

Turnberry Place, LLC
Turnberry Place Apartments
Community Policies

It is our goal as Management to maintain an outstanding community. In order to promote and maintain this community, and as a condition of residency, the Management has established the following policies. It is requested that everyone cooperate with these policies as they are essential for the comfort and convenience of all residents.

I. Rent

- A. All rent is due on the first of each month and payable by the fifth to Turnberry Place Apartments. An initial late fee of \$75.00 is charged on rent balances outstanding on 12:00 a.m. (Midnight) of the sixth day of each month and \$10.00 per day thereafter. This also applies to balances resulting from an NSF check.
- B. Any rent paid after the fifth is considered **LATE RENT**. Late rent is to be paid with cash, money order or cashier's check only and in full, no partial payment is accepted; no personal checks are accepted for late rent. Online payments will not be accepted. Rent is still due even if the fifth (5th) falls on a holiday or weekend.
- C. On the 7th day of late rent, or the next business day if it falls on a weekend, eviction proceedings will begin. The resident is responsible for these costs and all applicable late fees regardless of any reason or situation. **No exceptions.**
- D. Please include a **separate payment of \$15.00** made payable to Turnberry Place Apartments. This is a flat monthly fee that every resident pays for their water. Turnberry Place Apartments pays the remainder portion of the water bill for the entire property.
- E. Any payments received for rent are first applied to any outstanding balance due and money due will always be rent subject to collection.
- F. Rent is to be paid in the rental office located at **10720 Linkwood Court**. For your convenience, a rental drop box is located on the front of the building, just past the front entrance to the leasing office, on your left. These payments are posted with the following day's business. Please do not put cash in rent drop box for any reason.
- G. Only checks from the person(s) whose name(s) appears on the lease is accepted. Payments need to be made in check, money order, or cashier's check. Only one check from an apartment will be accepted for payment. We will not accept partial payments from roommates. **ONLY ONE PAYMENT PER MONTH PER APARTMENT WILL BE ACCEPTED.**
- H. Once an NSF check has been received by the management, any payments from that apartment must then be made by money order or cashier's check. This applies to all parties on the lease, checks will not be accepted from anyone in that apartment home once one NSF check is received. A \$25.00 fee is charged for each NSF check plus all applicable late fees. NSF payments must be paid immediately, since we will not re-deposit your NSF check.

- I. **Once a NSF check is received, it does not matter if it was the resident's fault or the resident's bank's fault. All fees will be paid immediately.**
- J. No justification will be recognized as refusal to make prompt rental payments as virtue of any defects and/or operative condition which develops in your apartment.
- K. When moving out, the entire month's rent is due if the keys have not been turned into the rental office on the last day of the month in which you are moving. **Rent is not prorated at the end of a lease or during the month to month option.**

II. Damage Deposit

A damage deposit is a basic requirement for each apartment. This deposit is paid on the apartments in our community for violation of lease, breach of lease or cleaning/damages caused to the premises. It may not be used for rent payment.

A. Refund of the damage deposit is subject to the following provisions:

1. Full term of lease has expired and all provisions therein complied with. The resident is responsible for the rent on his apartment for term stated on his lease.
2. A full calendar months' notice in writing must be given prior to leaving the apartment. This notice must be given on the first of a month for the last day of that month. The entire month's rent must also be paid for that month.
3. If a **late notice** is given, the damage deposit is forfeited and the resident may be charged separately for any damages to the apartment upon move-out. This charge is not subtracted from damage deposit as stated in lease under "Repair and Damage."
4. No damage to the apartment or its contents beyond normal wear and tear.
5. No unpaid late charges, pet charges, miscellaneous charges or delinquent rents.
6. The entire apartment, including, but not limited to, range, refrigerator, bathroom(s), closets and cabinets must be cleaned. **The carpets must be professionally steam cleaned with proof of payment or cleaning fee paid. Carpet Fee may go towards replacement if management chooses to do such replacement due to wear.**
7. All debris, rubbish, and discards must be removed and placed in proper trash containers, not on the side of the dumpster. **DO NOT PLACE FURNITURE OR APPLIANCES IN OR BY THE DUMPSTERS!**
8. All keys and gate remotes must be returned and a forwarding address must be left with the management by the last day of the month.
9. Damage deposits will be refunded by a check. This check will be mailed to the forwarding address given, 30 days after the scheduled move-out date. If resident moves earlier than the notice to vacate date, deposit will still be refunded within 30 days of scheduled Notice to Vacate Date.
10. If all conditions are not complied with, the cost of labor and materials for cleaning, repairs, and replacements will be deducted from the damage deposit.

III. Pets

- A. Management reserves the right to accept pets. All pet owners will be required to pay the appropriate fees and sign a pet agreement. No more than 2 pets per apartment are acceptable. Management reserves the right to be breed specific when accepting pets, even if registered by another breed name.
- *In accordance with the Federal Fair Housing Act and the Louisiana Equal Housing Opportunity Act, Turnberry Place Apartments provides exceptions to individuals with disabilities and those who require the use of a service, assistance and/or emotional support animal.*
- B. **A non-refundable Pet Fee per pet is required. Please note that this is not a pet deposit. Any and all damages incurred from pet will be subtracted from damage deposit, NOT pet fee.**
- **\$ 400.00 per pet**
- C. **Pet sitting or visiting is not allowed for any length of time. Any pet that attacks another pet or person is to be removed from the property immediately and will not be allowed back.**
- D. No exotic animals, reptiles or birds are acceptable. Any reptile or exotic animal found in an apartment at any time will result in immediate eviction. Hamsters or gerbils must be kept in a safe and sound cage and fish must be kept in a similarly acceptable aquarium, free of defects which could allow the pet to cause damage. These pets are only allowed inside the premises.
- E. A pet is never allowed to roam freely around the property even for short periods of time. Every pet must be on a leash when walked. The resident is responsible for any pet secured on a patio, should the pet break free for any reason. Pets are not allowed to cause a disturbance if left on a patio, and must be accompanied on the patio at all times. Any pet reported loose on the property will be picked up by the Animal Control Center.
- F. Please enjoy our "LEASH FREE PARKS!" We recently built these 3 separate areas for our residents with large dogs, as well as residents with smaller dogs to go to and enjoy running & exercising freely! RESIDENTS MUST ACCOMPANY PETS AT ALL TIMES! We built a nice, shaded gazebo sitting area for you to enjoy while your pets have their fun.
- G. Pet areas inside the premises must be kept clean and sanitary at all times. Food and supplies are to be kept inside at all times. Pets are not to be fed outside the apartment in any area.
- H. Residents are responsible for the proper disposal of kitty litter and removal of pet waste. Any resident found not picking up after their pet will receive a written notice and a pet fine will be due with the minimum amount of **\$150.00**. If this occurs again, immediate eviction proceedings will begin.
- I. Pet owners who violate these policies may be fined per violation and each day of a continuous violation may be considered a separate violation.

IV. Service Animals and Assistance Animals

- A. A service animal is not classified as a pet under ADA. Applicants and residents who require the use of service animals, assistance, comfort and/or emotional support animals are excluded from both the required pet interview process and from paying a pet fee.
- B. Reasonable accommodations will be made to any individual who requires the use of assistance, comfort and/or emotional support animals.

V. Parking and Parking Lots

- A. Due to the distribution of parking spaces, parking must be done in a uniform manner. Be careful not to block others. Boats and recreational vehicles can only be parked in designated areas, if such area is available.
- B. Vehicles parked in a No Parking Zone or on the lawn, will be towed immediately at the vehicle owner's expense. Vehicles must park in a parking space.
- C. Only two parking slots per apartment are allowed, unless otherwise approved by management. No Designated Parking is allowed!
- D. Be careful not to block the garbage dumpsters with your cars. The dumpsters will not be emptied if access is not provided.
- E. Unauthorized, abandoned, improperly licensed and inoperable vehicles are not allowed on the premises at any time and will be towed at the vehicle owner's expense. All residents must have registered vehicle with Turnberry issued parking decal on front windshield.
- F. The parking lot is not a garage and cannot be used when repairing or providing maintenance to a car. Violation of this stipulation will be reason for immediate eviction, or towing of the car at the resident's expense.
- G. Motorcycles are to be parked in a parking spot, **not** on the grass, on the side-walk, next to the curb or inside the patio or apartment.
- H. Any vehicles parked anywhere on the property other than a parking space can be towed immediately at the owners expense without further warning.

VI. Property Appearance

- A. In order to keep the premises attractive, we do not allow the storage of mops, brooms, clothing, garbage cans, coolers, pet kennels/cages, furniture, toys, plastic tubs/bins or other articles outside your apartment door, on patios, or on balconies. Bicycles can be stored on enclosed patio areas if applicable or in outside storage closets.
- B. We ask that you properly dispose of all cans and other trash in the garbage cans provided around the pool and the dumpsters provided in the parking areas. Stacking garbage or furniture outside the dumpsters will not be permitted since they will not be picked up.
- C. Nothing shall be placed on the outside of buildings or on the windows (including aluminum foil). No projections, signs, or advertising notices of any kind shall be placed on any part of the building or in the doors of any apartments. Since we provide mini blinds in each apartment, we permit the use of your own drapes. Under no circumstances are the blinds to be removed to hang drapes or colored drapes showing in the windows. The drapes need to have white or almond lining showing in the window and hung over the mini blinds.
- D. Management reserves the right to restrict the placement of items on balconies, on patios, in windows, in the halls, on the stairways, and in the yards of the apartment community. Clothing items are not to be hung across patios, fences or balconies. All dead plants must be removed. Please limit quantity of plant containers to five.

- E. Satellites are not acceptable at Turnberry Place. Any satellites installed will be immediately removed by management, at the resident's expense. *The FCC has passed regulations governing the restrictions of satellite dishes. No dish or antenna may be installed on any common areas including outside walls, outside window sills, roofs, common area balconies, patio fences, common area stairwells, railings, or any other common areas.

VII. Behavior and Conduct

- A. **Drunken, belligerent or threatening conduct toward the management, residents, or residents' visitors, as well as, excessive or unreasonable noise, will not be tolerated and such behavior may subject any resident to immediate eviction.**
- B. **Visiting friends or relatives are expected to follow all community policies as set forth in these community policies. The resident is responsible for the actions of his visitors and must be in control of their actions.**
- C. **Turnberry Place is a drug free community. The use or possession of drugs on or around the property will not be tolerated and may subject any resident to immediate eviction.**

VIII. Maintenance

- A. To insure faster, more complete service, all service requests must be made directly to the office and are addressed according to emergency priority. Please do not stop the service technicians on the property and relay your problem to them, as they sometimes forget to relay this to the office for scheduling. Call us directly and we will make sure your problem is scheduled for repair.
- B. **All service requests are addressed in the office according to emergency priority. Management does not schedule appointments with the resident for service requests.**
- C. All apartments are treated professionally for pest control. Please call the office to request a work order to have your apartment treated. When pest control treats an entire building a notice will be posted for you in advance.
- D. All plumbing repairs that are caused by the resident will be subject to a charge.
 - a. (i.e. stop up caused by clothing, toys, etc.)
- E. The resident will be responsible for any damages to his/her apartment or another apartment resulting from a resident's washing machine or faucet overflowing.
- F. **Air conditioner filters need to be changed every 6 to 8 weeks. Please call the office to request a work order for a filter change.**
- G. **Light bulbs inside the apartment are furnished only for florescent and covered style lighting. Your apartment comes equipped with LED 60 W standard size and recessed light bulbs and must be present when vacating the apartment home. You are not allowed to take bulbs with you when you leave.**
- H. **Resident must be home for after-hours maintenance call (5:30 PM-8:59 AM).**

IV. General Information

- A. **We do not require Renters insurance but we highly recommend it! It is the responsibility of the resident to secure Renter's Insurance for the contents of their apartment. Management will not be made responsible for the loss of personal property by theft, fire, water damage, etc. No concessions will be made.**
- B. It is at the discretion of the management to close the office during normal office hours. We have a 24 hour answering service which you may reach by calling the office number if you have a maintenance emergency during that time.
- C. Residents losing the key to their apartment home after hours must contact a locksmith. **ANY BROKEN WINDOWS OR DAMAGED DOORS/DOOR JAMS ARE CONSIDERED DAMAGE TO PROPERTY. THIS IS A DIRECT VIOLATION OF YOUR LEASE. DO NOT BREAK A WINDOW OR DAMAGE A DOOR TO GAIN ENTRY IF YOU ARE LOCKED OUT.**
- D. **The Resident Hall hours: Fitness Center, 24 hours & Business Center, 24 hours**
- E. Entrance gate cards are issued to each resident at the time of move-in. These gate cards are the property of the apartment community and are to be turned in to the management at the time of move-out. A \$25.00 charge is applied for each lost gate card or card that is not returned upon move-out.
- F. Vandalism to the coke machines, including using pennies, will not be allowed. Anyone found adding pennies or abusing these machines will be evicted.
- G. **We do not allow residents to replace light fixtures, ceiling fans or blinds.**
- H. **Only small nails may be used on the walls in your apartment. No toggle bolts or wall anchors.**
- I. Each resident is given a parking permit upon move-in. This should be placed above your inspection sticker on the front windshield on your vehicle.
- J. **Electricity shall remain on and in the resident's name until all keys are turned into the office. Electricity should not be turned off early or during a move out.**
- K. Refrain from planting any plants, flowers, and/or trees anywhere on the property. We ask that you do not place stepping stones leading to your entry doors. This includes the patio areas. They will be removed.
- L. Wallpapering and/or painting an apartment home is not permitted unless approved by management.
- M. Use of BBQ pits and grills for cooking are prohibited on patios and balconies as stated under the Louisiana Fire Code.
- N. All adults/guardians are asked to be responsible for all minor occupants and see that they too abide by the Community Policies.
- O. **Your apartment home is a SMOKE FREE environment. No smoking is allowed inside apartment.**

EMERGENCIES

THERE ARE SOME EMERGENCIES THAT REQUIRE ATTENTION AFTER WORKING HOURS:

24 Hour Answering Service Call: 225-757-1660

MAINTENANCE (Resident MUST be home for after-hours maintenance emergencies!)

- lack of heat or air conditioning
 - Calls after 8:00 pm will be addressed promptly the next morning.
 - December-March: Considered an emergency for lack of heat.
 - June-October: Considered an emergency for lack of air conditioning.
- toilet backup (ONLY in one bedroom units)
- electrical failure or short circuits (NOT POWER OUTAGES)
- i.e. refrigerator or stove completely not working
- wind, storm, or fire damage
- severe leak causing flooding
- broken windows

COURTESY OFFICERS:

- loud noise complaints
- criminal activity

***Any problems with disturbances do not approach your neighbor. PLEASE CALL US!**

POOL & SPA RULES

HOURS: 8:00 AM to 10:00 PM

- No lifeguard on duty. Swim at your own risk.
- **No loud or disorderly behavior around pool area.**
- **POOL CLOSES AT 10:00 PM**
- No Trespassing.
- No running, pushing, or horseplay in or around pool area.
- No jumping off brick wall where fountains are located.
- No jumping off any balconies from 2nd and 3rd floor Apartments.
- No cut-off jeans. Proper attire required. Swimsuits only.
- Residents 12-14 years old and under need to be accompanied by a competent swimmer or adult at ALL TIMES!
- No pets are allowed inside the pool at any time. Pets must be leashed and may not a disturbance to other residents/guests.
- No bicycles.
- **NO GLASS OF ANY KIND IS ALLOWED IN THE POOL OR IN THE POOL AREA!**
- **Two guests are allowed per apartment**, unless other arrangements are made in the office. Residents must accompany all guests to the pool at all times.

EMERGENCY NUMBERS **Office: 1-225-757-1660 (maintenance, noise, etc.)**

Police, Hospital, Fire: 911

COMMUNITY POLICIES AGREEMENT

The Community Policies of Turnberry Place Apartments have been incorporated into your Lease Agreement. Failure to abide by these regulations could result in lease violation fines, legal action and/or eviction. You are aware that Community Policies can be updated and amended at any time. We do require you to read and familiarize yourself with the rules and regulations written within the community policies of Turnberry Place. The most up to date version of our Community Policies can be found on our website.

I have received and understand the following:

- Lease
- Damage Deposit/Pet Fee Agreement
- Pet Agreement (if applicable)
- Package Acceptance/Decline Form
- Review of Parking and Gate Access Agreement
- Fire Extinguisher and Smoke Detector Acceptance
- Resident and Occupant Acknowledgment of Services
- Move-In Inspection Checklist
- Acknowledgment of Move-Out Cleaning Price List
- Community Policies

Resident

Date

Resident

Date

Resident

Date

Resident

Date

Turnberry Place Apartments

Date