

Queens at Granville and Providence Flats

Rental Screening Criteria

Welcome to Queens at Granville and Providence Flats. In order to reside at a Marsh Properties Community, we require each applicant and each adult occupant to meet certain rental criteria. Before completing a Rental Application, we encourage you to review these requirements to determine if you are eligible for residency with us.

Application Fee: A \$75.00 non-refundable application fee is required for all individual applicants. **Individual applicants must be 25 years of age or older to apply; married applicants must be 21 years of age or older to apply.** Authorized Occupants must be 25 years of age or older and will be required to submit an application and a \$35.00 non-refundable application fee for criminal background check. An occupant 18 years of age and older who lives with a parent or legal guardian will be required to submit an application and a \$35.00 non-refundable application fee.

A SEPARATE, SIGNED APPLICATION FOR EACH APPLICANT, ALONG WITH ALL REQUIRED FEES, DEPOSITS AND VERIFICATION DOCUMENTS MUST BE SUBMITTED BEFORE THE APPLICATION CAN BE ACCEPTED AND PROCESSED.

Rental Score: Marsh Properties relies upon “Rental Scores” to estimate the relative financial risk of leasing an apartment to you. In addition to estimating risk, rental scores are an objective and consistent way of reviewing relevant applicant information and help speed the application approval process. It is our company policy to not discuss individual scores with applicants or try to explain details of how the scoring system works. Applicants will be given information to contact our screening agency regarding their score.

Rental scoring systems assign points to certain factors identified as having a statistical correlation to future financial lease performance. Your rental score results from a mathematical analysis of information found in your credit report, application, and previous rental history. Such information may include your bill-paying history, the number and type of accounts you have, collection actions, outstanding debt, evictions, bankruptcies, income, and the number of inquiries in your consumer report. The final number, or rental score, represents an estimated level of risk as compared to the performance of other consumers in a range of scores. Rental scoring treats all applicants consistently and impartially. Additionally, your rental score never uses certain characteristics like – race, color, sex, familial status, handicap, national origin, or religion – as factors.

The rental scores fall into one of three categories established by our screening agency – Approved; Approved with Conditions; Declined. If the applicant’s score falls within the “Approved with Conditions” category and the applicant chooses not to accept the “conditions” the application cannot be approved. The applicant has 2 business days to accept or decline the conditional approval.

Applicants whose credit information is unavailable or insufficiently established may qualify for the “Approved with Conditions” category if all other requirements are met.

In order to comply with the CA Civil Code Section 1786.26/ Investigative Consumer Reporting Agencies Act; please note: an investigative consumer report will be requested following the submission of your completed application from LeasingDesk Screening, which can be contacted at 2201 Lakeside Blvd, Richardson, TX 75082, 1-866-934-1124; or <https://www.realtor.com/support/consumer/>. Applicants with prior residency or background activity in the state of California may request to receive a copy of any investigative consumer report that is prepared by providing us a Notice of Requested Screening Reports under ICRAA Form. Your leasing consultant can provide this form upon request.

LEASE TERMS: 12-month standard. Other terms are available depending on market conditions and unit availability. Lease terms other than standard would usually be at a higher rental rate.

SECURITY DEPOSIT: \$1000.00 security deposit required at time of application. If an application is denied, this deposit will be returned to the applicant. **If the applicant is “Approved with Conditions” the applicant has 2 business days (Monday – Saturday) to accept or decline the conditional approval.** If the applicant declines the conditional approval, the \$1000.00 deposit will be refunded. If the applicant accepts the conditional approval, an additional Security Deposit of \$1000.00 paid in certified funds or by credit card must be paid within the 2-business day period stated above.

THE APPLICATION FEE AND THE SECURITY DEPOSIT ARE REQUIRED TO BE IN SEPARATE CHECKS, MONEY ORDERS OR CERTIFIED FUNDS if submitting payment in person or by mail. Payment by checks is accepted only from applicant or an immediate family member.

ALL APPLICANTS WILL HAVE 3 BUSINESS DAYS (Monday – Saturday) AFTER THE APPLICATION HAS BEEN APPROVED OR A CONDITIONALLY APPROVED APPLICATION HAS BEEN ACCEPTED TO SIGN THE LEASE. FAILURE TO TAKE POSSESSION OF THE APARTMENT AS OF THE DATE SPECIFIED IN THE LEASE WILL RESULT IN A DEFAULT OF THE LEASE AND THE RESIDENT WILL BE HELD LIABLE FOR THE PERFORMANCE OF THE LEASE INCLUDING BUT NOT LIMITED TO THE PAYMENT OF RENT UNTIL THE APARTMENT IS RE-RENTED.

OCCUPANCY GUIDELINES: All residents and all occupants must be listed on the Residential Lease Agreement. Our Occupancy Policy maintains the following:

<u>ONE BEDROOM</u>	<u>TWO BEDROOM</u>	<u>THREE BEDROOM</u>
One Adult	One Adult	One Adult
A Couple	A Couple	A Couple
One parent and one child	Two Roommates*	Two Roommates*
	A couple and up to two children	Two roommates and up to two children
	One parent and up to three children	A couple and up to four children
		One parent and up to five children

In addition to the occupancies stated above, a couple can have an additional child occupy their personal bedroom if the child will not be over one year of age by the end of the original lease term. Parents and their adult children’s family can occupy a three-bedroom apartment in accordance with the basic occupancy policy as stated above that applies to families. If a separate unoccupied bedroom is available after compliance with occupancy policy for all other occupants, one of the following could occupy: parents of resident or live-in Nanny. In floorplans where there is an extra den/ study / office, one additional familial occupant will be permitted. *Marsh Properties does not allow three (3) single roommates to occupy any of our floor plans in any of our communities.

Renter’s Insurance: RENTERS INSURANCE IS REQUIRED. Prior to taking possession of the apartment evidence of renter’s insurance coverage for the initial term of the lease and any extension thereof will be required. Minimum Renters Insurance Requirements include: Personal Liability Coverage of \$300,000, Personal Content Replacement Coverage of \$15,000 and Marsh Properties LLC at 215 Poindexter Drive Charlotte NC 28209 listed as “Additional Insured” or “Interested Party”.

Utilities: Approved applicants must contact utility companies in advance, pay any required deposits, and have the applicable utility services put into their name as of the move-in date specified in the lease, as well as, maintain these services throughout tenancy.

***Verification of Renters Insurance Coverage and established utility services required prior to keys being given at move in.**

Photo ID: A current valid government issued Photo ID is required to tour an apartment, to submit an application, to sign a lease and to receive keys to your apartment. Acceptable forms of Photo ID are:

- Current Valid Driver’s License
- Current Valid Photo ID issued by State Department of Motor Vehicles
- Current Valid U.S. Military ID
- Current Valid Passport
- Current Valid Visa
- Current Valid Green Card (with Photo)

Criminal Background History: A criminal background check will be conducted for each applicant. Criminal reports are evaluated on the basis of convictions and charges with deferred dispositions for misdemeanors and/or felonies. Our screening agency conducts the criminal background check and issues an “approved or declined” based on written criteria established with the screening agency.

Co-Signers: Co-signers must be 25 years of age or older. Parent/legal guardian can co-sign for their children 25 years of age or older. Adult children 25 years of age or older can co-sign for their parents. Co-signers will be processed as applicants (Application Fee and Security Deposit required) and if approved, will be named as Lessee co-signers on the lease. The Rental Score for the co-signer must be in the “approved” category. **We do not accept a conditionally approved score on a co-signer.** Co-signers must be present along with occupants to sign the lease. If this is not possible, we will require notarized signatures on a copy of the lease to be mailed and/or faxed to us within the 3-day period after the application has been approved.

Roommates: Roommates and a Roommate Authorized Occupant must be 25 years of age or older to apply.

We prefer that both roommates be named as Lessees on the lease. However, if one applicant is approved and the other is denied due to credit history the approved applicant can be put on the lease as the Lessee and the other applicant can be named as an Authorized Occupant. (An Authorized Occupant Agreement would be required to be signed by all parties under this condition.)

If the roommate’s application is Conditionally Approved, the applicant can be named as a Lessee with the approved roommate/co-signer Lessees. If the application is declined, the applicant can be an authorized occupant if all parties agree and sign the Authorized Occupant Agreement. THE ONE LESSEE WOULD BE TOTALLY RESPONSIBLE FOR THE FULL PERFORMANCE OF THE LEASE.

All named Lessees on the lease are held jointly and individually responsible for the full performance of the lease and for the payment of any damages and other charges.

Each Lessee who will occupy the premises must be a named insured on the required renter’s insurance policy.

Marsh Properties may share our understanding of current school attendance zoning. Because this information is subject to change, it is your responsibility to verify this information at www.cms.k12.nc.us prior to submitting the rental application and/ or signing a lease agreement.

By signing in the space below applicants are consenting to allow Marsh Properties through its designated agents and employees to obtain consumer credit report and court and criminal record information and to verify any information supplied on the application or other information discovered in the process of screening the applicant for rental housing. All applicants are also consenting to allow Marsh Properties, its agents and employees to obtain additional consumer and criminal reports in the future to update or review customers’ accounts if they become a resident or an authorized occupant of a Marsh Properties apartment community.

If the applicant disputes any information obtained by management in processing the application that results in denial or conditional approval of the application, management will give applicant information on the source of information obtained and it shall be the responsibility of the applicant to correct any erroneous information and resubmit an application to this community if so desired.

Management does not guarantee, warrant or represent that all residents and occupants meet the current resident screening criteria due to the length of residency in comparison to when criteria was implemented or amended. In addition, our ability to verify the information provided by an applicant is limited to the information made available to us by our applicant screening agency.

By signing in the space below applicant(s) acknowledges having received a copy of this Resident Screening Criteria and understands and agrees to the terms.

Applicant Signature _____ Date _____

Marsh Properties Representative _____ Date _____

Revised April 2, 2020



RESIDENT APPLICATION FOR HOUSING

A separate signed application for each applicant, along with all required fees, deposits and verification documents must be submitted before the application can be accepted and processed.

Community Name: _____ Address: _____
Move-in date: _____ Lease Term: _____

Applicant Name _____
First Middle Last

Name must be exactly as shown on current, valid, government-issued photo ID.

Cell Phone Number _____ Work Phone Number _____

Date of Birth _____ Social Security Number / ITIN # _____ Driver's License _____
Month Day Year State Number

E-mail Address: _____

Total number of persons who will occupy the apartment: _____ Do you or any occupants smoke? _____

Other Occupants: List full names and date of birth of all other person(s) to reside in the apartment and their relationship to the applicant.

Full Name _____ Date of Birth _____ Relationship _____

Full Name _____ Date of Birth _____ Relationship _____

Full Name _____ Date of Birth _____ Relationship _____

Full Name _____ Date of Birth _____ Relationship _____

I learned of these apartments from _____

Do you have pets? _____ If so, specify each _____ Weight _____
Type & Breed

In case of an emergency notify: Name _____ Relationship _____

(This must be a parent, legal guardian, or nearest relative other than those living with you.) Address _____ Telephone-Cell _____

Telephone-Home _____

Email Address _____

Auto Tag _____ Color _____ Year / Make / Model _____

Auto Tag _____ Color _____ Year / Make / Model _____

Do you have a camper, motor home, or company vehicle, etc.? If so, specify _____

RESIDENCE HISTORY (2 YEAR MINIMUM)

Current Address _____
Number Street City State Zip

Monthly Payments _____ Time there: _____ to _____

Previous Address _____
Number Street City State Zip

Monthly Payments _____ Time there: _____ to _____

APPLICANT EMPLOYMENT / INCOME INFORMATION (2 YEAR MINIMUM)

PRESENT Employer _____ How Long _____

Address _____ Telephone _____
Number Street City State Zip

Position _____ Gross Monthly Income _____ Manager _____

Additional Income _____ **Source** _____

I understand that the Application Fee is non-refundable. I understand that the **Security Deposit** is required to process the application. In the event that my application is not approved, the Security Deposit will be returned to me. The applicant must sign lease within three days after the application has been approved.

Have you rented an apartment in any of our Marsh communities before? Yes _____ No _____

If yes, where and when _____

Have you ever been charged and / or convicted of any crimes? Yes _____ No _____

If yes, please explain on separate sheet.

By signature below applicant authorizes Marsh Properties through its employees and designated screening agency to obtain consumer credit report and court and criminal record information and to verify any information supplied on the application and any other information discovered in the process of screening this application. I understand that any false information furnished by me on this application is grounds for immediate rejection of my application.

Applicant Signature _____ **Date** _____

Application Fee _____ **Security Deposit** _____ **Date Received** _____

Marsh Properties _____ **Date** _____

Queens at Granville and Providence Flats
Marsh Properties
PET APPLICATION AND AGREEMENT

DATE: _____

RESIDENT NAME: _____ ADDRESS: _____

Resident understands and agrees to the following rules and regulations and agrees to abide by any other regulations which may be established by Management. Any breach of this agreement shall constitute a breach of the lease and can result in termination of resident's right to occupy the premises but resident would still be responsible for the performance of the lease including payment of rent until the end of lease term or until apartment is re-rented.

We allow up to two pets (cats and dogs only) per apartment home with a total combined weight not to exceed 65 pounds at full maturity. One pet is not to exceed 50 pounds at full maturity. Pets must remain on a leash at all times and are to be escorted through the stairwells into and out of the building. Any dogs weighing over 50 pounds at maturity are not accepted. Certain breeds or mixes are not accepted, such as, Basenji, Chow, Dalmatian, Doberman, German Shepherd, Great Dane, Pitt Bull, Rottweiler, and Sharpei.

A current photograph of the pet is required, plus proof of current rabies vaccination.

The non-refundable pet fee is \$500.00. This fee is paid for the privilege of having a pet on the premises. This fee will not be applied to any damage charges. The signed Pet agreement and the required fee and all other required pet information must be submitted along with the rental application.

Resident is responsible for any damage or personal injury caused by the pet. In the event of a roommate situation, the pet owner is the sole responsible person for any pet damages. Only a Leaseholder can execute a Pet Agreement with Marsh Properties.

Resident will be charged for costs of cleaning, repairing, restoring and replacing in regard to any damage to the premises including but not limited to furnishings, carpet, vinyl, cabinets, walls, doors, etc., if in the opinion of Management such expense is necessary due to stains, scratches, odors, or other damages.

WARNING: Please be advised that once animal urine soaks into carpet, it causes such an odor and discoloration that the carpet has to be replaced. The presence of pet urine is not considered normal wear and tear. This is not an uncommon occurrence and it is very expensive. The Resident is fully liable for the expense.

Resident Signature

A major issue that will not be tolerated is the issue of pet waste being deposited and left in any areas of the community. Animal waste that is not removed detracts from the positive image of the community, interferes with the enjoyment of the community and creates potential health problems. In addition, animal waste destroys vegetation, which harms the image of the community and necessitates costly replacement.

Resident specifically understands and agrees to remove pet waste each and every time the pet is walked from wherever the waste is deposited. Resident agrees to carry some form of pooper scooper and a plastic bag and to immediately remove the waste. Pet waste must be placed in a plastic bag, tied securely and immediately disposed of in the trash dumpster. No exceptions will be made.

Resident Signature

Pets are to be kept away from shrubbery, flowers and trees.

Pets will be kept inside apartment at all times except when on a leash and accompanied by and under control of Resident. Cats must be on a leash as well as dogs. Cats are not to be put outside to "roam" day or night.

Pets will not be chained or tied and left anywhere outside of the apartment.

No pet equipment and supplies such as houses, cages, carriers, bedding, liter containers, food or watering bowls are to be placed or stored outside of the apartment at anytime.

Residents will be responsible for compliance with all City and County laws applicable to the pet.

Resident agrees that only the pet described and named below will occupy the premises. No additional or different pet is authorized under this agreement.

Resident understands and accepts that all residents do not appreciate the presence of pets in the community and that some people are truly afraid of animals. It is the pet owner's responsibility and duty to abide by the rules and regulations and to be considerate and mindful of the rights and concerns of non-pet owners. If Marsh Properties determines that your pet constitutes a nuisance, creates a disturbance, or threatens the safety of any person or property you will be required to permanently remove the pet from the premises.

Resident Signature

Pet #1
TYPE OF PET _____
(cat or dog)

BREEDS _____
(List all breeds if pet is mixed)

WEIGHT _____ **AGE** _____

PETS NAME _____

Pet #2
TYPE OF PET _____
(cat or dog)

BREEDS _____
(List all breeds if pet is mixed)

WEIGHT _____ **AGE** _____

PETS NAME _____

FOR MARSH PROPERTIES

LESSEE _____ **DATE** _____

PET FEE _____ **DATE** _____

LESSEE _____ **DATE** _____

Revised: April 2, 2020

QUEENS AT GRANVILLE
MARSH PROPERTIES
Community Information and Guidelines

RENTAL PAYMENTS:

PAYMENT IS DUE ON THE FIRST DAY OF EACH MONTH. PAYMENT IS TO BE MADE PAYABLE TO MARSH PROPERTIES. From the 1st day to the 5th day of each month payment can be made at the Strawberry Hill Office – 9:00 to 6:30 Monday through Thursday, Friday 9:00 to 5:30, and Saturday 10:00 to 4:00. Payments can also be made at or mailed to the Marsh Properties Leasing Center at 215 Poindexter Drive, Charlotte, NC 28209 from 8:30 to 6:00 Monday – Friday and Saturday 10:00 to 4:00. An after-hours drop box is available at both locations. **The Strawberry Hill Office cannot accept payments after the 5th day of the month. CASH PAYMENTS ARE NOT ACCEPTED AT ANY LOCATION.**

For your convenience, rent payments can also be made online through your Resident Portal Account using credit card or electronic check or via bank draft. Please contact the Strawberry Hill Leasing Office for assistance in setting up one of these options.

If you pay by check your rental payment must be made by ONE check. This also applies to roommates. Please make sure your payment is in the correct amount and includes the address for which you are paying. Partial payments are not accepted.

A late charge of 5% of your monthly rental rate is assessed on all payments received after the 5th day of the month. Failure to pay your rent by the 5th day of the month not only damages your credit rating but also constitutes a breach of the lease.

Personal checks are not accepted after the 10th day of the month. Payments received after the 10th day of the month must be made with a credit card or by certified funds. The payment must include the late charge. If your personal check is received after the 10th day of the month, the check will be returned to you and your payment will be considered **unpaid** until we receive your payment in certified funds or by credit card.

We reserve the right to file evictions through the court on all unpaid accounts. Under the terms of the lease we are not obligated to give you any further notice before we file the eviction. It is important to understand that when an eviction is filed it stays on your record.

There will be a charge of \$25.00 for any payment returned by your bank unpaid. If your account has **two** returned payments within a 12-month period, only payments by certified funds or credit card will be accepted for rent or any money owed.

UTILITIES:

Resident is responsible for utilities as of the date of occupancy stated in the lease. Arrangements for utility services must be made in advance. Failure to obtain and maintain all utilities as required can result in immediate termination of the lease.

CABLE TV:

Strawberry Hill Apartments has contracted with Time Warner Cable / Spectrum to provide cable and internet service to all apartments. Please contact the Strawberry Hill Office for a person to call for additional services. Time Warner / Spectrum is also responsible for all repairs and service outages.

Outside aerials, antennas, satellite dishes, etc. are not allowed.

MAINTENANCE:

ROUTINE MAINTENANCE SERVICE will be performed Monday-Friday 8:00a.m. to 5:00p.m.

Routine service requests can be called in to our office at 704-366-1755 during regular business hours or you can leave a recorded request after hours at the same telephone number. If you prefer to e-mail your request send to live@strawberryhillapts.com. If we do not respond to your service request within 24 hours, please call our office to make sure we received your request.

EMERGENCY MAINTENANCE SERVICE is provided 24 hours a day. Calls must be made to the same office number 704-366-1755. Emergency calls made after regular business hours will be handled through our answering service. **If we do not respond to your call within 15 minutes, please call back.**

KEYS AND LOCKOUTS:

Lost keys are duplicated at resident's expense. For lockouts during regular office hours contact the office at 704-366-1755. **Lockout service is not provided after hours.**

NOTICE: We cannot provide access to your apartment to anyone without your prior written permission. If you go out of town and have a relative or someone check on your apartment (even if you have given them a key) and they get locked out, we cannot let them in if you have not notified us in writing.

RESIDENT INFORMATION UPDATE:

You are responsible for supplying the Leasing Office with current phone numbers for home, cell, work and emergency contacts and providing updates if they change. This can also be updated through your Resident Portal.

RENTERS INSURANCE:

Renters Insurance is required under the terms of our lease. Our minimum required coverage is \$15,000 contents and \$300,000 property damage and liability. Residents are required to maintain renter's insurance continuously and without interruption throughout the term of the lease and any extension or renewal term. Renters insurance is inexpensive and can save you thousands of dollars.

The contents coverage is for damage or loss of resident's personal property - furniture, jewelry, TVs, computers, clothing, etc. Many residents think their personal possessions are covered by the apartment community insurance but this is not true. Marsh is not responsible and will not pay for damages to your personal belongings as the result of fire, storms, power failure, appliance and mechanical failure, water damage, and theft to name a few.

Property damage and liability covers the resident's liability for damage to apartment property owned by Marsh and other residents' property. The cost of repairs due to the fault of the resident or resident's guests will be charged to the resident. This includes minor and catastrophic damages from fire/smoke, explosion and water.

FIRE ALARMS:

The corridors are equipped with electronic fire and smoke detector alarms that are monitored 24 hours per day and will ring into the fire department. If you hear these alarms, you should exit the building immediately by the stairs. **DO NOT USE THE ELEVATORS.**

We encourage you to purchase a multi-purpose fire extinguisher for your apartment.

Your apartment is equipped with smoke and fire detectors but they are not linked to the fire department. You must call 911 if your inside alarm sounds.

Detailed fire safety instructions are attached. It is your responsibility to read this instruction and learn the procedures so you will know what to do and where to go.

SMOKE DETECTORS AND CARBON MONOXIDE DETECTORS:

It is the responsibility of the resident to periodically inspect and test smoke detector and carbon monoxide detector to ensure their operability and to test and replace batteries as needed. Residents must do nothing to disable these detectors. They are provided for your safety and for the safety of other residents in your building.

SECURITY SYSTEMS

Monitored Security systems must be registered with the Charlotte Mecklenburg Police. The resident will be responsible for any charges incurred. Residents must inform the office of the alarm system when maintenance service is requested.

GARBAGE:

In order to avoid having an unsightly dumpster on the grounds Marsh Maintenance will remove trash from the premises on a daily basis. Instructions for trash removal are attached.

PARKING AND VEHICLES:

One parking space is assigned to each apartment. All other parking will be on a first available basis. A maximum of two cars per apartment will be permitted. Guest parking must be in your assigned space or on the street.

Parking is not allowed in the service drive. Cars not parked in designated spaces will be towed at owner's expense. No washing or servicing vehicles on the premises.

No trucks, vans, campers, boats, motorcycles, etc. are allowed.

STORAGE:

A small storage room is assigned to each apartment on the first floor. We must remind you that Marsh is not responsible for any damage or loss to anything you choose to store in this unit.

GROUNDS:

Marsh will maintain the grounds. Plantings by the residents are not permitted.

The firing of B-B guns, pellet guns, and regular firearms is prohibited by law. The use of fireworks of any kind is prohibited.

WEATHER CONDITIONS:

In the event of snow and ice storms, Marsh will not be responsible for removal of snow and ice from the walks and parking lot. We will do what we can to help the situation; however, in many cases we will have to do like the City and wait for it to melt.

PORCHES:

Porches are not to be used as storage areas. Only outdoor furniture and potted plants may be used in these areas. Nothing can be draped over the rails. The American flag may be displayed at any time. Toys may not be kept on the porches or left outside on the grounds.

Only white lights may be used in porches.

Marsh reserves the right to require the removal of anything on the porches that Marsh deems to be inappropriate.

GRILLS:

North Carolina Fire Code, Section 308: *The use of charcoal burners or any open-flame cooking devices are prohibited on combustible balconies or within 10 feet of combustible construction at multi-family type occupancies such as apartment homes and condominiums.*

Marsh Properties does not permit the use of grills with an open flame on patios or balconies or the storage of combustible materials on patios/balconies, in the storage areas, or in common areas. This does not apply to electric grills.

INTERIOR HALLWAYS

No smoking in lobby, corridors, elevators, storage areas or stairwells.

Do not place furniture, plants, plaques, pictures, bicycles, toys, carts, etc. anywhere in the corridors.

APARTMENT INTERIOR

Structural modifications to your apartment is not permitted.

HEATING AND AIR CONDITIONING:

These systems will operate more efficiently if you will choose a comfortable temperature and leave it there. **These systems should never be completely turned off.**

Do not set your heat below 55 degrees in the winter. **NEVER TURN YOUR HEAT OFF DURING THE WINTER** – especially if you go out of town. This can cause pipes to freeze and burst causing extensive damage in your apartment and in other apartments and you would be held responsible.

Oil, gas, or kerosene heaters are strictly prohibited.

CANDLE SOOT DAMAGE:

A burning candle produces tiny particles of soot that can be picked up by the heating/AC system and circulated throughout your apartment. Scented candles produce the most soot. This soot can accumulate on walls, furniture, carpet, drapes and all surfaces resulting in significant damage. Resident is responsible for all damages to the apartment and your personal property as well. Check with your insurance company regarding candle soot damage coverage.

WINDOW TREATMENTS:

Marsh provides white blinds on all windows and on bedroom porch doors. All drapery or other window treatments must show white to the outside.

CABINETS:

Do not paint cabinets. Do not glue shelf paper in cabinets and drawers. Use only non-stick paper. The adhesive-backed papers leave a glue residue even if the paper comes out fairly easily. If you use adhesive-backed paper you will be charged for time and labor to clean it up.

COUNTERTOPS:

The countertops are solid surface material. Please follow attached instructions for the care and cleaning of your countertops.

WALLS AND WOODWORK:

All woodwork is to remain white. You may have your walls custom painted at your expense. You will be charged for any extra cost to restore the walls to a neutral color if you move.

The use of wallpaper is not permitted.

CARPETS:

Use cleaning products recommended for synthetic fabrics. Do not clean carpets with soap or oil based cleaning products. Bleached spots and stains that cannot be removed from carpet are not considered normal wear and tear. Residents will be charged for our attempts to remove such stains and/or charged to patch such carpet, and/or charged to replace carpet if deemed necessary by Marsh.

Special Note Concerning Area Rugs: You must use the proper carpet pads under any area rugs to prevent dyes from fading/transferring into the carpet. Make sure the carpet does not extend out from the pad. This can still

fade and leave the outline of your rugs on the carpet. This dye is seldom removable, and you will be charged for carpet replacement.

RANGES:

You have a range with a self-cleaning oven. **DO NOT USE ANY TYPE OF OVEN CLEANER ON THE RANGE OR IN THE OVEN.** See instructions for using the cleaning cycle.

RECREATION FACILITIES:

Residents of Queens at Granville are authorized to use the facilities at Strawberry Hill apartments at 4051 Bannockburn Place. These facilities include swimming pools, fitness center, lighted tennis court, playground and clubhouses. For information call the Strawberry Hill office at 704-366-1944.

PETS:

Pets are not allowed unless permitted by a Pet Agreement signed by Resident and Marsh Properties. A Pet Fee is required. Having an unauthorized pet can result in immediate termination of the lease.

MOVING:

Move-ins and move-outs must be scheduled at least 7 days in advance with the Strawberry Hill office. No furniture or equipment can be moved into or out of the premises through the lobby at any time. All moving and deliveries must take place through the side door on the first floor at the service drive. No furniture or equipment may be moved into or out of the premises except between the hours of 8:30 A.M. to 4:30 P.M. Monday through Friday. Moving on weekends is permitted with prior management approval. No moving will be permitted on holidays.

See attached moving instructions for details.

GREASE CONTROL

In an effort to protect and preserve the state's water resources and to prevent sanitary overflow, clogs and back-ups, Mecklenburg County has implemented several programs to include the Grease Control Program. In order to be in compliance with the programs rules and regulations, we must be diligent in the proper disposal of cooking grease. Never pour grease down the drain, cool grease before discarding, mix grease with an absorbent material and dispose of it in a sealable container.

Grease is Your Drain's Worst Enemy So Remember...Collect It, Absorb It, Seal It, Trash It!

GUESTS:

Guests intending to visit longer than 10 days within a 60-day time frame must be registered by the resident with the leasing office.

INVITED OR UNINVITED PERSONS:

Marsh Properties reserves the right to require any person, invited or uninvited, to leave the premises, temporarily or permanently, if in the sole opinion of Marsh Properties such person's presence causes a disturbance or in any way threatens the reputation, comfort, safety or welfare of Marsh Properties, or any person or the apartment property or any other Marsh property.

A resident who refuses to cooperate and comply with a decision of Marsh Properties with regard to requiring a person to leave the property temporarily or permanently will be in violation of the rules and regulations which is a default of the lease.

**FAILURE TO COMPLY WITH THE RULES AND REGULATIONS CONSTITUTES
BREACH OF YOUR LEASE.
THESE RULES AND REGULATIONS APPLY TO RESIDENTS AND GUESTS.
THESE RULES AND REGULATIONS CAN BE CHANGED OR AMENDED AT ANY TIME.**

It is our goal to provide you with a good place to live. We will do our best to give you good service and to maintain your apartment community in a neat and orderly fashion. We seek your cooperation in this endeavor. Be considerate of others. Do not engage in any activity that infringes on the rights of others. Watch out for your neighbors.

GOOD NEIGHBORS MAKE GOOD NEIGHBORHOODS!!

Resident Signature

Resident Signature

Resident Signature

Resident Signature

Cosigner

Cosigner

Apartment Address

Marsh Properties Representative

Date

**PROVIDENCE FLATS
MARSH PROPERTIES**
Community Information and Guidelines

RENTAL PAYMENTS:

PAYMENT IS DUE ON THE FIRST DAY OF EACH MONTH. PAYMENT IS TO BE MADE PAYABLE TO MARSH PROPERTIES. From the 1st day to the 5th day of each month payment can be made at the Strawberry Hill Office – 9:00 to 6:30 Monday through Thursday, Friday 9:00 to 5:30, and Saturday 10:00 to 4:00. Payments can also be made at or mailed to the Marsh Properties Leasing Center at 215 Poindexter Drive, Charlotte, NC 28209 from 8:30 to 6:00 Monday – Friday and Saturday 10:00 to 4:00. An after-hours drop box is available at both locations. **The Strawberry Hill Office cannot accept payments after the 5th day of the month. CASH PAYMENTS ARE NOT ACCEPTED AT ANY LOCATION.**

For your convenience, rent payments can also be made online through your Resident Portal Account using credit card or electronic check or via bank draft. Please contact the Strawberry Hill Leasing Office for assistance in setting up one of these options.

If you pay by check your rental payment must be made by ONE check. This also applies to roommates. Please make sure your payment is in the correct amount and includes the address for which you are paying. Partial payments are not accepted.

A late charge of 5% of your monthly rental rate is assessed on all payments received after the 5th day of the month. Failure to pay your rent by the 5th day of the month not only damages your credit rating but also constitutes a breach of the lease.

Personal checks are not accepted after the 10th day of the month. Payments received after the 10th day of the month must be made with a credit card or by certified funds. The payment must include the late charge. If your personal check is received after the 10th day of the month, the check will be returned to you and your payment will be considered **unpaid** until we receive your payment in certified funds or by credit card.

We reserve the right to file evictions through the court on all unpaid accounts. Under the terms of the lease we are not obligated to give you any further notice before we file the eviction. It is important to understand that when an eviction is filed it stays on your record.

There will be a charge of \$25.00 for any payment returned by your bank unpaid. If your account has **two** returned payments within a 12-month period, only payments by certified funds or credit card will be accepted for rent or any money owed.

UTILITIES:

Resident is responsible for utilities as of the date of occupancy stated in the lease. Arrangements for utility services must be made in advance. Failure to obtain and maintain all utilities as required can result in immediate termination of the lease.

CABLE TV:

Marsh Properties has contracted with Spectrum to provide cable and internet service to all apartments. Please contact the Strawberry Hill Office for a person to call for additional services. Spectrum is also responsible for all repairs and service outages.

Outside aerials, antennas, satellite dishes, etc. are not allowed.

MAINTENANCE:

ROUTINE MAINTENANCE SERVICE will be performed Monday-Friday 8:00a.m. to 5:00p.m.

Routine service requests can be called in to our office at 704-366-1755 during regular business hours or you can leave a recorded request after hours at the same telephone number. If you prefer to e-mail your request send to live@strawberryhillapts.com. If we do not respond to your service request within 24 hours, please call our office to make sure we received your request. Residents are also welcome to submit service requests online through the Welcome Home Resident Portal at:

<https://property.onesite.realpage.com/welcomehome?siteId=1091566#url=%23login>

EMERGENCY MAINTENANCE SERVICE is provided 24 hours a day. Calls must be made to the same office number 704-366-1755. Emergency calls made after regular business hours will be handled through our answering service. **If we do not respond to your call within 15 minutes, please call back.**

KEYS AND LOCKOUTS:

Lost keys are duplicated at resident's expense. For lockouts during regular office hours contact the office at 704-366-1755. **Lockout service is not provided after hours.**

NOTICE: We cannot provide access to your apartment to anyone without your prior written permission. If you go out of town and have a relative or someone check on your apartment (even if you have given them a key) and they get locked out, we cannot let them in if you have not notified us in writing.

RESIDENT INFORMATION UPDATE:

You are responsible for supplying the Leasing Office with current phone numbers for home, cell, work and emergency contacts and providing updates if they change. This can also be updated through your Resident Portal.

RENTERS INSURANCE:

Renters Insurance is required under the terms of our lease. Our minimum required coverage is \$15,000 contents and \$300,000 property damage and liability. Residents are required to maintain renter's insurance continuously and without interruption throughout the term of the lease and any extension or renewal term. Renters insurance is inexpensive and can save you thousands of dollars.

The contents coverage is for damage or loss of resident's personal property - furniture, jewelry, TVs, computers, clothing, etc. Many residents think their personal possessions are covered by the apartment community insurance, but this is not true. Marsh is not responsible and will not pay for damages to your personal belongings as the result of fire, storms, power failure, appliance and mechanical failure, water damage, and theft to name a few.

Property damage and liability covers the resident's liability for damage to apartment property owned by Marsh and other residents' property. The cost of repairs due to the fault of the resident or resident's guests will be charged to the resident. This includes minor and catastrophic damages from fire/smoke, explosion and water.

FIRE ALARMS:

The corridors are equipped with electronic fire and smoke detector alarms that are monitored 24 hours per day and will ring into the fire department. If you hear these alarms, you should exit the building immediately by the stairs. **DO NOT USE THE ELEVATOR.**

We encourage you to purchase a multi-purpose fire extinguisher for your apartment.

Your apartment is equipped with smoke and fire detectors, but they are not linked to the fire department. You must call 911 if your inside alarm sounds.

Detailed fire safety instructions are attached. It is your responsibility to read this instruction and learn the procedures so you will know what to do and where to go.

SMOKE DETECTORS AND CARBON MONOXIDE DETECTORS:

It is the responsibility of the resident to periodically inspect and test smoke detector and carbon monoxide detector to ensure their operability and to test and replace batteries as needed. Residents must do nothing to disable these detectors. They are provided for your safety and for the safety of other residents in your building.

SECURITY SYSTEMS

Monitored Security systems must be registered with the Charlotte Mecklenburg Police. The resident will be responsible for any charges incurred. Residents must inform the office of the alarm system when maintenance service is requested.

GARBAGE:

In order to avoid having an unsightly dumpster on the grounds Marsh Maintenance will remove trash from the premises on a daily basis. Instructions for trash removal are attached.

PARKING AND VEHICLES:

One parking space is assigned to each apartment. All other parking will be on a first available basis. A maximum of two cars per apartment will be permitted. Guest parking must be in your assigned space or on the street.

Parking is not allowed in the service drive. Cars not parked in designated spaces will be towed at owner's expense. No washing or servicing vehicles on the premises.

No trucks, vans, campers, boats, motorcycles, etc. are allowed.

GROUNDS:

Marsh will maintain the grounds. Plantings by the residents are not permitted.

WEATHER CONDITIONS:

In the event of snow and ice storms, Marsh will not be responsible for removal of snow and ice from the walks and parking lot. We will do what we can to help the situation; however, in many cases we will have to do like the City and wait for it to melt.

PORCHES:

Porches are not to be used as storage areas. Only outdoor furniture and potted plants may be used in these areas. Nothing can be draped over the rails. The American flag may be displayed at any time. Toys may not be kept on the porches or left outside on the grounds.

Management reserves the right to require the removal of anything on the porches that Marsh deems to be inappropriate.

GRILLS:

North Carolina Fire Code, Section 308: *The use of charcoal burners or any open-flame cooking devices are prohibited on combustible balconies or within 10 feet of combustible construction at multi-family type occupancies such as apartment homes and condominiums.*

Grills with an open flame are not permitted on the premises. Only electric grills are permitted.

INTERIOR HALLWAYS

No smoking is allowed in common areas to include but not limited to: the lobby, corridors, elevators, storage areas or stairwells.

Do not place furniture, plants, plaques, pictures, bicycles, toys, carts, etc. anywhere in the corridors.

APARTMENT INTERIOR

Structural modifications to your apartment is not permitted.

HEATING AND AIR CONDITIONING:

These systems will operate more efficiently if you will choose a comfortable temperature and leave it there. **These systems should never be completely turned off.**

Do not set your heat below 55 degrees in the winter. **NEVER TURN YOUR HEAT OFF DURING THE WINTER** – especially if you go out of town. This can cause pipes to freeze and burst causing extensive damage in your apartment and in other apartments and you would be held responsible.

Oil, gas, or kerosene heaters are strictly prohibited.

CANDLE SOOT DAMAGE:

A burning candle produces tiny particles of soot that can be picked up by the heating/AC system and circulated throughout your apartment. Scented candles produce the most soot. This soot can accumulate on walls, furniture, carpet, drapes and all surfaces resulting in significant damage. Resident is responsible for all damages to the apartment and your personal property as well. Check with your insurance company regarding candle soot damage coverage.

WINDOW TREATMENTS:

Marsh provides white blinds on all windows and on bedroom porch doors. All drapery or other window treatments must show white to the outside.

CABINETS:

Do not paint cabinets. Do not glue shelf paper in cabinets and drawers. Use only non-stick paper. The adhesive-backed papers leave a glue residue even if the paper comes out fairly easily. If you use adhesive-backed paper you will be charged for time and labor to clean it up.

WALLS AND WOODWORK:

All woodwork is to remain white. You may have your walls custom painted at your expense. You will be charged for any extra cost to restore the walls to a neutral color if you move.

The use of wallpaper is not permitted.

CARPETS:

Use cleaning products recommended for synthetic fabrics. Do not clean carpets with soap or oil based cleaning products. Bleached spots and stains that cannot be removed from carpet are not considered normal wear and tear. Residents will be charged for our attempts to remove such stains and/or charged to patch such carpet, and/or charged to replace carpet if deemed necessary by Marsh.

Special Note Concerning Area Rugs: You must use the proper carpet pads under any area rugs to prevent dyes from fading/transferring into the carpet. Make sure the carpet does not extend out from the pad. This can still fade and leave the outline of your rugs on the carpet. This dye is seldom removable, and you will be charged for carpet replacement.

RANGES:

You have a range with a self-cleaning oven. **DO NOT USE ANY TYPE OF OVEN CLEANER ON THE RANGE OR IN THE OVEN.** See instructions for using the cleaning cycle.

RECREATION FACILITIES:

Residents of Queens at Granville are authorized to use the facilities at Strawberry Hill apartments at 4051 Bannockburn Place. These facilities include swimming pools, fitness center, lighted tennis court, playground and clubhouses. For information call the Strawberry Hill office at 704-366-1944.

PETS:

Pets are not allowed unless permitted by a Pet Agreement signed by Resident and Marsh Properties. A Pet Fee is required. Having an unauthorized pet can result in immediate termination of the lease.

MOVING:

Move-ins and move-outs must be scheduled at least 7 days in advance with the Strawberry Hill office. No furniture or equipment can be moved into or out of the premises through the lobby at any time. All moving and deliveries must take place through the side door on the first floor at the service drive. No furniture or equipment may be moved into or out of the premises except between the hours of 8:30 A.M. to 4:30 P.M. Monday through Friday. Moving on weekends is permitted with prior management approval. No moving will be permitted on holidays.

GREASE CONTROL

In an effort to protect and preserve the state’s water resources and to prevent sanitary overflow, clogs and back-ups, Mecklenburg County has implemented several programs to include the Grease Control Program. In order to be in compliance with the program’s rules and regulations, we must be diligent in the proper disposal of cooking grease. Never pour grease down the drain, cool grease before discarding, mix grease with an absorbent material and dispose of it in a sealable container.

Grease is Your Drain’s Worst Enemy So Remember...Collect It, Absorb It, Seal It, Trash It!

GUESTS:

Guests intending to visit longer than 10 days within a 60-day time frame must be registered by the resident with the leasing office.

INVITED OR UNINVITED PERSONS:

Marsh Properties reserves the right to require any person, invited or uninvited, to leave the premises, temporarily or permanently, if in the sole opinion of Marsh Properties such person’s presence causes a disturbance or in any way threatens the reputation, comfort, safety or welfare of Marsh Properties, or any person or the apartment property or any other Marsh property.

A resident who refuses to cooperate and comply with a decision of Marsh Properties with regard to requiring a person to leave the property temporarily or permanently will be in violation of the rules and regulations which is a default of the lease.

FAILURE TO COMPLY WITH THE RULES AND REGULATIONS CONSTITUTES BREACH OF YOUR LEASE.

**THESE RULES AND REGULATIONS APPLY TO RESIDENTS AND GUESTS.
THESE RULES AND REGULATIONS CAN BE CHANGED OR AMENDED AT ANY TIME.**

It is our goal to provide you with a good place to live. We will do our best to give you good service and to maintain your apartment community in a neat and orderly fashion. We seek your cooperation in this endeavor. Be considerate of others. Do not engage in any activity that infringes on the rights of others. Watch out for your neighbors.

GOOD NEIGHBORS MAKE GOOD NEIGHBORHOODS!!

Resident Signature

Resident Signature

Resident Signature

Resident Signature

Cosigner

Cosigner

Apartment Address

Marsh Properties Representative

Date