



UPTOWN PROPERTY MANAGEMENT RESIDENT RULES & REGULATIONS

Tenant agrees to observe and comply fully and faithfully with all Rules and Regulations while on the Property. The following Rules and Regulations are part of the Lease Agreement between Tenant and Landlord. Rules and Regulations are subject to change upon 30 days' prior notice to Tenant.

1. VIOLATION OF RULES AND REGULATIONS

Failure to comply with the Rules and Regulations outlined may be seen as breaking the terms of the Lease Agreement and could lead to a fine or fee being imposed on the tenant's account.

2. TENANT GUESTS & VISITORS

As a tenant, you are accountable for the conduct of your guests and visitors while they are on the premises. If any of your guests break the rules outlined in the agreement, you will be held responsible and may incur fines accordingly.

3. SMOKING

SMOKE-FREE- BUILDING. All our buildings and houses are designated as smoke-free. Smoking in any form is strictly prohibited within any houses, townhomes, apartments, common areas, hallways, restrooms, or stairwells. This prohibition covers various items such as incense, cigarettes, e-cigarettes, cigars, pipes, hookah, and any other substances. Following the clean air ordinance of the City of Grand Rapids, smoking outdoors is allowed only if it's at least 10 feet away from any building structure on the property.

4. COMPLIANCE AND RESPECT

Tenants are expected to treat the landlord, property management, and fellow tenants with respect. Providing inaccurate information, refusing to cooperate with reasonable requests, or engaging in verbal or physical aggression towards property management or other tenants violates this policy and the terms of the lease. Any threats, physical violence, or property damage will be reported to law enforcement and may result in legal action.

5. ADVERTISING/SOLICITATION

No solicitation, distribution of flyers, or any other form of advertising is allowed on or around the property unless permission is obtained from the landlord beforehand.

6. PHOTOGRAPHS

The tenant consents to the landlord using photographs taken on the property for advertising the community or other similar communities owned or managed by the landlord or its affiliates.



7. DISPOSAL OF GARBAGE

All waste should be correctly bagged, securely sealed, and deposited directly into the dumpster or designated garbage containers located in the assigned area. Storing expired garbage within apartments or in any communal spaces is strictly prohibited.

8. FLAMMABLE ITEMS/FIREWORKS

Ownership of containers containing liquids used to start fires is not allowed. These prohibited liquids include, but are not limited to, containers for refueling cigarette lighters, charcoal lighters, gasoline, propane, or any other flammable or volatile chemicals or substances. All types of fireworks, such as sparklers, caps, firecrackers, bottle rockets, skyrockets, and roman candles, are not allowed on the property. Halogen lamps cannot be used without prior approval from the landlord.

9. STORAGE OF BELONGINGS

Tenants must avoid storing their belongings in a way that makes any area look messy or unattractive. Additionally, bikes, rollerblades, skateboards, scooters, and similar items are not permitted for use or storage in common areas or outside the apartment, including balconies, the lobby entrance, elevators, and hallways.

10. WEAPONS

The possession of firearms, weapons, or explosives is strictly prohibited. This includes rifles, shotguns, handguns, paint guns, laser lights, BB and pellet guns, spring, gas, or air-propelled rifles, slingshots, whips, hunting knives, knives with blades longer than 2.5 inches, bows, arrows, ammunition, ammunition loading devices, clubs, bats, chemical sprays, and any other items designed or used to resemble weapons, whether they are functional or not.

11. TOILETS/PLUMBING BACK-UPS

The sewer system is meant for human waste and toilet paper only. This means flushing sanitary products, feminine products, paper towels, Kleenex, flushable wipes, or any sort of garbage is not allowed. In the event a plumbing back-up occurs (i.e. drains, toilet) you will have the first responsibility to clear the blockage by using an appropriate plunging device and/or chemical (i.e. Drano). If this does not clear the blockage, you will promptly inform the Landlord. If the plumbing problem originated due to neglect or misuse by the you, the Landlord reserves the right to charge you for the service call and repairs needed to correct the problem.

12. QUIET HOURS/COURTESY HOURS

Tenants have the right to peacefully occupy and enjoy their rented premises throughout the entire lease term. Quiet hours are enforced 24/7, where noise should not be audible outside of individual apartments, including sounds like dog barking, music, TV, or voices. Residents are expected to keep speaker, bass, and TV volumes at minimum levels to avoid disturbing others. Failure to comply with these rules may lead to fines or eviction.



13. MAINTENANCE REQUESTS

Tenants have two options for submitting maintenance requests. They can either send an email directly to the maintenance email address (maintenance@uptownpm-gr.com) or utilize the maintenance portal on apartments.com. You can also call us at the office number **616-994-6566** extension 2. However, it's important to note that we prioritize requests based on urgency, so please understand that non-emergency requests may take some time to address as we manage our workload. We will do our best to respond to non-emergent requests within 24 hours or on the next business day for weekends and holidays. Hours for our office are Monday-Friday, 8:00am-5:00pm. If you have an emergency after regular office hours, on a weekend or a holiday please call the office and instead of pressing 2, please press 0 to be connected to one of the property managers.

PLEASE ONLY USE THIS FOR EMERGENCIES LISTED BELOW

Maintenance Emergencies Include:

- **Flooding/overflowing water**
- **No power (start by calling consumers energy or checking the outage map online)**
- **Smoke**
- **No heat on a weekend**
- **Fire**
- **Standing water**
- **Resident Lockouts**

CALL 911 immediately for fires, life safety, medical emergencies, or criminal activity.

EMERGENCY RESPONSE PROCEDURES

MEDICAL EMERGENCY PROCEDURES

If a person becomes ill or is seriously injured in the building, call 911.

OVERT CRIMINAL ACTIVITY

If you suspect a crime is in progress or see a suspicious person in the building, immediately dial 911. After you contact the police, notify us of the situation.

EMERGENCY CONTACT

Uptown Property Management mandates having an emergency contact person's name and telephone number on file for each tenant for use in the event an emergency should ever arise. It's crucial to keep this information up to date, so please inform us promptly of any changes to ensure effective communication.



IN CASE OF FIRE, YOU SHOULD MAKE YOURSELF AWARE OF:

- All available exits
- Location of fire alarm pulls if applicable.
- Location of fire extinguishers if applicable

In the event of a fire alarm, it's crucial to evacuate the building immediately. Do not return until either management or a fire department official confirms it's safe. If a fire breaks out, follow these steps promptly:

1. Activate the nearest fire alarm pull station to alert other occupants. Note that activating the alarm as a prank is a serious offense and will be reported to law enforcement.
2. Dial 911 to inform the Fire Department.
3. If you're in the vicinity of the fire, evacuate at once or extinguish it if safe. Only attempt to extinguish the fire if it's small enough or if someone's life is in danger. Evacuation takes priority; close doors behind you to contain the fire. Assist others who may need help.
4. Stay close to the floor where the air is cleaner.
5. If trapped, block doors and vent openings with items like towels or clothing. Call for help if possible.
6. Once outside, move away from the building to allow access for firefighters and equipment, and avoid falling debris.
7. Ensure all occupants are safe and accounted for in a designated area. Report any missing individuals to firefighters.
8. Provide necessary information to first responders about the fire or missing persons.
9. Never attempt to re-enter a burning building.

KEEPING YOUR COMMUNITY CRIME-FREE

You should always be aware of safety and security in your apartment community. To help keep your community crime-free, please review some of the following crime deterrents:

1. Keep all valuable personal items such as keys, wallets, or purses with you and never leave them in plain sight.
2. Ask for and verify the identification of unfamiliar and unexpected visitors, delivery persons or repair persons before allowing them into your apartment.
3. Inform authorities of any suspicious persons or vehicles.
4. Never leave an unattended apartment unlocked, even for a short time.
5. Keep your apartment door locked even while you are present to prevent unauthorized entry.



EXHIBIT A

LIST OF FEES AND FINES

TENANT FINES AND FEES MAY INCLUDE, BUT ARE NOT LIMITED TO:

Unauthorized Pets	\$150 per pet
Unauthorized Occupant	\$500
Parking Violation	\$100
Trash Removal*	\$25+
Smoking Fine	\$500
Noise Violation	\$300
Pet Waste Removal	\$100
Littering	\$150
Lost Key Fee or Code Change	\$50
Tampering with or damage of Building security system	\$500

*Larger trash items that cannot be disposed of in a trash bag will be assessed a fee for removal, according to labor hours and disposal cost.