

WELCOME TO PHEASANT RUN TOWNHOMES 2011/2012 Academic Year

Welcome to Pheasant Run Townhomes. Below you will find some important information about the community. Please feel free to contact us at the model/office at 801-0660 if you have any questions about the following community policies.

MOVE-IN INVENTORY OF CONDITIONS

If you are leasing your townhome from an owner or directly from Pheasant Run, our office will supply you with Move-In Inventory of Conditions forms, one for your bedroom and one for the common area as part of your move-in package. **Please complete both forms and return them to the office within 48 hours of move-in and no later than September 1, 2011.** All tenants should review and sign the common area form before it is turned in. Your Inventory of Conditions forms are very important as they will be used at the vacating inspection to assess any damage to the unit that occurred during your tenancy. Failure to return your Inventory of Conditions Forms means that you are accepting the current move-in condition of the townhome without any exceptions, and that you will be responsible for any and all items noted in our final, move-out inspection.

PARKING

You must have a valid current year parking permit to park in the Pheasant Run Townhomes parking lot. Renewing tenants must re-register their vehicles each year. Parking at Pheasant Run is for residents only and occurs on a first come, first serve basis. **You may register your vehicle on August 14th at move in registration or between August 15th -27th during the hours of 10:00 A.M. to 5:00 P.M. or Sunday August 21st or 28th from 10:00 A.M. to 2 P.M.**

Parking passes will be distributed when you register your vehicle. Only one vehicle per a tenant and no more than four vehicles per a townhome will be registered. Each owner will receive a parking pass that is to be used for their benefit only. This should not become a guest pass as parking is limited and should be designated first and foremost to the residents of the community! Copying or reproducing parking permits is strictly prohibited. **If you violate this policy, you will lose YOUR parking privileges! Random towing of non-permitted vehicles will occur weekly, Thursday-Sunday, beginning at 8:00PM and ending at 8:00AM each day. Random towing of non-permitted vehicles will begin Thursday, September 1st at 8PM.**

When you register your vehicle, please bring a copy of your license and registration; be aware that all information will be verified with signed lease agreements and your owner. You may not park in yellow zones, on the grass, or perpendicularly behind other cars. You will be towed if you park in front of the NTC building or our maintenance shop. Towing will be enforced in these circumstances and at your expense 24 hours a day, 7 days a week. **Guests may park in designated guest spots only! Residents who do not display a valid parking permit, and guests parked illegally may be towed at any time and at their expense.** We recommend you review the Pheasant Run Townhomes Resident Policy Guide for more specific information on the parking policy. It is your responsibility and common courtesy to inform your guests, **including parents**, of the Pheasant Run Parking Policy. If your guest's vehicle is removed from the Pheasant Run parking lot, contact Simmons Towing at 540-879-2889.

We do offer guest passes to our residents for special circumstances when you may temporarily have a vehicle that is not your own. An example of this would be if you find it necessary to rent a car because your car is being repaired or in the process of being replaced. These guest passes are intended to be used when your regular vehicle is not parked on the property. Typically, they would be issued for no longer than a two (2) week period, while you are resolving issues with your own vehicle.

TRASH

Trash removal services are provided each Tuesday morning by Long Enterprises. You are responsible for weekly trash service and the regular removal of all trash from your front and back yards, decks or patios, and the parking area in front of your house. All trash should be stored in your storage shed in a covered container which will be provided by your owner. You will be provided with your initial trash can upon check-in. If a replacement trash can is required some time during the year, a \$25.00 charge will apply for providing this new trash can. Excess trash should be bagged and sealed and stored inside your shed. New service applications are available in the office or you can establish service by calling Long Enterprises at 540-896-5550 if your utilities are not already included in your rent. Trash containers should be set curbside no earlier than Monday evening or early Tuesday morning for collection. Trash cans must be placed back inside your shed by Tuesday evening. If your trash can is still curbside Wednesday morning, your home may be subject to \$25 fine per occurrence. Any trash receptacles left on the sidewalks or in the yards will be picked up by maintenance and returned to the shed and a fee will be assessed for continuous violation of this policy. Yards, patios and decks that are littered with excess debris will be cleaned up on a daily basis, without notice and at your expense. We will, during our routine clean-up of the common areas and your yard, assess what is considered trash and haul the debris away at your expense. When this occurs, you will be charged a minimum of \$25.00 an hour for trash removal, plus any landfill fees. Please review the enclosed copy of the Resident Policy Guide for a complete description of the community trash policies.

Recycling pick-up is on Friday mornings by 7AM, and is collected by the City of Harrisonburg. Recycling bins must be purchased on your own (we suggest at least 2 plastic containers) and you must call the Public Works Department at 434-5928 to register and receive a sticker for your bin(s). You will need your Pheasant Run address and phone number handy when placing an order for new service. Keep in mind that empty cans, bottles and other containers tend to blow out of the recycling containers and scatter over the yard, especially during windy days and winter months. To prevent this from occurring, we require that you keep your recycling bin in your shed or utility closet until late Thursday evening or early Friday morning when it can be placed on the grassy islands located between some buildings or behind your car. The city will not pick up recycling from the curb. Keep in mind that if your bin overflows onto the deck or blows onto the yard area, clean up charges may be assessed. The city will pick up recycling of the following items: aluminum, glass, plastic items with a 1 or 2 in the triangle on the bottom, steel or tin cans, household batteries if they are placed in a zip-lock type bag. Newspapers or magazines must be tied with a string or placed in a supermarket brown, paper bag and cannot get wet. **Cardboard from beer suitcases or containers will not be picked up.**

The City will not pick up recyclables in plastic garbage bags! Many of you will need more than 1 bin a week so please buy additional bins should you have a lot of recyclables. Seldom does one bin hold all the recyclables from 4 individuals and we recommend at a minimum that you purchase 2 bins. Most times residents will fill the bins too full and this is when they blow or fall out while being moved. A \$25.00 fine will result if this occurs.

MAIL

All mailboxes are centrally located at the entrance to the community and adjacent to the guest parking provided at the top of Pheasant Run Circle. Four mail keys are distributed when you move-in, one mail key per tenant. Information concerning your specific mailbox number is noted on the front of your Move-in folder. Still have mailbox questions? Contact the office.

RENT

You may pay your rent by check or money order-**NO CASH PLEASE!** Please forward all rent checks to your owner directly at the address noted on your copy of the lease agreement, unless additional written instructions have been provided otherwise. If you are leasing directly from Pheasant Run, rent can be mailed to 321 Pheasant Run Circle, or paid directly at the office. For your convenience, payments can also be dropped in the after hours drop slot located in the office door. If you still have not received a copy of your lease, please notify the office/your owner immediately. Rent is due on the first and considered late if not received by 10AM on the sixth. To avoid late charges, rent should be mailed at least a week in advance. Pheasant Run will impose a \$25.00 late fee to all past due accounts on the sixth of each month. Please remember to bring your owner's name and address home with you over the holidays and summer vacation as you are still responsible for rental payments during that time!

RESIDENT POLICY GUIDE

Forty homes in Pheasant Run are individually owned and governed by a homeowners association that consists of all owners in our community. The day to day affairs of the Association are managed by Pheasant Run Townhomes, L.L.C. A copy of all the Association's policies were given to you when you signed your lease agreement as part of the Resident Policy Guide. Please review the Policy Guide carefully as all homeowners and residents are responsible for complying with these policies. The office staff will conduct periodic inspections of the community to insure compliance with the Association's policies. All Notices of Violation will be directly forwarded to all homeowners, residents and guarantors for correction within a specified amount of time. Violations left uncorrected after proper notice has been given, will be corrected by the Association and assessed to the homeowners. Homeowners can recoup these fees by billing the residents of the townhome or deducting expenses from the residents' security deposits. If you notice any problems in the common areas of the community, street lights, trash, etc. please notify the office by phone or e-mail. If you have any problems with noise or trespassing violations, contact the Harrisonburg Police Department. Their non-emergency number is 434-4436.

LEASING OFFICE

Our office is here to help as a point of contact for tenants, parents and owners. We are located at 321 Pheasant Run Circle and the phone number is 801-0660. Our normal office hours are Monday-Friday 9-5PM. Our office hours are extended as needed during the leasing season and during move-in/out time periods. We often vary our holiday hours in accordance with the JMU academic schedule. Current office hours and important information will always be posted and recorded on our voice mail system, in our weekly email distribution, on our facebook page www.facebook.com/pheasantrunjmu or on the office door. Please do not hesitate to call if you have any questions! If you are unable to reach someone at the office and need an immediate response, do not hesitate to contact the answering service at 540-568-2483. Please note the office will be closed on Monday September 5, 2011 in recognition of Labor Day.

HOMEPAGE & ETHERNET SERVICE

Visit the Pheasant Run Townhomes homepage at www.PheasantRun.net or www.facebook.com/pheasantrunjmu for current community news and information or e-mail us your comments or suggestions at leasing@pheasantrun.net. Ethernet service is available through NTC Communications at 888-201-8420 and/or www.ntc-com.com. Ethernet cords are available on request. All NTC services should be in working order upon arrival if you signed a lease with the services included. If you did not, please contact them directly for new service.

ROUTINE MAINTENANCE

Proper maintenance and care of your townhome is of primary importance to us! If you have any maintenance concerns or problems, do not hesitate to contact the office. You can also reference our online maintenance guide at www.PheasantRun.net for quick tips and resolutions prior to placing a service request. All non-emergency maintenance requests should be made as soon as you notice the problem and they will be responded to within 24 hours or less! You can place service requests online at www.PheasantRun.net or by calling the office at 540-801-0660 Keep in mind that the earlier in the day you make your request, the greater the chance of getting the repair completed the same day. Please consider that some items may require an outside contractor or parts that may need to be ordered, and additional work may have to be scheduled. Your flexibility is appreciated and speeds up the time needed to make the repair. Normal wear and tear maintenance items will not be charged to you. However, there will be a minimum labor charge of \$35/hour for maintenance that is caused by tenant neglect or abuse.

EMERGENCY MAINTENANCE

An "emergency" maintenance issue is defined as: something that interferes with your ability to comfortably occupy the townhome. Examples of emergency maintenance requests are: no heat, no air conditioning (in extremely hot weather), no water or a major water leak. Examples of non-emergency maintenance requests are: dishwasher not working, ice maker not working or one clogged toilet. Please call the office immediately if you have an emergency during our regular office hours, or after hours call the emergency number: **568-2483**. This service will troubleshoot a maintenance problem and/or they will contact our maintenance staff for immediate service.

UTILITIES

If you have signed a lease without your utilities included in your monthly rent you are responsible for establishing all utilities in your names by the start date of your lease agreement August 14th. If you have not taken care of transferring utilities please contact these companies today:

Harrisonburg Electric Commission	434-5361
Water and Sewer Operations Center	434-9959
Long Enterprises (Trash Removal)	896-5550

Failure to transfer or maintain utilities as required shall result in your Landlord imposing a \$50.00 Utility Handling Fee. This fee shall be charged monthly until service is re-established in the tenants name and the cost of this fee shall be shared equally among all tenants with leases in the townhome. All tenants residing in the townhome shall be jointly and severally responsible for any and all charges incurred by Landlord during the interruption period including reconnect fees, usage fees or damage caused to the premises for tenant's failure to maintain required utility services.

SECURITY

The following actions are taken by Pheasant Run to help protect the safety of our residents:

1. Harrisonburg Police Department maintains a presence by periodically driving the property both when school is in session and when it is not.
2. Hired courtesy officers during Thanksgiving, Winter and Spring Breaks
3. Manual security checks are conducted by our maintenance department and staff at the beginning of, and throughout any extended holidays.
4. Dowel rods provided in each home for kitchen windows.

What you can do to help protect your home:

1. Lock ALL windows and doors every time you leave home. Even if you are just visiting your neighbor.
2. Leave front and back porch lights on, as well as some interior lights.
3. Place exterior/ interior lights on a timer when you know you will be away for an extended period.
4. Take home valuables or secure valuables when you will be away for an extended period.
5. Hold package and newspaper delivery during extended absences.
6. Report any suspicious persons or vehicles first to the Police Department, then to the Office.
7. Always be aware of your surroundings.
8. Do not advertise or host open parties. This is a lease violation! These types of events can be used to canvas your home!

THINGS TO KNOW ABOUT YOUR TOWNHOME

1. **You are responsible for your actions and the actions of your guests.**
2. **Always check with the office/your owner regarding repairs or maintenance.**
3. **Owners are responsible for routine maintenance and repairs. Repairs due to neglect or abuse are the joint responsibility of all tenants occupying your townhome and will be billed to you equally.**
4. **Report any maintenance items and any water leaks to the office immediately. Failure to report items in a timely fashion may result in maintenance charges to you.**

ANIMALS

Pets are permitted in most townhomes at Pheasant Run. You must register your pet and pay a non refundable \$150 pet fee and also pay \$30 a month pet rent. Certain restrictions apply and all roommates must sign the pet agreement. Please contact the office for a complete set of details on the procedure for acquiring a pet. You must comply with the Harrisonburg Leash Laws and may not allow your pet to run loose throughout the community. If you have your owner's permission to have a dog in your townhome, it is your responsibility to pick up after your pet. You will be subject to clean-up fees for failure to pick-up after your pet! Please walk your dog on a leash at all times. An unregistered pet is a lease violation and will result in an illegal pet fine of \$50 initially and \$25 each week thereafter until the pet leaves the premises.

PHEASANT RUN TOWNHOMES IMPORTANT PHONE NUMBERS

1. **Owner:** Pheasant Run Townhomes
321 Pheasant Run Circle
Harrisonburg, VA 22801
2. Pheasant Run Office (540) 801-0660
Toll Free (877) 266-7786
3. **24 hour Emergency Hotline** (540) 568-2483
4. Police non-emergency (540) 434-4436
Animal Control (540) 434-2314
Parking Enforcement (540) 434-2317
5. City of Harrisonburg-
Refuge and Recycling (540) 434-5928
Water and Sewer billing (540) 434-9959
6. Harrisonburg Electric Commission (540) 434-5361
After hours emergency (540) 434-5363
7. NTC Communications (540) 437-4200 or
(Cable and Ethernet) (888) 201-8420
8. Long Enterprises (Trash Removal) (540)896-5550
9. Simmons Towing (540) 879-2889
10. UDAP Office/Off Campus Life (540) 568-6071
11. JMU Police (540) 568-6765

In case of fire or police emergency call **911**
AND
Please also call the 24-hour emergency hotline number
568-2483!