

# Country View Manors

## At Dunmore

A TOWNHOUSE RENTAL COMMUNITY  
UNIVERSITY DRIVE  
DUNMORE, PA 18512

### HANDBOOK

#### INTRODUCTION

600-638 SALEM PARK ASSOCIATES, LLC introduces our newest location at **COUNTRY VIEW MANORS AT DUNMORE**, hereinafter referred to as **CVM**, a seventy five (75) unit Luxury Townhouse Community totally renovated from ground up. We have given every apartment its own entrance, with a spacious floor plan in each apartment, vinyl insulated sliding windows, electric baseboard heaters, attic storage, handicap accessible, private patios with private fencing, ceramic tiles in the kitchen, bathroom, foyer and laundry room, new washer and dryer, oversized designer moldings, maple cabinets in the kitchen with Formica tops also in bathroom, new fiberglass tubs and surroundings, and new dishwasher, smoke detectors in all bedrooms, and new wall to wall carpeting throughout apartment. Everything has been newly renovated.

**COUNTRY VIEW MANORS** welcomes you to your new home. It is our sincere hope that your stay in our apartments will be pleasant and comfortable. We hope this stay will be a positive experience. Residing in our apartments offers you and your family a unique opportunity to live among other families. We hope your rental experience with our company will enable you to make a lasting stay.

The regulations contained in this handbook are designed to provide a safe and healthy environment for all our tenants. Please consider this a handy reference for apartment living. The handbook contains guidelines, regulations, and policies which are incorporated into your Agreement as a part of the terms and conditions of occupancy. It is your responsibility to become familiar with the guidelines, regulations and policies so that you know and understand the expectations of you as a renter.

#### **ELIGIBILITY REQUIREMENTS, APPLICATION PROCESS, ASSIGNMENT PROCEDURES AND DEPOSIT**

##### **ELIGIBILITY**

Eligibility is based upon the following:

- A. CREDIT CHECKS
- B. INCOME VERIFICATION
- C. SECURITY BASED ON CREDIT CHECK
- D. 1 YEAR LEASE OR MORE

##### **PROOF OF ELIGIBILITY and/or CHANGES IN STATUS**

The **TENANT** must provide, upon request, proof of income. All occupants living in the apartment must be listed on the lease before moving into the apartment. Only the person who signed the lease and any individual added onto the lease may occupy the apartment. Changes in occupancy must be immediately reported in writing to **LANDLORD**.

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### SECURITY DEPOSIT

The LANDLORD agrees to refund the deposit to the TENANT or TENANT ESTATE within thirty (30) days following the TENANT surrender of the apartment, provided that: (1) the Apartment to which the TENANT had been assigned is left in as good a condition as at the time of original occupancy by TENANT, reasonable wear and tear excepted, and (2) the TENANT has satisfied all other TENANT financial obligations to the LANDLORD.

### PAYMENTS

Rent is due the first day of each month. The rent is due on the period beginning with the officially assigned date of the lease. Applicable late fees will be assessed for each payment that is not made within the first seven (7) days of each month. A late fee of \$50.00 will be assessed after the seventh (7<sup>th</sup>) day of the month. All payments should be written out to **600-638 Salem Park Associates, LLC** and mailed to our office at **P.O. Box 216 Kenilworth, NJ 07033**.

### UTILITIES

Utilities paid by TENANT: Electric, Heat, Cable and Phone. Other Utilities such as Water, Sewer and Common Electric shall be paid by the LANDLORD.

### LEAVING

The TENANT must contact our Tenant Relations or Property Manager thirty (30) days prior to lease end date to schedule a walk-through inspection before vacating the apartment. The TENANT pays the advertising fees if the lease is broken.

## COUNTRY VIEW MANORS STAFF AND RESOURCES

### PROPERTY MANAGERS & TENANT RELATIONS

PROPERTY MANAGERS & TENANT RELATIONS are staff members who serve as a resource for apartment residents. They are responsible for upholding the guidelines and policies outlined in this handbook along with your lease and are available to help when conflicts arise with the apartment. By utilizing all of these staff members, you will find they are available to you almost at any time you need them. Only COUNTRY VIEW MANORS staff are authorized to let people into their apartments, answer apartment related questions, and act as representative of Tenant Services.

### KEYS

The TENANT is issued two apartment keys. All townhouse-issued keys that are not returned at the time of check-out will result in a lock change and a charge billed to the TENANTS account for the lock change and key replacement. Unauthorized duplication of keys is prohibited. If an apartment key is lost, the lock will be changed to insure privacy and security. The TENANT account will be charged a fee to replace the lock and key(s) of Seventy Five Dollars (\$75.00).

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### MAIL

The physical address is: \_\_\_\_\_UNIVERSITY DRIVE, DUNMORE PA 18512. All mailboxes should be checked daily and any junk mail should be removed from boxes.

### MOTOR VEHICLE REGULATIONS AND PARKING TAGS

TENANT resident is responsible for proper driving and parking for his or her family and visitors. Permanent stickers will be available from the CORPORATE OFFICE. The cost is \$35.00 for replacement tag. TENANTS must notify the MANAGEMENT and obtain a new sticker if there is a change of vehicle. . Tenants must have a parking tag that matches the paperwork for that car. Violators will be issued one (1) warning and thereafter there will be a \$25.00 fine imposed. If a second violation occurs, car will be TOWED away and will be at the expense of said tenant to retrieve it.

### SUBLETTING/GUESTS

COUNTRY VIEW MANORS strictly prohibits "subletting." TENANT cannot have friends or family living in the unit. The only people that are legally allowed to live in the unit are the people listed on the lease.

### COMMUNITY RESPONSIBILITY

Successful apartment living requires that each resident be aware of those in other apartments and of how behavior in one apartment affects residents in other apartments. It is necessary that all residents consider the rights and privileges of their neighbors in the conduct of their affairs. Be considerate of others. Always try to communicate with your neighbors if you have a concern.

### TELEPHONE SERVICES

Each apartment is equipped with its own telephone line, providing that the LANDLORD is given updated phone numbers at all times.

### CABLE TELEVISION

Apartments are wired for cable television service. All residents must have cable installed at their own expense by an outside vendor.

### SATELLITE DISHES

Satellite dishes are only permitted in designated areas, you MUST contact corporate office prior to scheduling this installation with your provider.

### LAUNDRY FACILITIES

Washers and Dryers are provided in all our apartments. It is the TENANTS responsibility to maintain the washer and dryer, unless it is a manufacturer's defect.

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### GENERAL APARTMENT CARE AND MAINTENANCE

#### REPORTING PROBLEMS

We want to help you keep your apartment in an orderly condition by repairing items when they become faulty or damaged. All breakage, damage, and need for general maintenance and repairs for your apartment and laundry facilities, must be reported to our MANAGEMENT. LANDLORD will not make repairs that are responsible by the TENANT, as stated in your lease.

#### MODIFYING YOUR APARTMENT

TENANTS are **not permitted** to modify either the inside or outside, or the immediate grounds surrounding the apartment building, without prior written authorization from the MANAGEMENT. This includes attaching anything to the building, painting, adding satellite dishes, additional shelving, installing air conditioning units in wall, placing semi-permanent signs outside of your apartment, hanging laundry wire or string, modifying landscaping, installing dead bolt locks or installing drapery hardware, etc. Apartments should not have appliances or other fixtures removed without prior approval from MANAGEMENT. If you have any questions regarding modifications to your apartment, call MANAGEMENT. Modifications made without prior written authorization could result in billing for repairs to bring the structure to its original form, fines and other action including termination of the LEASE.

#### RIGHT TO ENTRY

LANDLORD will enter apartments at any time when an emergency or situation that endangers health or safety arises and to take corrective actions and/or to make needed repairs. Normally, at least 24 hours notice is given before entering an apartment. However, LANDLORD reserves the right to enter the apartment without notice during reasonable hours when necessary to provide maintenance, service, repairs, improvements, to make inspections, or for any other legitimate purpose deemed necessary or desirable by the LANDLORD.

#### PREPARE IN CASE OF A FIRE

Before a fire ever occurs, you and/or your family should prepare by having an escape plan and a designated place outside to meet.

#### FIRE SAFETY

Each resident must be alert to the danger of fires. Every fire must be promptly reported by first calling 911 and then COUNTRY VIEW MANORS EMERGENCY LINE. It is the TENANTS responsibility to make certain that the smoke detectors batteries are changed yearly to insure they are in proper working order.

#### FIRE EXTINGUISHERS

A fire extinguisher is located in all apartments. If the extinguisher is used to extinguish a fire, call the MANAGEMENT immediately and it will be replaced. It is the TENANTS responsibility to maintain the fire extinguisher every year. Periodically inspect the gauge to be certain the fire extinguisher is good. If the gauge indicates that the extinguisher is undercharged or overcharged, notify the property manager immediately.

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### **SMOKE ALARM**

A smoke alarm is located on the ceiling of each bedroom and in the hallway between the bathroom and bedroom. When the alarm beeps intermittently, the batteries need to be replaced. Please call the property manager as soon as possible and have the batteries replaced at no cost to you. Smoke alarms that have been removed, tampered with or have had the batteries removed will result in a fine of \$50.00.

### **APARTMENT CARE**

Country View Manors requires that the residents maintain the premises and its equipment in a clean and orderly condition.

### **HEALTH AND SAFETY CODE COMPLIANCE**

The residents shall comply with the city, county, state and federal codes regarding health and safety. Upon proper notice, the resident shall comply with all requests from the property manager pertaining to the correction of health and safety violations in or around the apartment, including services for pest control.

### **CLEANLINESS AND SANITATION**

For the health and safety of all families, it is the responsibility of the residents:

1. To keep the apartment clean and free from garbage and trash.
2. To share in the proper care, cleaning, and use of community areas and facilities, including stairs, stairwells and outside amenities.
3. Garbage cans are prohibited. Dispose of all trash and garbage in the dumpsters provided near each building. Bags of trash should not be left outside the apartments. There will be a \$25.00 charge if the management has to clean up trash from around an apartment. Residents shall not sweep trash from inside to outside of the apartment or throw dirt, trash, garbage or waste from windows.
4. To keep stairwells, landings, and patios clean and free of clutter from toys, bikes, boxes, etc.
5. Not to shake rugs and dust mops out of doors or windows.
6. To keep children's toys and all bikes off the common areas, grass, sidewalks, and parking lots when not in use.
7. Not to use corrosives such as Drano and Liquid Plumber. They are a safety hazard to our tenants and employees as well as our pipes.

### **CARE OF APARTMENTS AND EQUIPMENT**

1. Residents are responsible for the care of the apartments and equipment inside or attached to the apartments.
2. Initial inspection of the apartment and its equipment must be made by the resident prior to occupancy and the apartment condition form must be completed. This check-in record will be retained by the property manager and will be the basis for determining damages, losses or cleaning charges assessed during or at the termination of occupancy.

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### **SOME EXAMPLES FOR WHICH CHARGES ARE USUALLY ASSESSED ARE:**

1. Damage beyond normal wear and tear (can be caused by decorating).
2. Labor costs that result from cleaning apartments that are not cleaned sufficiently when the resident vacates.
3. Large or excessive nail holes.
4. Burns or burn holes of any kind.
5. Stained carpets that will not steam clean.
6. Frozen pipes during winter months if it is due to the TENANT keeping the temperature of the apartment too low.
7. Toilets and sinks plugged with food, grease, toys or other miscellaneous items.

### **PESTS AND NUISANCE PREVENTION**

All residents must help by practicing good housekeeping techniques and doing additional spraying. Since insects in an apartment can be unbearable, the following suggestions for the control of roaches and other insects are made. These are not rules, but merely guidelines from our past experiences.

1. Do not leave dirty dishes or food on the countertops or sinks overnight because this is when pests feed.
2. Store open food containers (cereal boxes, etc.) in plastic bags or in the refrigerator.
3. Do not use contact paper in cabinets. Roaches feed on the sticky backing and hide under the paper.
4. Do not leave paper bags or newspapers sitting in your apartment. Pests nest in these areas.
5. Keep all floors clean and free of food crumbs.
6. Do not store damp rags or sponges in dark closets. Store all brooms and mops with the handle down.
7. Do not allow grease to build up on the stovetops and burner or in the oven.
8. Do not leave articles of clothing on closet floors, in corners, etc. Pests nest in dirty closets.

### **ROOFS**

Walking, playing or climbing on any roof in Country View Manors complex is strictly forbidden. Please instruct children not to play on the roof.

### **STAIRWELLS**

All stairs and stairwells must be kept clear at all times for the purpose of providing completely clear exits. Children's toys are especially hazardous and must be kept away from these areas. Hence, toys, children's vehicles, boxes, newspapers, plants, bicycles, etc. must not be left on stairwells.

### **ALTERATIONS**

In order to assure that the residence remains safe for occupants, occupants shall make no repairs, alterations or installations to their apartments, buildings or grounds without prior written authorization from the property manager. Such alterations include, but are not limited to, painting, papering, wiring, satellite dish, adding or changing locks. Unauthorized alterations could result in loss of deposit and any additional costs incurred by the landlord to correct the alterations.

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### APARTMENT POLICIES

#### ALCOHOL

The use and/or consumption of alcohol is strictly prohibited on all common property.  
Examples: Arcade, fitness room, playground and basketball court.

#### SMOKING

Smoking is not permitted in entrances, community buildings, playground and common areas.

#### BURNING CANDLES AND INCENSE

Any material or item of any kind that is combustible or would increase the risk of fire is prohibited in and on all of Country View Manors property. These items include but are not limited to candles, incense, halogen lamps and/or open burner devices.

#### ABANDONED PERSONAL PROPERTY

Any personal property left in the apartment or on the premises by tenants who vacate or abandon an apartment will be held for 15 days, at a cost of \$20.00 per day for storage. After 15 days the items will be deemed abandoned, and the landlord may immediately dispose of the property without compensation and charge the tenant for the labor involved in disposing any trash or property.

#### APPEARANCE OF THE OUTSIDE OF THE RESIDENCE

Residents are expected to keep the front and rear of their apartment tidy. Anything seeming to create a hazard or unsightly appearance will be addressed by the property manager, including but not limited to, clotheslines, bicycles, garbage, children's toys and the storage of barbecues.

#### PETS

Rodents, reptiles and illegal animals of any kind are prohibited.

There is a limit of two (2) pets per apartment. There is also an additional non refundable security deposit of \$250.00 per pet and an additional \$10.00 per month added to the tenants lease.

Fish: Fish tanks cannot exceed 25 gallons and are not permitted on the second floor.

Cats: Indoor cats only.

Dogs: No larger than 35 pounds unless it is a service dog with proper documentation.

Must be walked in designated areas only! Each TENANT must remove dog feces immediately and dispose of it properly. ONE DOG PER APARTMENT! Unless told otherwise! Just because someone has more than ONE does not make it okay for others!

Birds: Caged birds only. Birds must not be permitted to fly in the apartment.

Tenants are to curb after their pets. There will be a Twenty Five (\$25.00) fine after 3 warnings are issued.

#### BARBECUE GRILLS

Use of briquette and electric barbecue grills are prohibited.

Use and storage of gas barbecue grills must take place only on rear patios and at least 6 feet from the buildings. Barbecue grills should be used in areas away from motor vehicles and can not be stored on the walkways or chained to the buildings. Barbecue grills not stored properly will be considered abandoned and may be removed. Barbecue gas tanks are prohibited from being stored inside of apartments or in vehicles.

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### **HEAT/HEATERS**

Heat is to be turned on October 1<sup>st</sup> thru May 31<sup>st</sup>, or if outside temperature is below 56 degrees. Tenant is responsible to have heat on to a minimum of 60 degrees and/or if temperature outside is less than 56 degrees. Space heaters, kerosene, electric heaters are NOT PERMITTED EVER!!! If we do find them in the apartment we will send you a notice. After notice has been sent we will do an inspection to the property and if they are still there, owner has the right to remove them from the property. This is a fire and health HAZARD and will not be permitted at COUNTRY VIEW MANORS apartments.

### **CAR REPAIR**

Complex parking lots are not to be used for car repairs or oil changes. This practice is strictly prohibited.

### **COMMERCIAL USE**

Apartments are for residential use only and therefore home based businesses are not permitted. This includes fee-based babysitting and tag sales.

### **CHILDREN**

The tenant is responsible for the actions of children who occupy his or her apartment. Children are to be properly supervised at all times. Neglect of parental responsibility may result in termination of this Agreement. The tenant shall be financially responsible for the actions of the children. The landlord is not liable for accidents which may occur to children. Please keep children away from trash dumpsters for their own safety as well as the safety of others.

### **CONDUCT OF GUESTS**

The resident is responsible for the conduct of their guests while the guests are visiting our community. Any violation of the policies outlined in the Agreement or this hand book by guests of an apartment will be held against the resident of the apartment. Unwanted guests should be reported to the police. The irresponsible conduct of a guest could result in judicial action.

### **DISTURBING THE PEACE**

The resident may not make disturbing noises on the premises or permit acts to be done by family or visitors which interfere with the rights and comfort of others. Residents and their family members should respect their neighbors and be courteous at all times. Disturbing the peace of the community could result in disciplinary action.

### **DRUGS**

The possession or use of controlled substances is strictly prohibited on all Country View Manors property and violators will be referred to the police. Any violations may also result in judicial action and immediate termination of your lease.

### **EXCLUSIONS/BARRING**

The property manager reserves the right to exclude or bar (prohibit entry to a specific area) those whose behavior is determined to be detrimental to the well being of the apartment living community or incompatible with the predetermined use of that area.



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### **FIREARMS**

Firearms are not allowed on the property or in private vehicles on the property. No resident shall possess a dangerous weapon in the apartment community, such as but not limited to, knives, air rifles, BB guns, pellet guns, num chucks, throwing stars or swords. Any person authorized to carry a weapon MUST provide our office with a copy of that permit or service I.D.

### **FIREWORKS AND EXPLOSIVES**

Fireworks, gunpowder, explosives, gasoline and other flammable liquids are strictly prohibited from being stored or used on the property at ANY TIME.

### **GUEST POLICY**

Guests are not permitted to stay longer than fourteen (14) days per month. If you wish to have a guest stay longer than 14 days they must be included in #3 on your lease. CVM also reserves the right to deny a guest's visit based on their present or previous behavior or if CVM feels that a guest poses a threat to the safety of other tenants.

### **HOLIDAY DECORATIONS**

LIVE CHRISTMAS TREES ARE PROHIBITED. All decorations are required by fire code to be non-combustible. All decorative lighting should be UL listed and of the type that does not produce heat. Do not overload electrical outlets with too many plugs. Christmas trees are required to be treated with flame retardant. A support device shall be used that holds the tree in a stable upright, position. Never place your tree near heaters, heat producing appliances, lighting fixtures, televisions or computers. Do not use electric lights on metal trees, light them with companion spotlights only. Outside lights are prohibited. Wreaths on doors are allowed when hung with a proper door hanger, (absolutely no nails).

### **WATERBEDS**

To ensure structural safety, waterbeds are strictly prohibited.

### **MOTORCYCLES**

Motorcycles cannot be parked outside individual apartments or by the front door. They should be parked in the designated parking spots in the parking lot and require a parking sticker.

### **REMOVAL OF OBSTRUCTIONS**

The property manager reserves the right to remove any obstruction that may create a hazard or unsightly appearance, including such items as motorcycles, appliances or any other item that could be considered a safety hazard to children or others. These items will be held for ten (15) days incurring a \$20.00 per day storage fee. After 15 days these items will be disposed of.

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### **PROPERTY INSURANCE**

Country View Manors encourages all residents to carry tenant insurance. CVM is not liable for theft or damage to personal property in or around the unit CVM does not assume any liability for personal injury or property from explosion, fire, or mechanical failure of personal items, or for negligence by occupants of the buildings. To have the protection from the possibility of such losses or personal injury, the resident should carry property insurance. Property insurance can be purchased through most local insurance companies.

### **RESOLVING DIFFERENCES**

Differences between residents should be resolved, if at all possible, between the residents involved. If there is a discrepancy between you and your neighbor, it is your responsibility to contact them first. Banging on walls is not considered a proper form of contacting your neighbor. If differences cannot be resolved after contacting your neighbor, contact your TENANT RELATIONS to aid in finding a solution.

### **SOLICITATION**

The property manager attempts to support a resident's desire for privacy by restricting door to door sales or solicitation, regardless of purpose or nature of the sponsoring organization. It is the responsibility of the resident to notify the property manager if solicitors or salespersons are on the property. Tag sales held by residents are strictly prohibited.

### **PLAYGROUND, BASKETBALL COURTS, ARCADE AND COMMON AREAS**

The use of the playground, basketball courts, arcade and common areas are at the tenants and guests own risk. Proper conduct must be used when using these facilities. Improper conduct will not be tolerated and may result in the TENANT and guests being banned from using these facilities.

### **FITNESS ROOM**

Equipment must be used according to manufacturer's instructions. Call for prices!!! Improper use of the equipment or improper conduct will result in loss of use. Please contact corporate office for more information at 570-941-9101.

### **COMMUNITY ROOM**

The community room may be used for personal events by anyone who has a valid CVM lease. There is a fee of \$100.00 per event, plus \$200.00 security deposit. Each event can last a maximum of 5 hours. All clean up is the responsibility of the person holding the event. If the room is not left in the same condition it was rented in, cleanup fees will be taken out of the security deposit.

### **FUTURE REGULATIONS**

CVM reserves the right to make and enforce other rules and regulations as may be appropriate or necessary for the safety, care and cleanliness of the property, and for securing the comfort and convenience of all the residents. Future policies may be announced by letter or by residents meetings.

### **CONCLUSION**

We hope the information provided in this handbook has been helpful and informative and that you will use it throughout your stay at our COMMUNITY TOWNHOUSES as a reference guide to successful community living. We sincerely hope that your stay in COUNTRY VIEW MANORS AT DUNMORE is a good experience for you and your family.

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I understand and read English and am able to comply with the rules in this handbook. I have read and have had all the rules explained to me. I fully understand them and will be able to comply with all of them.

TENANT SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

TENANT SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

LANDLORD SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

**Additional restrictions if required:** \_\_\_\_\_

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