/bedroom lock is \$100.00. Payment is due when replacement key is received or lock replaced.

Unit #: \_\_\_\_\_

Resident Initials: \_\_\_\_\_



Lost Keys or Lock Outs Cont'd:

- If Resident is locked out of the unit/bedroom, he/she may request lockout service by calling 616-886-8535. The lockout charge during normal business hours (9 AM-5 PM) is \$15.00 and after normal business hours is \$30.00. Payment is due when access is granted. Access will only be granted to residents of the Premises.

Carpet Care:

- Residents will vacuum the carpet frequently, including the steps.

Laminate Floor Care:

- The Resident will clean the laminate flooring with a damp cloth. Do not clean the laminate flooring with a mop, a wet cloth, a wet Swiffer, or any other similar product. If a wet mop, cloth, or similar product is used, the floor will swell and warp. If there is evidence of this, the residents will incur the cost to replace the laminate flooring. Please wipe up any spills immediately. Also, please do not use rubber backed mat. They will stick to the flooring and discolor the flooring.

Shelve Liner:

- Under the sinks, there is a shelf liner to prevent any further water damage. The Resident will not remove the shelf liner under the kitchen sink/cabinet and each bedroom/bath vanity. If Resident needs to clean the liner, they may remove it for cleaning only. Please make sure the liner is completely dry before putting back into the cabinet. If liner is removed, the Resident will be charged to replace & install the liner.

Unit #: \_\_\_\_\_

Resident Initials: \_\_\_\_\_

Parking:

- The Resident will park his/her vehicle in the carport on Premises. Carport parking is restricted for resident vehicles only.
- The Resident will be provided a parking permit. The parking permit will be displayed in the lower front windshield on the passenger side.
- In accordance with applicable local, municipal, or state codes, vehicles without the appropriate parking permit displayed, will be booted or towed at the owner's expense, without notification or warning.
- The Resident and guests will not park on the street, sidewalks, or grass. Guests will park by the carport or the designated visitor parking. If there is damage to the Premises from Residents and/or their guests parking on the grass, landscaping, sidewalks, etc. (non-designated areas), Residents will incur the cost of damages to the Premises.
- The Resident's vehicle must be in operable condition. Management will have inoperable vehicles removed from the Premises at the vehicle owner's expense.

Inspections:

- Management will perform a monthly inspection. The purpose of the inspection is to change furnace filters, inspect for plumbing leaks, or any other items in need of repair, and an overall inspection of the unit. If possible, management will give the resident a 24-hour notice of the inspection date.
- The Resident will inspect the smoke detectors monthly. It is the resident's responsibility to replace batteries as needed. Management will not be responsible for the malfunction of a smoke detector if the battery is inoperable.

Unit #: \_\_\_\_\_

Resident Initials: \_\_\_\_\_

Pets:

- Pets of any kind are not allowed on Premises without prior written consent of Management. If Management determines an unauthorized pet is or was on the Premises for any period of time, the Resident will incur a \$500.00 fine per violation.

Subleasing or Assignment:

- Subleasing or assignment of the lease is not allowed.
- Management may (at our sole discretion) approve residents to sub-lease.
- If the Resident sub-leases without Management approval, a \$500.00 fine will be incurred by the Resident.
- If subleasing is approved by Management, the following conditions will be met before the current resident is released from his/her lease obligation:
  - Prospective resident will complete an application, pay a \$25.00 application fee, and the applicable security deposit.
  - Prospective resident will obtain a properly completed and signed parent guarantee.
  - Prospective resident will sign a lease agreement.
  - An inspection of the unit will be completed. The current resident will incur the cost of any damages to the common areas and any damages to his/her bedroom. The damages will be deducted from the current resident's security deposit. If the damages exceed the security deposit, the current resident will pay the additional amount.
  - The current resident will be charged a \$200.00 sub-leasing fee. This fee cannot be deducted from the security deposit.
  - The prospective resident will take the unit as is. Management will not do any cleaning or damage repair prior to the prospective resident moving in.

Unit #: \_\_\_\_\_

Resident Initials: \_\_\_\_\_

Cable & Internet:

- The cable and internet service is provided by Management. The service provider is ACE Communications.
- The Resident will receive cable and internet equipment from Management. If the equipment is damaged or lost, the Resident will incur the cost to replace the equipment.
- If you are experiencing problems with your cable or internet, please contact ACE Communications.

Gas & Electric:

- Residents are responsible for the payment of the electric & gas. The utility service must be in the Resident's before the commencement date of the Lease Agreement. Utility service not in Resident's name by the commencement date or terminating prior to the termination date of the Lease Agreement will result in a service fee of \$25.00 per billing period.

Water:

- Residents are responsible for the water service. You will receive an invoice from Management for the water service. Management will invoice each resident on a quarterly basis. Invoices may be sent via email, U.S. mail, or posted at the Residents Premises. Payment is due 30 days from the invoice date. Any payments received after 30 days will be assessed a \$25.00 late fee.

Renter's Insurance:

- Management will not be responsible for the damage or loss of resident's personal property under any circumstances.
- Management encourages resident to obtain an insurance policy to cover resident's personal property.

Unit #:\_\_\_\_\_

Resident Initials:\_\_\_\_\_

Photography:

- Residents consent and understand that the Landlord is permitted to take and use photographs of Residents while on the Mystic Woods Premises. The photographs will be used solely for advertising and social media applications for Mystic Woods.

Right of Entry:

- The Landlord or its representatives shall have the right to enter the Resident's premises during all reasonable hours to examine or to make repairs, additions, or alterations as may be deemed necessary for the preservation of the Premises.

Correspondence:

- Any notice required by law or otherwise will be sufficient if delivered to the resident personally, sent by mail to resident's address, affixed to resident's unit door, or emailed to the resident's email address.

Security:

- Mystic Woods security is provided by Absolute Security.
- Absolute Security has the authority to issue fines if they feel that a violation has occurred by the Resident or the Resident's guest.
- All fines are at the discretion of Management.

Unit #: \_\_\_\_\_

Resident Initials: \_\_\_\_\_

Damages:

The Resident will incur the cost for any damages beyond normal “wear and tear” and any missing property or parts. The following is a list of estimated charges for damage to the Premises.

Replace blind	60.00
Replace screen	45.00
Replace window	TBD
Replace smoke detector	55.00
Replace smoke detector battery	5.00
Replace standard light bulb	5.00
Replace light fixture – globe	40.00
Replace exterior door	350.00
Replace lock set	195.00
Replace exterior door jam	175.00
Replace bi-fold door	75.00
Replace closet shelving	100.00
Replace letters/numbers on bldg	75.00
Replace stove	425.00
Repair stove	TBD
Replace drip pan	8.00 each
Replace broiler pan	75.00
Replace heating element	40.00
Replace stove knobs	8.00 each
Replace dishwasher	425.00
Repair dishwasher	TBD
Replace microwave	300.00
Repair microwave	TBD
Replace refrigerator	550.00
Replace refrigerator door	150.00

Unit #: \_\_\_\_\_

Resident Initials: \_\_\_\_\_

Damages cont'd:

Replace freezer door	200.00
Replace refrigerator bulbs	8.00
Replace refrigerator handle	50.00 each
Replace cabinet	TBD
Replace cabinet door	100.00 each
Replace cabinet shelve	50.00 each
Replace cabinet shelve liner	25.00 each
Replace kitchen sink	200.00
Replace kitchen faucet	125.00
Replace toilet	600.00
Replace toilet tank	300.00
Replace toilet bottom	300.00
Replace toilet lid or seat	40.00 each
Replace bathroom sink	450.00
Replace bathroom faucet	60.00
Replace shower head	55.00
Repair scratch/chip in tub	235.00
Replace towel, toilet or shower rod	45.00 each
Replace bathroom light fixture	60.00
Replace bathroom mirror	75.00
Replace mattress & box spring	500.00
Replace mattress cover	50.00
Replace desk	75.00
Replace dresser	350.00
Replace couch	1,000.00
Replace love seat/oversized chair	600.00
Replace coffee table	200.00
Replace kitchen table w/chairs	500.00
Replace bar stools	30.00 each

Unit #: \_\_\_\_\_

Resident Initials: \_\_\_\_\_

Damages cont'd:

Replace interior door	235.00
Replace interior door & jamb	350.00
Replace carpet	2.50/sf
Replace tile/laminate flooring	7.50/sf
Replace trim molding	100.00
Replace thermostat	150.00
Replace bathroom light bulb	5.00 each
Remove stickers	20.00 each
Repair small nail hole repair	2.00 each
Repair large nail hole repair	25.00 each
Repair hole 3-6"	50.00 each
Repair hole larger than 6"	100.00 each
Remove carpet stains	125.00
Paint	150.00 per wall
Replace electrical outlets	25.00
Replace switch/outlet covers	5.00 each
Repair underground sprinkling head	
	20.00 each
Replace landscape bushes	50.00 each
Repair carport	TBD
Removal of trash left behind after lease terminates	
	25.00 per bag
Removal of furniture left behind after lease terminates	
	100.00 each
Key(s) (i.e. mailbox, exterior door, and bedroom door)	
	25.00 each

Unit #: \_\_\_\_\_

Resident Initials: \_\_\_\_\_



Damages cont'd:

Trash dumpster damaged or lost 100.00 each  
Cable & Internet equipment damaged or lost 100.00 each

The Resident will be responsible for any damage and/or injury resulting from a violation of the Policies and Procedures of Mystic Woods.

My signature(s) below indicates I have read, understood, and agree to the Policies and Procedures of Mystic Woods.

Unit # \_\_\_\_\_

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date