



850 W Pine Street  
Eagle River, WI 54521  
(262) 968-3378

# RESIDENT GUIDE

PROPERTY NAME

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SITE MANAGER

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PHONE

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**We Do Business in Accordance With the Federal Fair  
Housing Law**  
(The Fair Housing Amendments Act of 1988)

**It is Illegal to Discriminate Against Any Person Because of Race, Color, Religion, Sex, Ancestry, Age, Handicap, Marital Status, Lawful Source of Income, Sexual Orientation, Familial Status, or National Origin**

- In the sale or rental of housing or residential lots
- In advertising the sale or rental of housing
- In the financing of housing
- In the provision of real estate brokerage services
- In the appraisal of housing
- Blockbusting is also illegal

Anyone who feels he or she has been discriminated against may file a complaint of housing discrimination:

1-800-669-9777 (Toll Free)  
1-800-927-9275 (TTD)

U.S. Department of Housing and  
Urban Development  
Assistant Secretary for Fair Housing  
and Equal Opportunity  
Washington, D.C. 20410

Welcome!

Penkert Properties, LLC would like to welcome you to your new home. We are excited that you chose us to be your new management team. Our goal is to ensure that our tenants live somewhere they are proud to call home.

We strive to provide our tenants with the highest level of professional customer service at all times. Our staff is highly trained to assist you with any issues or concerns you may have during your tenancy. If you have any questions or suggestions for improvement, please contact your Site Manager to let them know.

This Resident Guide was created to help answer many of the most common questions new tenants have when they are moving into their new apartment. It will also help explain what you can expect from us as a management company and what we'll be looking for from you as a tenant. We request that you review the information provided in this guide and we ask for your cooperation in observing our policies as they have been established to provide the best experience for all of our tenants.

We hope the following information will make your transition into your new home as smooth as possible.

Sincerely,

Kevin Penkert  
President

## **PREPARING FOR MOVE-IN**

### **Key Collection**

You can pick up the keys to your new apartment during regular business hours on the date of your move-in. If you need to arrange a time outside of these hours please contact your Site Manager to arrange a time that is convenient for you.

### **Setting up Utilities**

You are responsible for setting up your electric, water, gas, cable and internet utilities. If you haven't already set these up, here is a list of providers in the area:

**Electricity:** \_\_\_\_\_

**Water:** \_\_\_\_\_

**Gas:** \_\_\_\_\_

**Cable/Internet:** \_\_\_\_\_

**Other:** \_\_\_\_\_

You must provide your Site Manager with a receipt and/or confirmation from the utility company showing the utilities have been transferred into your name before moving in.

Utility bills change throughout the year; increasing during the summer and winter and decreasing during Spring and Fall. With these fluctuations, it can be difficult to budget your utility bills. We strongly advise our tenants to inquire with the utility company about their options to set up Budget Billing.

If you are required to pay water for your apartment, many utility companies bill on a quarterly basis. Please contact your Site Manager for the billing cycle so you can budget for your first water bill.

### **Move-in Inspection**

Prior to your move-in your Site Manager inspected the apartment and any deficiencies were noted on the Move-in Inspection form. You have **7 days** after the start of your lease to notify your Site Manager in writing (letter, email, etc.) of any damages or maintenance concerns within your unit so they can be noted or repaired. After 7 days, we are no longer responsible for damages present within the unit and you may be charged for such items when you vacate.

## **FINANCIAL CONSIDERATIONS**

### **Paying Your First Month's Rent**

Your first month's rent plus any applicable prorated rent and fee(s) must all be paid in full before you will receive the keys for the apartment. If your move-in date is on a day other than the first of the month, your first month's rent payment will be prorated. If your move-in date is after the 25th of the month, your first month's rent payment will be the prorated amount plus the next month's rent.

All future rents will be due on the 1<sup>st</sup> day of each month.

### **How to Pay Your Rent**

We offer our tenants a variety of ways to pay their rent:

- **Automatic Withdrawal from a Checking or Savings Account**

If you would like to set up automatic payments, please provide your Site Manager with a voided check. You will be required to sign an authorization form that allows us to make withdrawals from your bank account. Tenants who are on Social Security can have their rent automatically withdrawn from their account on the 5<sup>th</sup> of each month.

- **Online Tenant Portal**

If you prefer to make your rent payments online, all tenants have access to an online tenant portal where they can pay rent, see their transaction history and contact their Site Manager for maintenance concerns. If you'd like to set-up your online tenant portal, contact your Site Manager for instructions. Your online tenant portal is located at <https://penkert.twa.rentmanager.com/>. A valid email address is required.

- **Pay by Personal Check or Money Order (Cash is NOT accepted)**

If you are unable to use our online or automatic payment options, you may pay your rent by check or money order. Please deliver your payment to the Manager's Office and be sure to include the property address and your unit number on the memo line (Example: Sunshine Apartments, Building 2, Unit 30) so that your payment is applied to your account properly.

### **NSF Payments**

In the event a payment is returned for non-sufficient funds, the amount due plus an NSF fee must be paid via certified funds within 24 hours of notification, otherwise legal action may be taken. If the NSF payment results in a late rental payment, a late fee will also be incurred.

## **MAINTENANCE and CARE OF YOUR APARTMENT**

### **How to Request Repairs and Maintenance**

While we strive to ensure that all of our properties are in excellent condition, occasionally maintenance or repair issues will arise. You can submit maintenance requests through the tenant portal on our website, [www.penkertproperties.com](http://www.penkertproperties.com), by email to your Site Manager or in writing by leaving a Work Order with your Site Manager. If you have not been contacted by a repair person within 48 hours (not including weekends or holidays) of reporting a problem, please notify your Site Manager.

DO NOT CONTACT OUR CORPORATE OFFICE REGARDING MAINTENANCE ISSUES. Our Corporate Office is an administrative office only and cannot assist with maintenance issues.

### **Afterhours Emergency Maintenance**

Penkert Properties knows that being able to get in touch with someone in an emergency is very important to all our tenants. For this reason, we provide our tenants with an emergency phone number that can be used for situations that constitute an after-hours or weekend maintenance emergency.

For afterhours maintenance emergencies where tenant safety or major property damage is in question, **please call (888) 636-5468**. Be sure to leave your name, phone number(s), property address and a clear description of the emergency. The afterhours number should only be used as an emergency contact number to alert our office of immediate danger issues such as:

- Major Water Leaks or Burst Pipes
- No Heat (Under 68 Degrees)
- Smell of Gas
- Electrical Danger
- Sewage Backups

Tenants are responsible for the cost to repair any damage they or their guests cause. If the tenant makes a maintenance call and no repair is needed upon arrival of the technician, the tenant is responsible for payment of the service charge.

**PLEASE NOTE: For medical, fire or police emergencies (including excessive noise complaints and domestic violence situations), call 911 immediately.**

## **ROUTINE APARTMENT MAINTENANCE**

### **Light Bulbs**

Upon moving in, you will find that all light fixtures have been equipped with the proper bulb. Throughout your lease, you are responsible for replacing burned out bulbs. Upon moving out, all lights must be equipped with the proper number and kind of bulbs. Light bulbs must be 60 watts unless otherwise specified on the fixture. Tenants may request maintenance install lightbulbs if they provide them.

### **Smoke Alarm**

You should test smoke alarms every thirty days and immediately report a non-working smoke alarm. Do not disconnect or remove a smoke alarm because it is not working or it is beeping. By doing so, you endanger all residents and guests and you could be liable for damages in the event of a fire.

### **Thermostat Batteries**

If your heat isn't working properly, you may need to change the battery in your thermostat. Replacing the battery is a relatively simple process which usually just requires removing the wall plate. If you have questions, or the heat is still unresponsive after you've changed the battery, contact your Site Manager.

### **Plumbing and Septic Systems**

You are responsible for keeping all sinks, lavatories and toilets open. Please do not allow anyone to throw anything into the plumbing system or to use it for any purpose other than for what it is designed. You will be responsible for any damage or stoppage unless it was caused by mechanical failure of the plumbing system during normal use.

### **Stove/Oven**

When cleaning your oven, do not use oven cleaner on self-cleaning or continuous cleaning ovens. You will be charged for any damage to an appliance caused by improper use, neglected cleaning or overall lack of maintenance.

### **Dishwasher**

Dishwashers need to be used at least once a week to avoid damage to seals and motors. Please remember to clean the door and check the bottom of the dishwasher for food particles and other items that may have fallen from the racks. Use a dishwasher cleaner monthly to prevent buildup of lime or grease inside the dishwasher.

## **Garbage Disposal**

Garbage disposals are not for bones, greasy items, meat or any other similar materials. If the motor buzzes, please turn the switch off and try to unjam the appliance in a safe manner. You can do so by turning the blade backwards with a wrench, or resetting the circuit breaker (usually found near the side or the bottom of the disposal).

## **Washer/Dryer Hookups**

When you install your washer and dryer, it is also a good time to check your hoses and washers to eliminate leaks. If you are going to be away from the property for an extended period of time, please remember to turn off the hot and cold water supply.

If you have a front load washing machine, leave the door open to allow air circulation to avoid musty odors. It is also recommended that you clean the washer every couple of months with a washing machine cleaner.

## **Air Conditioners**

Air conditioner filters should be cleaned regularly. It is recommended that air filters are cleaned or replaced at least once a month. Most air conditioner filters are reusable and just need to have the dust rinsed off under the kitchen faucet. Air conditioners are not to be used during winter months.

## **Annual Safety Inspections**

Penkert Properties will conduct an annual inspection of the building, including inspections of individual apartments. These inspections are meant to help keep the property safe and in accordance with local, state and/or federal regulations. We will inspect mechanical systems including plumbing, electrical and fire alarms and/or carbon monoxide detectors in your unit. We will notify you of this inspection by a written 12-hour Notice of Entry.



## **GENERAL INFORMATION**

### **Disturbances, Noise and Nuisances**

All tenants, residents and guest are expected to conduct themselves in a way that will not offend or disturb their neighbors. Any activity that causes extreme or excessive noise or disturbances of any kind will be cause for possible eviction. This includes loud, lewd, vulgar or profane language. If music can be heard outside the perimeter of the leased premises, it is considered too loud.

HOURS OF QUIET TIME ARE 10:00 PM – 9:00 AM.

### **Parking and Vehicles**

All vehicles shall be parked in proper areas. There will be no parking on lawns, sidewalks or other areas not designated for parking. No vehicle repairs (except minor repairs such as changing a tire) are allowed at any time. All vehicles must be properly licensed & registered. Penkert Properties will not be responsible, nor pay, for any vehicles that are towed from the property or surrounding area.

### **Guests**

Any person or persons staying more than 5 days requires prior written permission. Only those persons listed on your lease agreement have permission to occupy the premises. You are responsible for the behavior of your guests.

### **Locks and Keys**

Prior to your move-in, your apartment was rekeyed to provide peace of mind to both tenants and owners that the only keys with access to the property are the ones held by the current tenants and the copy held by our office in case of emergency.

If you lock yourself out of your unit or lose your keys you must contact a licensed locksmith to provide you entry. If we are called out for this reason you will be charged the full amount of any expenses incurred in addition to a \$150.00 service charge. Payment will be due in full at the time of service. If you lose any of your keys, including the key to your unit, common area, or mailbox you will be charged \$75.00 per key.

### **Pets**

If you would like to have a pet, you should contact your Site Manager. You will be required to complete an Animal Addendum and submit a pet deposit before bringing the pet onto the property. Pets are prohibited without the prior approval of your Site Manager. Having a pet on the premises without permission could be grounds for termination of your lease.

## Smoking

All of our properties are smoke free. Smoking is NOT permitted inside the premises by tenants or guests. Smoke related damage will not be considered normal wear and tear and the cost to repair damages caused due to smoking will be deducted from the security deposit.

## Trash and Recycling

If you have trash that exceeds the normal pickup, you are to arrange to have it hauled away at your expense. Place all other trash within the appropriate trash receptacles for normal trash removal.

Recyclable materials must be clean and free from contaminants. Please separate your recycling from your trash and empty the recyclable materials directly into the dumpster. **DO NOT THROW BAGGED RECYCLABLES INTO THE DUMPSTERS!** Reuse or dispose of the plastic trash bag in the trash. **Tenants who do not follow this policy are subject to paying the actual cost of contamination fees that are assessed by the recycling company.**



**Recycle empty bottles, cans, paper and cardboard.**



**Keep food and liquid out of the recycling.**



**Empty recyclables directly into your recycling container - NO bagged recyclables.**

## Christmas Trees, Holiday Decorations and Lights

Lights and decorations must be hung so as not to cause damage to the property. Exterior lights and decorations are only allowed during holiday seasons and must be removed immediately when the season ends. No live Christmas trees are allowed.

## Grills on Decks

Grills of any kind (including gas or electric) are strictly prohibited on decks. Grills must be at least 10 feet from any structure while in use and must cool for 24 hours after use before being stored. No charcoal grills of any kind are allowed.

## Renter's Insurance

Although it is not required, we strongly recommend that you purchase renter's insurance. The property insurance policy will not cover the replacement of your personal belongings if they are lost due to fire, theft, rain, and/or any other cause. A renter's insurance policy can help protect you in case of a liability lawsuit if someone is injured during an accident in your apartment. You can contact a local insurance agent to get a quote for coverage, which is typically only a few dollars a month.

## **PREPARING FOR MOVE-OUT**

### **Notice to End Your Tenancy**

Your Site Manager will contact you approximately 90-75 days in advance of your Lease expiration. At this time you will be provided with the terms of your new Lease, including options to renew for an additional 12 months or on a month to month basis. If you intend to move out at the end of your current Lease, return the notice to your Site Manager with the option selected that you'll be vacating.

If you're on a month-to-month tenancy, you must provide a 30-day written notice. If you provide less than 30 days' notice, you will still be financially responsible for rent for the balance of the rental period. Rental periods begin on the 1<sup>st</sup> day of the month and end on the last day of the month. You can provide notice by emailing or writing a letter to your Site Manager. Once we have received your notice, you will receive instructions for move-out from our administrative office.

### **Move-out Inspections**

Move out inspection will be performed after all tenants have vacated the property and removed all belongings from the premises. Please contact your Site Manager to arrange the date and time of your final inspection if you would like to be present.

### **Security Deposits**

Your security deposit will be returned to you within 21 days of vacating the property at the end of the lease period provided there are no damages and a forwarding address has been given to your Site Manager. Your security deposit will be applied to costs of cleaning, damages or unpaid rent after you move out. Any unpaid and/or final utilities will be paid on your behalf directly to the utility company and deducted from your security deposit.

**You may not apply any part of the deposit toward any part of your rent in the last month of tenancy.**