

## **Country Park Village Apartments**

714 Taylor Dr.  
Winnsboro, TX 75494  
903-342-5096

### **Welcome Package/Policy & Procedures**

Welcome to **Country Park Village Apartments!** We are pleased that you have decided to make this your home. It is our hope that you will live here for years to come.

This welcome packet should serve as your guide to apartment living. The policies described within this packet are based upon the belief that consideration of others and respect for the owner's property are important. The policies and procedures are an addendum to your lease contract and are referred to in your lease contract. Violation of any of these policies can result in termination of your rental agreement. These policies may be added to, amended or repealed at any time by management.

Our professional management team is discreet, efficient, and we pride ourselves in the highest standard of customer service. The buildings, grounds, laundry facility and pool are here for your pleasure and enjoyment.

We pledge our cooperation and request yours as well.

### **Business Hours**

We are open Monday through Friday from 10:00 a.m. to 4:00 p.m.  
**Our 24-hour emergency number is:**

**903-342-5096**

## Community Appearance

**Country Park Village** is your home and we encourage each resident to help keep it maintained by taking pride in all areas of the property.

### ***Patios, Balconies and Breezeways***

- Only plants and chairs in good condition are permitted. No empty planters.
- No laundry, clothing, mops or rugs are to be hung on the exterior of any building.
- You may not keep pets housed on your patios.
- The patio and balcony areas are NOT storage areas for extra appliances, coolers, garbage, boxes, etc. Any items which require removal by management will be charged at \$25 per item.
- First offense will result in a friendly reminder while subsequent offenses will carry a \$20 fine.
- Call management office for disposal options for larger items.

Remember to throw bottles, cans, wrappers or any other trash and debris in the trash receptacles. We also ask that you do not empty auto ashtrays in the parking area or throw cigarette butts off your patio or balcony.

## Pets

- **Pets are only permitted on the premises with approval from management.** As it may be necessary to revise the policy from time to time, you must check with the office prior to acquiring a pet, to verify current policies.
- A signed pet agreement, a \$200 pet deposit, and a \$100 non-refundable pet fee required per pet. Please remember that any damage from your pet will be assessed upon move-out.
- Pet weight limit is 55 lbs.
- All animals must be at least one year of age.

- Certain breeds are prohibited on property. See the Community Pet Policies for details.
- Exotic animals are also prohibited including, but not limited to, iguanas, ferrets, snakes, rabbits, etc.
- Pets must have a current license and immunizations.
- Pets must be walked on a leash in designated areas and are not permitted to roam free. Pets are prohibited from the office, clubroom, fitness center and/or laundry facilities.
- Owners must clean up after their pets or face a \$75.00 fine.
- No pets may be housed outside on the patios/balconies at any time.

More information can be obtained by carefully reading your pet addendum. No visiting pets are permitted.

### **Parking**

Please do not park in posted 'No Parking' Areas, reserved parking, or handicap spaces. Violators may be towed away at your expense (this includes guest and rental vehicles).

Please do not park in a manner that prevents other cars from easy access in or out of the property or parking spaces. No recreational vehicles, boats or trailers are allowed to be parked or stored on the property. If you have any questions, please contact the office for clarification.

Please be sensitive to assigned parking #'s. Towing is enforced on those spaces.

*When entering, existing or driving around the property please do not exceed 5 miles per hour.*

## Inoperable Cars/Repairing of Vehicles

Inoperable cars will not be allowed on the property. Notices will be posted on such cars and they will be towed within 24 hours of posting, at the owner's expense. Please repair flat tires immediately. The parking area is not to be used to service and/or perform maintenance on your vehicle. All vehicles must display current inspection and registration!

Vehicles must meet all state inspection requirements.

## Disturbing Noises

Social and friendly gatherings of residents and their guests are encouraged and welcomed. It is very important that these gatherings do not become boisterous, obscene or objectionable to other residents. Noticeable intoxication will not be tolerated. **Residents are responsible for the conduct of their guests.**

Stereos, radios and televisions are to be kept at **minimum levels** to avoid disturbing your neighbors, including vehicle sound systems.

No driving in the parking lot with your car stereo booming, thumping or basing.

## Pest Control Policy

It is our intent that you should live as pest free as possible. As you know, living in the south with insects can be difficult but achievable with your cooperation. Quarterly pest control is included as part of your amenity package.

You will be provided a 48-hour notice before the pest control company arrives. This will give you the opportunity to prepare and know they are coming. Even if you don't see visible evidence of insects in your apartment home, we will still treat as a preventative measure. If you are having pest issues, the office can provide you with instructions for emptying cabinets, etc. to ensure a thorough treatment.

If your apartment goes untreated insects will obviously consider your home a "safety zone" and a problem will begin. One untreated apartment in a building becomes a problem. Therefore, we must insist that you *CANNOT* refuse pest control for any reason. If your concern is one of pets, then we encourage you to make other arrangements for your pet. Also, since we are giving you advanced notice of treatment the pet must be secured for us to enter.

A member of our on-site staff will accompany the pest control technician. At that time, we also change your filter, check your smoke alarms and do a general maintenance review.

***If you refuse pest control service, don't answer the door or in some other way, prohibit us from doing our quarterly preventative work, we will have no choice but to send you a lease violation and assess a \$100 fine for each occurrence.***

We will not allow your apartment home to go untreated.

*Tip: Do not keep brown paper grocery sacks or boxes– they are often contaminated with roach eggs*

## **Laundry Facility**

We offer a coin operated laundry facility with washers and dryers. This service is provided through a commercial vendor.

The laundry facilities are operated by an independent laundry service, which is responsible for their repair and maintenance. If machines are not working properly, please call the office.

The laundry rooms are open daily.

All persons using the laundry facilities are responsible for their own personal property. We strongly recommend that you do not leave your clothes unattended.

## **Apartment Interior**

Any modification or change to your apartment is prohibited unless written approval by management is obtained.

- Please do not use adhesive lining (i.e. contact paper) in the kitchen or bathroom cabinets.
- Over-the-counter carpet cleaners, spot removers, or scented carpet products may cause carpet discoloration and damage.
- Do not hang anything on the doors and cabinets that may cause additional repairs.
- Please do not paint any portion of the interior of your apartment home. You will be responsible for the cost of paint, labor and all repairs if you paint a different color than is standard for our community.

## **Outdoor Grills**

City Ordinance prohibits the use of outdoor grills on the patios or balconies. You may grill at a minimum of 10 feet away from the building structure. The grill must be accompanied by an adult at all times until the grill is cooled and put away.

Please dispose of used coals properly and safely. A \$100.00 fine will be assessed for violations.

## **Satellite Dish**

You **MUST** check with the office prior to contacting a satellite dish company, as satellite procedures change constantly. Due to property restrictions, satellite service may not work properly in your apartment. *Check with the office prior to contacting the provider.*

Satellite dishes may not be attached to any portion of the property. If approved by management for satellite service, you must provide a \$500 deposit and \$100,000 liability insurance coverage.

## Smoking

Smoking within your apartment is prohibited, we highly advise against it. If you smoke within your apartment, additional charges may be incurred upon move out. Charges include but are not limited to: the cost of paint, carpet replacement, smoke removing devices, etc. and in extreme cases the replacement of sheetrock.

## Electric Charges

All residents are required, prior to move-in, to have the electric placed in their names. Failure to do so will result in a \$50.00 fee in addition to the cost of the utility bill.

## Maintenance Request

- We strongly recommend that you submit maintenance requests in a timely manner. We strive to provide you with 24-hour maintenance service whenever possible.
- Any damage that occurs due to resident neglect will be charged to you upon move out. In other words, if you do not report that your door stop is broken and a hole is produced in the wall, you will be charged. Unreported water drips, filthy air filters, broken towel bars, etc. will be charged to you if not reported to the office.
- Running water, leaking commodes, dripping faucets, clogged garbage disposals, bug problems, and all other work orders need to be reported to the office.
- Any damage or repairs caused by the resident will result in additional charges, for example: clogged commodes due to resident neglect, clogged garbage disposals, holes in walls or doors. *Please be cautious as to what you put in the drains!*

- After hour emergencies include: fires, running water, electrical problems, and clogged commodes in a 1 bathroom unit. Air conditioning and heating is considered an emergency if the temperature outside is above 80 degrees or below 50 degrees.

Maintenance requests are handled on a first come first served basis. Due to a heavy work load, appointments cannot be made. When you turn in a request, according to Texas law, you are giving us permission to repair. A copy of the maintenance request will be left behind stating what was repaired in your apartment home.

*[Remainder of this page left blank intentionally. Policies continue on next page.]*

## Move Out Charges

Upon moving out there will be charges that could be deducted from your security deposit are listed below. Items marked with an asterisk (\*) are standard fees which will automatically be charged at move out.

### KITCHEN CLEANING

1. Refrigerator	\$20.00
2. Oven	\$30.00
3. Stove Top	\$10.00

### BATHROOM CLEANING

1. Sink/Counter	\$10.00
2. Toilet	\$10.0
3. Tub/Shower	\$20.0
4. Floors	\$1000
5. Mirrors	\$5.00

### CARPET CLEANING \*

1. 1 Bedroom	\$65.00
2. 2 Bedroom	\$75.00
3. 3 Bedroom	\$85.00

### RENTABLE ITEMS CLEANING

1. Sofa	\$50.00
2. Chair	\$30.00
3. Mattress	\$60.00

### RENTABLE ITEMS REPLACEMENT

1. Sofa	\$400.00	8. Chest of Drawers	\$200.00
2. Living Room Chair	\$200.00	9. Headboard	\$200.00
3. TV stand	\$100.00	10. Nightstand	\$125.00
4. Television	\$150.00	11. Mattress	\$250.00
5. Dining Table	\$250.00	12. Box Spring	\$150.00
6. Dining chairs, each	\$50.00	13. Bed frame	\$100.00
7. Lamp	\$30.00		

### FLOORING REPLACEMENT

Actual Cost

### PAINT

Actual Cost

### MISC. CLEANING

1. Blinds	\$25.00
2. Faux Blinds	Actual cost + Labor
3. Vent Hood	\$10.00
4. A/C Vents	\$10.00
5. Vertical blinds	\$100.00

### REPLACEMENT CHARGES

1. Drip Pans	\$5.00 Each
2. Globes	Actual Cost
3. Ceiling Fans	Actual Cost
4. Locks	\$45.00
5. Window Glass	Actual Cost
6. Bulbs	\$3.00
7. Doors	Actual cost + Labor
8. Screens	Actual Cost + Labor
9. Countertops	Actual Cost + Labor
10. Holes in Wall	\$50.00+per hole
11. Fire extinguisher	\$75.00

**FULL APARTMENT CLEANING**

- 1. 1 Bedroom        \$30.00 \*
- 2. 2 Bedroom        \$70.00 \*
- 3. 3 Bedroom        \$90.00 \*
- 4. Trash carry out is \$25.00 per bag/item.

**Pets:**

If your pet causes damage to the apartment or flooring, you will be responsible for full cost of all repairs including, if necessary, replacement cost(s).

As stated in paragraph 39 of your TAA lease, you will be held liable to pay the above charges that have been caused due to negligence, carelessness, accident, or abuse.

I have received and read a copy of the Country Park Village Apartments Welcome Letter. I understand that all rules and helpful tips are part of the lease contract, as stated in paragraph 18 and, therefore, any violation made could result in a breach of the lease agreement. In signing this acknowledgement, I hereby agree to abide by these rules, regulations, policies and procedures.

\_\_\_\_\_  
Signature of Resident

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Resident

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Resident

\_\_\_\_\_  
Date

\_\_\_\_\_  
Owner's Representative

\_\_\_\_\_  
Date