



RESIDENT POLICY MANUAL

*A guide to answer all
your questions*



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MiddleTown

Property Group

WHO WE ARE

BSURentals.com and MuncieRentals.com are divisions of MiddleTown Property Group (MTPG). MTPG is a property management company dedicated to providing the best off-campus housing. We have unbeatable locations and are owned/ operated by local BSU graduates. When you deal with MTPG, you're talking with local managers who live and work in Muncie.

At Middletown, we are committed to providing the highest level of service to both owners and tenants. No problem is too big or too small. Your happiness is our priority.

MTPG POLICY

It is the policy of MTPG to provide equal opportunity for rental and occupancy of its properties to all persons and to not discriminate on the basis of race, color, religion, gender, familial status, disability or national origin. This policy of non-discrimination pertains to all aspects of its property rental and occupancy including terms, conditions, privileges and access to services and facilities.



WELCOME

Hello and welcome to your new home through Middletown Property Group! This booklet is designed to help answer some of the many questions you will have throughout the duration of your lease. If you have any questions or concerns that this does not cover, please feel free to call our office at **765-289-7618**. We strive to ensure that you feel at home at your property and look forward to having you as a tenant for years to come.

Move-In Reminders:

1. Your residence will be ready for you to occupy on the day of your lease commencement. You should pick up your keys and pay your first month's rent on the day your lease begins. Please notify the office prior to this date if you are not able to come in that day so alternate arrangements for pickup can be made. All move in packets and keys must be picked up at the BSURentals office. You will not be able to move in unless you pay off your balance and provide account numbers for the utilities you are responsible for.
2. After you have picked up the keys/code to your new residence, you must fill out our online move-in form. Our move-in form can be found at <http://bsurentals.com/movein/>. The form **MUST** be completed within 3 days of your lease commencement date. This form will be used to check for damages at the time of move out. If this form is not completed within 3 days of your lease commencement date, you may be assessed for all damages in the unit upon your time of move out.

RENT

Rent is due on and must be received by the first day of each month. There are several methods in which you can pay your rent!

1. Pay Online through your Resident Portal

- You can make Single payment or Recurring Payments
- Setting up ACH Payments is FREE!
- We accept Credit and Debit payments through the Online Resident Portal ONLY! Credit and Debit payments will be charged a processing fee.

2. Deliver or Mail a check/money order at the office.

(1701 W University Ave. Muncie, IN 47303)

3. Drop check/money order in the after-hour office drop box labeled with your name and address.

RENT CONTINUED

Below is an example of a properly completed rent check. You must include the address of your residence and the month/year of the rent payment. This will help apply payments correctly.



DO NOT make your check payable to BSURentals. You must address all checks to the proper payee. The proper payee will be stated in your lease. We will accept Check or Money order – **cash payments are not accepted.**

Please note that there is a \$35.00 fee for each NSF check. Also, be aware that knowingly writing an NSF check could result in criminal prosecution. Applicable late fees will be assessed in the event a check is returned.

All individuals who sign the lease are jointly and severally liable for the total rent throughout the entire lease term. Non-payment by any individual on the lease does not relieve the others of financial responsibility.

SECURITY DEPOSITS

Indiana State Law requires that security deposits be returned within 45 days from the lease expiration date. We will make our best efforts to return the deposit within 3 to 4 weeks. This can be expedited if you make sure to complete the items listed in the Move Out reminders category, as well as leaving your unit in a good, clean condition.

Refunds will be made payable to the primary tenant listed on the lease and will be sent to the forwarding address that has been provided to us.

REDECORATION FEES

Most tenant's leases do not feature security deposits, but instead a redecoration fee. The redecoration fee covers normal wear and tear upon move out. This payment is due at the time of lease signing and is necessary to secure your property. It covers the same general maintenance that a security deposit would, however it is non-refundable and typically less money than a standard security deposit.

If you have any questions in regard to a security deposit refund, security deposit invoices, or your redecoration fee, please call the BSURentals office at (765) 289-7618.

Utilities

You must have all utilities for which you are responsible (as stated in your lease) placed in your name effective on the date your lease commences (regardless of whether it is occupied at that time). You will be responsible for any deposits required to start services by the utility companies. The following is a list of numbers to assist with this procedure:

Electric | Indiana Michigan Power, 1-800-311-4634

Gas | Vectren Energy Delivery, 1-800-227-1376

Water | Indiana American Water Co., 1-800-492-8373

*** Sewage will remain in the owner's name and be invoiced to you on a monthly basis by BSURentals. You do NOT need to put this utility in your name.**

This list covers all of the normal utilities for Muncie, IN. If you live in an area that utilizes different utility companies, you will be notified and provided the correct contact information.

If you are moving into a property that has special circumstances regarding utilities, you will be notified and do not need to place them in your name. We will invoice you on a monthly basis for your portion of the usage.

If you do not have utilities turned on prior to your lease commencement date, your services may be interrupted, and you will be responsible for any charges or fees that would result due to this action.

Failing to change the utilities into your name will result in a billing fee for each bill received by the utility department.

LEASE OPTIONS

If your living situation does not work out, the following options are available:

1. Complete the Lease Take Over process and pay the appropriate fee.
2. Continue to pay monthly rent until end of lease term.

Remember, ALL lessees are responsible for the rent – even if you are not living there. Please refer to the jointly & severally liable clause in your lease.

RESIDENT CONDUCT

Please be considerate of your neighbors:

1. Turn down the volume of your music and TV. Not everyone wants to listen with you.
2. Don't set trash outside your door. If BSURentals remove trash, there will be a \$25.00 per bag charge. Please use the provided dumpsters/refuse containers for disposal purposes.
3. If you have a party, keep in mind the noise and activity levels outside your unit. Many other residents may be attempting to sleep or study. If you have a neighbor whose party has gotten out of hand, please contact the Muncie City Police (765-286-4050) or Campus police (765-285-1111) to report it.

Warning notices will be sent for unacceptable conduct. If you continue to disregard these policies, actions will be taken that could result in eviction.

PET POLICY

Pets are not allowed in any circumstance unless a Pet Lease has been signed. The fee for pets is \$250 for the non-refundable pet deposit and \$30/month per pet. If it's a service animal, and you can provide proper documentation, you will not be charged.

The pet owner agrees to meet the following terms and conditions:

1. Only the pet/pets listed and described below are authorized under this pet agreement. Additional pets must be approved by the owner/management.
2. Pet/pets will not cause; danger, damage, nuisance, noise, health hazard, or soil the apartment/house unit, premises, grounds, common areas, walks, parking areas, landscaping or gardens. Tenant agrees to clean up after the pet and agrees to accept full responsibility.
3. Tenant agrees to register the pet/pets in accordance with local laws and requirements. Tenant agrees to immunize the pet/pets in accordance with local laws and requirements.
4. Tenants warrant that the pet/pets is housebroken.
5. The tenant agrees to observe the following regulations:

Dogs and Cats: Must be controlled at all times. Must be kept on short leash while in common areas or on the grounds. Barking will not be tolerated in that it is considered to be a nuisance to other tenants. Proper disposal of cat litter (securely bagged) will be done on a frequent basis. Odors arising from cat litter will not be tolerated.

Birds: Birds will be properly caged. Seeds and droppings will be shielded or caught to prevent accumulation and/or damage to carpeting/floors.

Fish: Aquariums will not leak and will be cleaned regularly to prevent foul water and/or odors.

LOCK OUTS

If you are locked out, you will need to contact the office if M-F between 8:00 AM and 5:00 PM; If after 5:00 PM or on F-Sun, please call 765-587-0280.

Tenant will incur a \$100 fee to replace keys / change door code.

MAINTENANCE REQUESTS

During Business Hours

During business hours, contact the office at (765) 289-7618 or submit a request online at www.bsurentals.com on our Maintenance page. If you get voicemail, be sure to leave your name, phone number, unit address, and nature of the request. Messages are retrieved on a regular basis. If your request is of an emergency nature, call (765) 587-0280.

After Business Hours (After 5:00 PM Monday-Fridays, Weekends & Holidays)

Emergency maintenance requests after business hours should be reported to (765) 587-0280. The following is a list of what classifies as an after-hours emergency requiring immediate action:

1. No heat and the outdoor temperature is below 50° degrees
2. Water leak causing damage – a faucet drip is not an emergency
3. Fire **(Make sure to call 911 to receive assistance before reporting the fire to BSURentals)**
4. No electricity – Be sure to contact the electric company to confirm that no payment is due and there are no outages.
5. No air conditioning if temperature is above 90° degrees
6. Gas leak (or smell gas)
7. Entry door will not open or shut
8. Clogged toilets (must be all toilets if you have more than 1)
9. No hot water
10. Any situation endangering the health or safety of the resident or others

If the request is for routine services, please leave a detailed message. Requesting service gives BSURentals the authority to enter the premise to complete the repair. A confirmation of request for repair schedule will **NOT** be given to resident. All service calls will be charged to resident(s) if the required repairs are a result of negligence or misuse. Invoices will be sent to lessee(s) and be payable upon receipt.

PARKING PERMITS

Permits should be displayed inside the vehicle on your rear-view mirror (colored/numbered side facing the windshield). Failure to display your parking permit could result in your vehicle being towed at your expense.

You must park only in designated parking lot for your permit. If your lot is numbered, you must park in the space that has been assigned to you. If the lot is not numbered, you may park in any space your permit authorizes (unless otherwise indicated).

If you lose your parking permit you must come to the BSURentals office and purchase a new one for \$100.00. If your vehicle is in someone else's space it may be towed at your expense. If your lot is full and unauthorized vehicles are present, please call MTPG and we will have the violators removed by a towing service. **DO NOT CALL A TOWING SERVICE.** 24 hour service is provided by MTPG for this purpose. Lost vehicles can be located at Nye's Towing & Wrecker Service (765-282-5092). They perform random lot checks and are authorized to tow away any vehicle not displaying a parking permit.

Most lots are not equipped to provide additional parking beyond those designated for tenants per lease term. Please be mindful of this when having guests visit your apartment. BSURentals and MTPG **does not** provide guest passes for parking lots and you are not able to purchase extra permits for your residence.

EMERGENCIES

In the event of an emergency (Fire, Flood, Natural Disaster, Etc.) Please be careful and smart! Remove yourself from harm's way or evacuate the building. Once you are in a safe location, Please call 911 and the BSURentals Office.

Remember, items are replaceable but people are not. Please always err on the side of caution if you hear alarms or warnings.

LEASE EXPIRATION

Prior to your lease expirations, a BSURentals representative will reach out to you asking for notification of your desire to renew or vacate the premises for the next lease term. Please respond within the time indicated on the notice.

If you do not renew your lease, BSURentals will start showing the unit to prospective tenants. We will make every effort to notify you with a prior day notice before a showing of your unit- not 24 hours. You do not need to be present for the showing and showings will not be changed or modified to fit your schedule. We typically show units between 10:00 AM and 6:00 PM M-F, Saturday 12pm-5pm, and Sunday from 12pm-4pm. (unless otherwise notified).

Please remember that if you are looking to move to another location, BSURentals has several rentals in the Muncie area. We would be happy to help you re-locate to another BSURentals managed unit.

MOVE OUT REMINDERS

Upon moving out you will need to do the following things:

1. **Utilities:** Call companies that service the utilities you are responsible for paying and request that they provide a final reading for your service effective on the date your lease expires. Also, give them an address to send your final bill (if applicable). It is your responsibility to pay all bills through the lease ending date, whether the unit is occupied or not.
2. **Keys and Parking Permits:** These items are to be dropped off at the BSURentals office on or before your move out date. There is a \$100.00 charge if all door keys are not returned within 24 hours of lease termination date and \$30.00 per key charge if all mailbox keys are not returned. Failure to return all parking permits issued will result in a fee of \$100.00 per permit. Do not leave keys or permits in the unit upon move out.
3. **Forwarding Address:** You must provide your forwarding address in writing when you drop off your keys or send by certified mail within 24 hours of lease termination date in order to receive any refund due
4. **After Hours Drop Box:** Place your return items in an envelope labeled with your name, BSURentals address and forwarding address. We will not know it is your if it is not labeled.

CONTACT US

Don't be shy! If you have questions or need assistance, please do not hesitate to contact our attentive staff.

765-289-7618

bsurentals.com | muncierentals.com

BSURentals / MuncieRentals Office Hours

Monday – Friday: 9am- 6pm

Saturday – 11am-5pm

Sunday – 12pm-4pm

Check our website for Holiday Hours

If you cannot reach someone, please leave them a voicemail or send an email so they can assist you with your request or issue.

COVID-19 ADDENDUM

MIDDLETOWN PROPERTY GROUP COVID-19 UPDATE

We know that COVID-19 is creating a time full of uncertainty and challenges. It is important for us at MiddleTown to continue to operate many critical functions that are necessary for our tenants to enjoy their homes. We are committed that all our tenants are minimally impacted while we take appropriate steps in accordance with the CDC. Due to the most recent Emergency Declaration of Delaware County, we have reduced our operations in accordance to its guidelines. We will still be available for our tenants and future tenants by phone and email. We will continue to monitor the situation and react accordingly. MiddleTown Property Group is providing the following guidelines. If you have additional questions, please reach out to your appropriate property manager.

OFFICE HOURS

We are open regular hours. We will continue to minimize the amount of people in the office based off of CDC and Governor requirements. Please continue to prioritize calling the office over coming in, if you need assistance: 765-289-7618.

PAYING RENT

We advise tenants to utilize the online portal to make online payments, which can be found at the following link: https://middletownpg.appfolio.com/connect/users/sign_in

We will continue to take payments by mail or at the office drop box.

If you have been financially impacted by COVID-19, please contact your property manager.

MAINTENANCE REQUEST

We are still prioritizing servicing emergency maintenance requests but are now also working on other requests. We ask for patience as we work through them as it will take some time to catch up.

An emergency maintenance request is defined as anything that will cause safety issues to the tenants, property damage, or make the property uninhabitable.

Examples of emergency maintenance is below:

1. No heat and the outdoor temperature is below 50 degrees
2. Water leak causing damage
3. Fire (please call 911 first!)
4. Utility outages
5. No air conditioning if temperature is above 90 degrees and your unit was furnished with an AC unit.
6. Gas leak or smell

7. Entry door will not open or shut
8. Clogged toilets (must be all toilets if you have more than 1)
9. No hot water
10. The following appliances are not working:
 - Refrigerator
 - Oven
 - Microwave (if provided)
 - Washer
 - Dryer
11. Any situation endangering the health or safety of the resident or others.

We have added additional steps for our maintenance techs when on sites, including additional disinfection between maintenance requests. We request that all tenants notify us if they put in a maintenance request and have COVID-19 like symptoms. The property manager will reach out to determine the urgency of the maintenance request. If it's not urgent, we will schedule the work for a later time. If it is an emergency, we will schedule a time when the tenant is not home and will take appropriate measures as outlined by the CDC.

HOME SHOWINGS

It is critical that we are able to continue to show homes for those that have immediate housing needs. However, we will do so with many precautions with our tenants and team members' health and safety as a priority.

1. Will be prioritizing touring vacant units.
2. Will continue to collect more videos and photos to help reduce tours.
3. Asking all individuals touring that they are free from COVID-19 like symptoms, nor have been in contact with anyone with the disease. We require that all individuals touring including staff wear a mask.
4. Ask all units notified of scheduled tours, if tenants have COVID-19 like symptoms (or been in contact with an infected person), to notify the leasing team and we will cancel the physical tour.
5. Leasing associates will conduct video phone tours when possible to minimize amount of people in the unit when possible.

TEAM MEMBERS

Any MiddleTown Property Group team members that have COVID-19 like symptoms or have been in contact with an infected person are not permitted to work and will be requested to follow CDC guidelines. Anybody that was in contact with that team member will be monitored accordingly. All team members that are physically reporting to work have increased the amount of hand washing, and disinfection of their workspace.

CAN I GET OUT OF MY LEASE?

While we understand that is a very frustrating and eventful time, the responsibility of the Leaseholder remains in place. The current events do not prevent tenants from staying in their homes. If a decision is made by the tenants to not stay in their homes, that is a choice a tenant has made. A tenant choice does not release a contractual obligation. We will continue to monitor the situation in adherence to government guidelines as the situation evolves.

If tenants do plan to vacate the property during a significant amount of time, we would like to advise the following.

1. Set your temperature to at least 60 degrees for heat, to prevent freezing of pipes.
2. When it gets warmer, we do advise to keep some air circulation in the unit.
3. Check on your unit periodically.
4. Do not shut off your utilities, tenants are responsible to keep utilities on and in their name as according to the lease terms.
5. Let your property manager know, we will try to do periodical inspections to make sure all systems are in good condition, and there are no emergency maintenance items going unnoticed.

THE CRISIS IS IMPACTING ME ECONOMICALLY

We are sensitive to the fact that this event could impact personal financial situations. We're still obligated to collect rent payments, as we have many expenses that we must continue to pay to make sure tenants are not impacted at their home. This includes mortgages, utilities, insurance, maintenance, landscaping, and our own team members. We ask all tenants to continue to make their rent payments as obligated, so that we can continue to provide you with uninterrupted services. If you're having severe difficulty, please reach out to your property manager to discuss, and review the section below. MiddleTown Property Group will continue to monitor this situation and adhere to any government guidelines.

RESOURCES AVAILABLE TO TENANTS THAT NEED FINANCIAL HELP

If you have been affected economically by COVID-19, there are several resources that may help. Assistance for COVID-19 is constantly changing, based on government response. Please stay informed of your options. We will attempt to provide as much update as well.

File for Unemployment Benefits

<https://www.in.gov/dwd/2362.htm>

Ball State University Emergency Aid program

<https://www.bsu.edu/about/administrativeoffices/student-conduct/studentemergencyaid>

Center Township (Muncie) Poor Relief Program

<https://www.centertownshiptrustee.com/departments/poor-relief/>

Federal Programs including Food Stamps

<https://fssabenefits.in.gov/bp/#/>

Please review all options available to you by any personal banking and credit relationship you currently have. Many companies are offering assistance or programs during this time that can be of great assistance.

I THINK I HAVE COVID-19, OR I DID GET THE COVID-19 VIRUS.

Please follow the CDC and local Health Department guidelines, including immediate quarantine. We ask that you notify us as soon as you're able to do so. This will allow us to take appropriate steps and minimize exposure. We will continue to monitor government guidelines and adhere to any relief programs that may be implemented for those that contract the virus.

FUTURE UPDATES

MiddleTown Property Group will continue to monitor the situation and act accordingly. We will continue to provide updates regarding our operations and guidelines to our tenants. You will get the most up to date information on this page, or at this link: www.bsurentals.com/covid19
We will continue to notify our tenants through email, texting, and social media when we are able to do so. If at any time you have any questions, please feel free to contact our office at 765-289-7617.

We ask everyone in this time to stay informed, and to take the recommendations of the CDC.

Sincerely,
Matt Abner
President & CEO
Middletown Property Group, LLC.
765-289-7617