

Dear Residents,

I would like to take this opportunity to personally thank you for choosing Bankier Apartments. I hope your stay with us is a pleasant one.

Please read the tenant handbook and keep it for future reference. (It also appears online @ www.bankierapts.com). Should you have any questions regarding rules and regulations or any other concerns, I would be happy to discuss them with you.

Remember that the Bankier Staff is here to assist you in anyway that we possibly can. Good luck in the upcoming year!

Thank you,

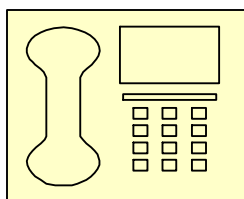
Miriam Booth
General Manager



Move In Information

It is very important to read through and understand the following information. This may save money and aggravation in the future.

1. You have 3 days (from the date the 1st set of keys are handed out) to fill out and return the apartment condition report. If you have roommates and they move in late you will have to fill out the condition report on their behalf.
2. Be as specific as possible when filling out the condition report. If you list a stain or burn in your carpet, identify exactly where it is located as well as the size and number of stains or burns. We have inspected the apartment after the old tenant moved out, so we are already aware of major damages.
3. You cannot keep animals in your apartment. Even an overnight visitor is liable to mess on the carpets, miss their litter boxes, etc. Simply stated in the lease, animals of a 4-legged nature are not allowed in the apartments. **There are no exceptions!**
4. Bikes should always be outside and locked up. In most cases, there are bike racks provided for them, **NEVER** store them in hallways, apartments, or on railings in front of buildings (This violates fire codes and they will be removed).
5. Please make sure that Security doors are closed at all times to maintain a safe and secure building. If you find a door propped open please make sure that you close it. If the door will not shut properly, please call the office so it can be fixed immediately.
6. See “Security Deposits” for more information on decorating your apartment.



Utility Phone Number

Following are the phone numbers for the utility companies. You will want to call them at least 30 days prior to move in to insure service when you move in. We recommend you request uninterrupted service for power. Remember it is your responsibility to set up your utilities.

Ameren IP (Electric and gas) 1-800-755-5000

Illinois American Water 1-217-352-7001

SBC (phone service) 1-800-244-4444

Insight Cable (cable TV) 1-217-384-2500

Pavlo (internet service) 1-217-373-1390

Other Important Phone Numbers

Bankier Apartments Office: 1-217-328-3770

- for after hour Emergency service please hit 0 when voicemail answers

Bankier Apartments Fax: 1-217-328-3787

Reynolds Towing: 1-217-337-0913

TLC Pest Control (Milt) 1-217-352-7672



Apartment Maintenance

The following information will help you in case of an emergency and with daily upkeep of your apartment.

1. Report any work orders for your apartment to the office at **1-217-328-3770**. If you have an emergency after office hours call the office and follow the prompts for an after hours service operator.
2. If you have a leak in your apartment from either the roof or a plumbing problem, notify the office immediately.

Daily upkeep

1. **DO NOT** flush anything other than toilet paper down the toilet (ex: paper towel, grease, food, or feminine hygiene products). It's a good idea to buy a toilet plunger and have it on hand. If we have to pull your toilet for a clog due to foreign objects, there will be a \$50.00 charge.
2. **DO NOT** use anything but automatic dishwashing soap in the dishwasher, regular dish soap will cause your dishwasher to overflow.
3. **DO NOT** allow bottle caps, broken glass, or other objects to enter your garbage disposal. **CHARGES WILL BE ASSESSED FOR REPAIRS IF FOREIGN OBJECTS ARE FOUND IN THE GARBAGE DISPOSAL.**
4. You are responsible to change all your own light bulbs.



Parking

If you are renting a parking spot, it is important you read the following information:

1. You must have a copy of your parking lease in your vehicle at all times or you will not be able to tow anyone from your spot.
2. Your parking sticker must be displayed in the upper left side of your rear window.
3. Make sure you are parking not only in the correct spot but also in the correct lot. Some of our lots are adjacent to each other.
4. If someone is parked in your spot, it is your responsibility to call Reynolds towing to have them towed, we can not do it for you because you hold the lease. **DO NOT PARK IN ANOTHER SPOT IF SOMEONE IS IN YOURS OR YOU WILL BE THE ONE TO GET TOWED.** In this case being the nice guy will cost you money.
5. You will pay for parking with your apartment rent. You can put both on the same check.
6. If you park at 805 S. Fourth Street, you will pay a \$75.00 refundable security deposit for your garage remote. You must keep the garage doors closed during the winter. The water pipes run through the garages and can freeze if the doors are left open.

*To have someone towed call Reynolds Towing at **1-217-352-5111**. Remember we are not responsible if you are towed for parking in the wrong spot. It is your responsibility to make sure you understand where your spot is located.



Garbage

Dumpsters are provided outside of each building for your trash. **DO NOT LEAVE YOUR TRASH IN THE HALLWAYS.** This violates Fire Code. It also attracts bugs and rodents.

If you put your trash in the hallways, our custodians will remove it. You will then receive one warning of the violation. After that your account will be charged **\$20.00 for each bag** of trash removed. This is a serious violation that could also result in fines from the city.

We have our buildings cleaned 5-7 days per week depending on the location, to keep them looking good. With your help we can keep them that way!



Paying Rent

The rent is due on the 15th of every month. You will need to fill out a rent payment slip that is provided to you in your welcome packet. Once you have filled it out with your name and apartment address you will need to either mail or drop the payment off at Busey Bank. Busey Bank is located on the corner of 6th and Green, at 614 S. 6th Street, Champaign, IL 61820. If you pay at another Busey Branch it may take some time for your rent to be recorded. The check should be made to Bankier Apartments. No payments will be taken in the office unless the rent is LATE, which is after the 20th.

1. When leaving for Winter break or for Spring Break you can either drop a check at the office or you can mail your payment in.
2. Also please make sure that when paying your rent that you include an extra \$9.00 per person for the Sanitary Fee. If you live at the following building you will need to also add another \$9.00 per person for the water. These buildings include 106 S. Coler, 303 W. Green (1E, 1W, 2E, 2W, & #5 Only), 406 E. Green St., 403 E. Green St., 624 S. Fifth St., 713 S. Sixth St., 805 (Eff. Only), 1106 W. Stoughton, and 1109 W. Stoughton Apt. 15 in Urbana.
3. If you have leased a parking spot you may pay for it monthly with your apartment payment. If you wish to pay for the parking in full please feel free to do so.
4. If your parents are planning on paying the rent for you please provide them with payment slips and the address of Busey Bank.
5. There will be a \$35.00 late fee assessed if paid late. There is a 5 day grace period.
6. Any Checks not honored at the bank (NSF) will be assessed an additional fee of \$25.00.
7. If you have any questions regarding your rent balance you can feel free to call Chris at the office at 217-328-3770.



Lock Outs

The following information will help you if you ever get locked out of your apartment.

- 1. If you get locked out of your apartment and it is during office hours stop by the office and we can give you an extra key (You will need to show a picture ID).**
- 2. If you get locked out of your apartment and it is after office hours you will need to call the answering service at 217-328-3770. Follow the prompts until you get to the emergency operator. They will need your name and full address so they can page a maintenance man. Please be patient, most of our maintenance men live out of town. You should expect a minimum of a 30 minute wait. There will be a \$35.00 fee payable at that time.**
- 3. If you lose your keys you will need to call Locksmith Service at (217-359-5168) for a lock change. Depending on the size of the apartment it will cost about \$75.00. This is a security issue so there will be no exceptions to this rule. If you lose you keys you must have you locks changed.**
- 4. If you drop your keys down the elevator shaft, our maintenance staff will try to retrieve your keys from the shaft. If they are unable to retrieve your keys the only other option is to call Dover Elevator Company. They will charge \$150.00 for a service call and this will be charged to your account.**

Winter and Spring Break Time

Here are a few helpful reminders to do for your apartment before leaving for break.

- 1. Please make sure that you leave the power on at all times.**
- 2. If it is winter time please make sure you leave the heat on at least 62 degrees so the pipes don't freeze. If you fail to do so pipes may freeze and cause damage.**
- 3. If you live at 805 S. Fourth St., please make sure that the garage doors are closed at all times during the winter months.**
- 4. Please make sure apartment is locked properly.**
- 5. Windows and Patio doors need to be shut and locked properly.**
- 6. Food should be put away where it belongs.**
- 7. Leave a clean and tidy Kitchen to avoid drawing rodents to your apartment.**
- 8. Garbage should be taken down to the dumpster.**
- 9. Make sure everything is turned off such as curling irons, water faucets and alarm clocks.**

Renewing Leases

Fall leasing will begin the October 1. If you are interested in renewing your lease, please call the office prior to October 1. If you are unsure of your plans for next fall and need more time to decide, please contact the office. We will do our best to accommodate you whenever possible.

Fall rate information is available at the office!!!



Subletting

If you plan on subletting your apartment for either the summer or the semester, you will find the following information helpful. If you choose not to sublet and all residents are vacating the apartment, you may prefer an early move out option. Please call the office for details.

1. It is your responsibility to find a sublet for your apartment. We do have a sublet referral list in our office, so please let us know if you are trying to sublet.
2. We highly recommend that sublets pay a **full security deposit**. Otherwise, any damages done to your apartment will be deducted from **your** deposit. Only a full deposit can be handled through the office.
3. Remember, you have paid your 12th months rent when you moved in. Your sub lessee should reimburse you for this.
4. You cannot sublet a portion of your apartment unless all tenants agree and sign the appropriate lease modification form.

Required Steps:

1. \$75.00 Processing Fee-Due at sublease signing
2. To process paperwork for sublets, **you must make an appointment** with the office and all parties must be present to sign the sublet forms.
3. All lessees and sub lessees must be present for the lease signing. If someone cannot be present, a signed letter of authorization to sublet the apartment must be faxed or delivered to our office prior to the signing appointment.
4. Discuss the security deposit prior to your appointment. This will determine who the check goes to when the lease ends.
5. Prior to mailing the original security deposit any rent difference must be paid in full by the original tenant, along with any past due balance.
6. Please ask for a condition report if the sublessee is paying a security deposit. This must be filled out by your sublessee and turned into our office within 72 hours of move-in.

You are still responsible for your sublet even if you get your security deposit refund. You are in no way “off the hook.” If their damages exceed the amount of the security deposit ...it falls back on you. Keep this in mind when choosing a sublet.



Security Deposit Deductions

We would like you to get your full security deposit back!

Please,

1. Take care of your apartment throughout the year:
 - a. When hanging items on the wall, you should use nails or thumb tacks. Keep in mind you will need to spackle all holes prior to move out. **DO NOT USE** sticky tape or poster gum (It causes wall damage and you will be charged for the repairs.
 - b. **DO NOT** put duct tape or any other adhesive on the carpet. The adhesive does not come off the carpet therefore your carpet may need to be replaced. If you spill something on the carpet, clean it up immediately to avoid stains.
 - c. **DO NOT** put any type of tape or nails in bedroom, bathroom or closet doors.
 - d. **DO NOT** store furniture or closet doors on your balcony. They will become weathered and you will be charged for replacements. We cannot remove unwanted furniture; we simply do not have the storage space. Also do not damage your furniture.

Remember during turnover we bring in outside contractors and cleaning companies to help us get the apartments ready. If your apartment needs to be cleaned, their charge is \$22.00 per person/per hour. Contractors charge \$40.00 an hour for wall repair. By taking the extra time to get your apartment ready, you can save!