

Turnberry Place, LLC
Turnberry Place Apartments
Community Policies

Rev 3-2021 KN

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 as an addendum to the lease. It is requested that everyone cooperate with these policies as they are essential for the comfort and convenience of all residents. These policies are subject to change and update at the discretion of the administration of Turnberry Place Apartments.

I. Rent

- A. All rent is due on the 1st of each month and payable by the 5th 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 6th 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 5th is considered **LATE RENT**. Late rent is to be paid with cash, money order, cashier's check, or credit/debit card (2.95% service fee) only and must be paid in full. Partial payment is not accepted, and personal checks and Zego e-checks are not accepted for late rent. Rent is still due even if the 5th falls on a holiday or weekend.
- C. On the 7th day of the month, or the next business day if it falls on a holiday or weekend, eviction proceedings will begin. The resident is responsible for all associated court costs and all applicable late fees, regardless of any reason or situation. **No exceptions.**
 - i. Court fees are \$120.00 for a single lease holder and an additional \$25.00 for each additional lease holder.
- D. Water is \$15.00 per month and is **included in the rate seen on the lease**.
- E. As of December 2020, Turnberry Place utilizes Zego as its optional online payment portal. Residents must go to turnberryplaceapartments.com, select "Pay Rent" in the top right corner, and register for an account prior to use.
 - i. Residents may only use Zego to pay their rent from the 1st through the 5th of the month. The system will not allow the resident to pay any earlier than the 1st or any later than the 5th.
 - ii. Zego allows residents to pay using either credit/debit card (2.95% service fee per transaction) or ACH/e-check (\$2.95 service fee per transaction).
 - iii. If you are having any problems with Zego, you **must** communicate with the office before the last minute on the 5th. An issue with Zego, whether due to resident misunderstanding or technical issues, does not excuse a late rental payment.
- F. Any payments received for rent are first applied to any outstanding balance due and money due will always be rent subject to collection.
- G. Rent is to be paid in the rental office located at **10720 Linkwood Court** if not using Zego. For your

convenience, a rental drop box is located on the front of the building, just past the front entrance to the leasing office and on the left. This drop box is available 24 hours a day. These payments are posted with the following day's business. **Please do not put cash in the rent drop box for any reason!** Please be aware that this box is use-at-your-own-risk.

- H. Only one form of payment from an apartment will be accepted (for example, part of the rent cannot be paid with a personal check and the rest with cash, etc.). We will not accept partial payments from roommates. **ONLY ONE PAYMENT PER MONTH PER APARTMENT WILL BE ACCEPTED.**
- I. Once an NSF check has been received by the management, any payments from that apartment must then be made by money order, cashier's check, cash, or credit/debit card. 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.
- J. 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.
- K. 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.
- L. When moving out, the entire month's rent is due. **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:
 - i. Full term of lease has expired and all provisions therein complied with. The resident is responsible for the rent on the apartment for the term stated on the lease.
 - ii. At least a full calendar month's 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. We are unable to accept a verbal notice.
 - 1. Turnberry Place requires a 30 day written notice, but will accept a 60 day written notice. Written notice must be submitted to the office in order for a rental verification to be provided.
 - 2. Turnberry Place has an official NTV form in the office to be filled out by the resident.
 - iii. 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."
 - iv. No damage to the apartment or its contents beyond normal wear and tear. When keys are

returned to office upon move out/vacating, please note that office staff/management **does not** walk the apartment with resident.

- v. If, at the time of move-out, there are unpaid late charges, pet charges, miscellaneous charges, or delinquent rents, they will be deducted from the deposit, if the deposit is not forfeited.
- vi. 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 a cleaning fee paid. Carpet Fee may go towards replacement if management chooses to do such replacement due to extreme wear or damage from the resident during their lease term.**
- vii. All debris, rubbish, and discards must be removed from the apartment. **DO NOT PLACE FURNITURE IN OR BY THE DUMPSTERS, or a fine will be added to your move-out balance.**
- viii. All keys and gate cards must be returned and a forwarding address must be left with the management by the last day of the month. If no forwarding address is provided, it will be mailed to the address provided for the emergency contact.
- ix. Damage deposits will be refunded by a check to the individual who originally placed the deposit. This check will be mailed to the forwarding address provided, within 30 days following the scheduled move-out date. If resident moves out earlier than the Notice to Vacate date, deposit will still be refunded within 30 days of scheduled Notice to Vacate date.
- x. If all conditions are not complied with, the cost of the labor and materials for cleaning, repairs, and replacements will be deducted from the damage deposit.

III. 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. All residents must register their vehicle(s) with Turnberry Place and have a Turnberry-issued parking decal on the front windshield. Residents must notify the office if they get a new vehicle (including boats, motorcycles, trailers, etc.).
 - i. Offending vehicles will receive a written warning advising owner to remove from property within 24 hours. If not removed, it will be towed at the vehicle owner's expense.
- F. The parking lot is not a garage and cannot be used when repairing or providing maintenance to a

car. If out of control, towing of the car will occur at the resident's expense.

- G. Motorcycles are to be parked in a parking spot, **not** on the grass, sidewalk, 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 owner's expense without further warning.

IV. 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. Only door mats and wreaths/door hangers are permitted at front doors/in breezeways.
- B. We ask that you properly dispose of all trash in the garbage cans provided when spending time at the pool. Placing trash bags or furniture outside the dumpsters is not permitted, since the dumpsters will then not be emptied. Trash bags are not to be placed outside front or patio doors, as they may attract animals such as raccoons and other pests.
 - i. Pet owners: please **do not** leave dog waste bags at your front or patio door! You will be fined!
- C. Nothing shall be placed on the outside of buildings or on the windows (including aluminum foil). No projections (such as flags or patio umbrellas), signs, or advertising notices or any kind shall be placed on any part of the building or in the doors of any apartments. Since we provide 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 blinds. Do not drill holes into the leased patio or at leased front door area.
- 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 or sheets/blankets are not to be hung across patios or balcony railings. Railing view cannot be restricted by items. All dead plants must be removed. Please limit the quantity of plant containers to six.
 - i. No items are to be placed on window sills, including but not limited to potted plants.
- 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, apartment balconies, common area stairwells, railings, or any other common areas.

V. 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 contained herein. The resident is responsible for the actions of his or her 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.

VI. Maintenance

- A. To ensure a more complete service, please submit all non-emergency maintenance requests through our website and call for all emergencies. Please do not stop the service technicians on the property and relay your problem to them. Call the office directly, so that office staff may submit a service request.
- 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 for pest control by request. Please submit a work order to have your apartment serviced.
- D. Please refrain from running appliances like the washing machine or dishwasher and then leave the appliance unattended in your apartment home to prevent a flood in the event of machine malfunction.
- E. All plumbing repairs that are caused by the resident will be subject to a charge (i.e. stop-up caused by clothing, toys, etc.).
- F. The resident will be responsible for any damages to his or her apartment or another apartment resulting from a resident's washing machine, faucet, or dishwasher overflowing.
- G. Air conditioner filters need to be changed every 6 to 8 weeks. Please submit a service request on our website turnberryplaceapartments.com for a filter change.
- H. Light bulbs inside the apartment are furnished only for fluorescent and covered style lighting. Your apartment comes equipped with LED 60W standard size and recessed light bulbs; these must be present when vacating the apartment home. These are to remain in the apartment when you vacate.
- I. Residents must be home for after-hours maintenance calls (5:30 p.m. – 8:59 a.m.).

VII. General Information

- A. We do not require renter's insurance, but we highly recommend it! It is the responsibility of the resident to secure renter's insurance for the contents of their apartment home. The management will not be made responsible for the loss of personal property by theft, fire, water damage, etc. No concessions will be made.
- B. Any visitors staying more than 14 consecutive days in the apartment home are considered to be residents and must complete an application.
- C. Residents are not allowed to install alarm or security systems of any kind. The Brinks keypads are defunct.

- D. 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.
- E. Residents losing the key to their apartment home after hours may request a lock out service by calling the answering service at (225) 757-1660. Notify the answering service of the situation, and they will dispatch the Turnberry Place personnel on call. You will be required to provide photo identification. A charge of \$35 (if before 12 a.m.) or \$50 (if after 12 a.m.) will be due at the time our representative arrives with the key to let you into your apartment. This charge may be paid with cash, check (made out to the individual there to assist you), or via electronic payment, such as Venmo or Paypal. The resident is not permitted to keep the key. If the resident is NOT currently at the apartment, they must call the answering service back when they are so that the answering service may contact our employee.
 - i. In the event an employee is not available, resident will need to contact a locksmith.
 - ii. Any broken windows or damaged doors/door jambs 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.
- F. Entrance gate cards are issued to each resident at the time of move-in (1 gate card per adult occupant). 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.
- 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 the final day of the lease has expired and keys are turned into the office. If turned off early, the resident is subject to charges if the appliances have been damaged due to no electricity.
- K. Do not plant any plants, flowers, and/or trees anywhere on the property. Do not place any stepping stones leading to entry doors or patio areas. The stones will be removed.
- L. Wallpapering and/or painting an apartment home is not permitted unless approved by management. Contact/shelf paper is not permitted in drawers, cabinets, or pantries.
- M. Use of BBQ pits and grills for cooking are prohibited on patios and balconies as stated under the Louisiana Fire Code. No grills are allowed at the pool area at any time.
- 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 the apartment. Please dispose of all cigarette butts properly when smoking

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
 - No a/c considered emergency between Mar-Oct
 - No heat considered emergency between Nov-Feb
- Toilet backup (one bedroom units ONLY)
- Electrical failure or short circuits (NOT POWER OUTAGES)
 - For example, refrigerator or stove completely not working
- Window, storm, or fire damage
- Severe leak causing flooding
- Broken windows
- Lock out

COURTESY OFFICERS

- Loud noise complaints
- Criminal or suspicious activity
- **If you are experiencing any problems or disturbances, do not approach your neighbor. PLEASE CALL US!**

EMERGENCYNUMBERS: **Office: 1-225-757-1660 (maintenance, noise,etc.)**
Police, Hospital, Fire: 911

COMMUNITY POLICIES AGREEMENT

The Community Policies of Turnberry Place Apartments are 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.

I have received and understand the following:

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

Resident

Date

Resident

Date

Resident

Date

Resident

Date

TurnberryPlaceApartments

Date