

RESIDENT
HANDBOOK
2020-2021

Northpoint Crossing

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WELCOME LETTER FROM ANDREW STARK

For me, personally, college was about securing a strong education and adjusting to living independently for the first time. I studied hard in school, and that serves me well every day, but just as important were the life lessons that I learned from living with my roommates, which has stuck with me and continues to have a massive impact on my life.

BHOM Student Living is a campus-centric company that focuses on addressing the needs of our students, their parents, and the communities of which we are apart.

Supporting our students is our top priority. Our entire team, from the General Manager of the community to the maintenance team and our Community Ambassadors, is trained to help students make the transition, most for the first time to living away from home.

We take our community amenities seriously, focusing on home comforts and quality enhancements all the academic and social adventure that campus life brings, evolving into what they aspire to be.



Andrew Stark
Chairman & Executive Vice President of BHOM Student Living

Our Community

We are so happy that you have chosen Northpoint Crossing as your new home. We want to see you! Please stop by the office to visit and check out our calendar of events. We will have many events throughout the course of the year, including breakfasts, grocery bingo, wing nights, and many others.

COMMON AREAS & AMENITIES

Leasing Office Hours

Monday | Friday 9am – 6pm

Saturday | 10am – 6pm

Sunday | 1 pm – 5 pm

For after-hours assistance, please call 979-703-6449

Office hours vary over the course of the year due to school and holiday schedules. We will notify you via email any updates.

Resident Lounge

We want all our residents and guests to enjoy this amazing space fully. Please be respectful of other residents enjoying this space. Please keep tv's to a responsible sound level. Please always act in an orderly and courteous manner in space. No inappropriate conduct allowed.

Study Rooms

Please be respectful of other residents studying. Always keep the noise level to a minimum, as this is a 24/7 quiet space. No inappropriate conduct allowed.

Fitness Center

The fitness center is provided for the benefit of all residents. Respect others by keeping noise to a minimum and clean machines after use. If you have any questions regarding the safe use of machines, you should ask a community representative. Fitness facilities will be available on a first-come basis. No inappropriate conduct allowed.

Mail Delivery & Packages

Please check your mail regularly to prevent the boxes from getting too full. Please update the office with any changes to your phone number or email address to ensure that you receive emails, notices, and flyers. Please note that if you select not to receive notifications that the office is not responsible for additional ways to keep you informed.

Packages will be logged into the office, and you may drop by the office to sign for and claim your packages. You will need to show proper identification to pick up your parcel. Please understand that packages accepted by management on your behalf may not be kept in a locked and secured area and that the resident cannot hold the owner or manager responsible for packages if they are lost or damaged. Furthermore, packages left for more than 14 days will be returned to the sender unless the resident has made prior arrangements.

No Solicitation

You deserve a little peace and quiet when you are studying or hanging out with friends. Door-to-door solicitors are not permitted in the community. Please contact us if a solicitor disturbs you, and we will have them removed from the premises.

Trash

We have trash chutes conveniently located on each floor. Residents should ensure that all trash is placed in plastic bags and securely tied. Waste should not be set to the side of the compactor. Boxes should be broken down before placing them in the recycling bin located in the trash room. Furniture should not be discarded in the compactor or next to the compactor. Please dispose of any unwanted furniture at another location. Trash must not be left outside the apartment any time for any reason. If the resident leaves waste outside and management must dispose of the garbage, there will be a fine charged \$25 per bag/box.

Keys

Each resident is issued keys that provide access to the building, amenities, apartment, and bedroom. Keys are not to be handed to other individuals for their use, if noticed, the key will be revoked, and you will be responsible for gaining a new key from the Leasing Office at an expense outlined in the lease contract for a replacement. Each resident must also keep their keys in their possession, and if they are locked out after hours, they will be charged a lockout fee.

Lockout (During Business Hours) FREE

Lockout (After Hours) \$50 Front Door | \$50 Bedroom Door

Key Fob Replacement | \$75

Bedroom Key Replacement | \$35

Mailbox Key Replacement | \$25

Our Fur friends – Pet Regulations

Pets are welcome here!! The resident must complete and sign a Pet Addendum to attach to the Lease, and the terms of the addendum will be a contractual agreement, stating that the resident will pay an additional upfront and refundable pet deposit and a monthly recurring fee. While we are just crazy about animals, no pets are allowed, even temporarily in the apartment without prior approval from management. See the office for details.

Residents are only permitted to have one pet per bedroom unless otherwise approved by management, at its sole discretion. You must also bring written consent from your roommates that they approve of the pet being introduced into the apartment. Aggressive breeds and pets over 75lbs fully grown will not be accepted. Should an unregistered pet be found in an apartment, management may access a punitive fine.

All pets shall always be kept on a leash when outside the apartment and inside the apartment community's common areas. The resident shall be responsible for any action of the pet inside the apartment and within the community, including damages. Promptly collect and remove your pet's waste from the grounds of the community, or you will be

subject to fines.

Your Space, Your Home.

Decorating

You may want to put your personal stamp on your space, with adhesive stickers, your favorite paint color and hanging all those great school sports posters they will be selling at the bookstore. We want you to express yourself, but remember that you will need to remove stickers, repair any holes from hanging shelves or pictures, and restore the original paint color when you move out. Your personal window treatments are also welcome, but they must either be white or have a white backing that faces out of the window. Note that you may not store any personal property in breezeways, hallways, and entranceways; it is a safety hazard...

Entry

You are entitled to the quiet enjoyment of your premises. We may need to enter your apartment from time to time to check smoke and fire alarms and to do routine maintenance, such as changing out your heating and air conditioning filters. We will always notify you in advance of this anticipated routine maintenance. It will also be necessary to enter to address any maintenance work orders, but we will do our best to do repairs during the time frame you have specified in your maintenance request. We promise we will never enter without knocking, except in the case of an emergency.

Understanding the Terms of Your Lease

Paying Rent

Please remember that rent is always due on the **1st of every month, regardless of weekends or holidays**. A late fee of 10%, will be assessed to your account on the 4th day of each month. You will not receive a bill or invoice.

You may pay your rent in the management office or use our online payment option. If you are paying rent in the office during regular business hours, please note that we only accept checks & money orders. Please address all payments to "Northpoint Crossing." as the payee. We want you to get credit for your payment as quickly as it is received, so please include your name and apartment number on the check or money order so we can post the payment to your account. **NO** cash will be accepted in the clubhouse at any time. You may pay rent online through the resident portal, with a credit card or with your checking account.

Please include the resident's name and apartment number on all physical payments. If you prefer to mail a check or money order, please send it to the address on your Lease.

Late Fees and Returned Checks

Checks that are returned by the bank for nonsufficient funds (NSF) will not be deposited a second time. A returned check fee of \$40 will be applied to your account, as well as any late fees if returned after the 5th day of the month. You will be required to bring replacement payment in the form of a cashier's check or money order within ten days of notification of nonsufficient funds. If we have two returned checks, we would require a cashier's check or money order for payment for the remainder of the lease term.

Any payments paid by you will be first applied to any delinquent rent and late fees, NSF's, utilities, damage charges, before being applied to current rent due.

Utilities

The Utility Addendum of your lease details which utilities and what maximum amounts the community will pay for a provision of utility services.

You can keep your utility bills in check by exercising prudent conservationist behavior. Turn off lights when you are not in the room, and please turn off running water when you are not using it. Wash full loads of laundry instead of partial loads and keep your thermostat adjusted conservatively when you are away from home. Also, be sure to close windows when you are using the heating and air conditioning system.

Maintenance 411

You may initiate a work order by advising the office directly. Please be sure to provide the following information so we may resolve your issue as quickly as possible. For your convenience, a maintenance request can be completed online through your resident portal account. Make sure you provide us with as much information as possible on the issue.

- Your name, contact phone number, and email address
- The apartment number and bedroom where the issue exists
- Provide the timeframe(s) when our staff is permitted to enter the unit

If there is an emergency or a life safety issue, contact the proper authorities or 911. For maintenance emergencies or noise complaints, please notify the office and, if it is after hours, call 502.780.6606, and you will be provided with a series of options to reach the on-call emergency contact. The following items are considered an on-call emergency.

- No air conditioning, with outside temperatures at 90 degrees or above.
- No heat, with outside temperatures below 50 degrees.
- A noticeable amount of water leaking/dripping from any plumbing source or

roof.

- Toilet issues: when the only toilet in the apartment is not working.
- Lockout procedures: in the event of a lockout, call the maintenance on-call number. The office and maintenance team are available for lockouts during regular business hours. There will be a fee charged for each lockout, per occurrence.
- If you have a true emergency of a criminal or fire risk nature, please contact the proper authorities or 911 immediately.

Occasionally, we may need to order a part or get someone with particular skills to the site to repair. If it is not possible to complete a work order within 48 hours, we will let the primary resident know the status, and the expected schedule of completion as soon as possible.

After the repair is completed, we will send you a survey to get your opinion on how we resolved your problem. If you kindly complete the survey, it will help us optimize our customer service going forward.

Common Questions

Q: How do I put in a work order request for maintenance?

A: For your convenience, you can place an order through the portal or stop by or call the office and put in a work order request.

Q: How long will it take for my work order to be resolved?

A: Work orders are completed by priority status. In most cases, our maintenance staff can resolve work orders within 48 hours of receiving the request.

Q: What do I do if I lose power to my whole apartment?

A: If you lose power during regular business hours, contact the office to report the issue. If this occurs after hours, please call the front office. You will be directed to our answering service. They will then contact the maintenance team.

Q: Can I use regular dish soap in the dishwasher?

A: No, regular dish soap in your dishwasher (i.e.: Dawn) will cause a leak and potential damage. You must use dishwashing detergent only.

Q: What do I do about insects in the apartment?

A: If you are having an issue with insects in your apartment, please contact the office to report the problem.

Q: What do I do if my toilet is clogged?

A: If your toilet is clogged, try to unclog the toilet yourself. If you are unsuccessful at unclogging your toilet, submit a work order request online.

Respect

We want you to feel secure and comfortable in your new home. We will work hard to make your home away from home, a place you can be proud of, and we, in turn, ask that you conduct yourself with dignity, respect for others, and self-respect.

Alcohol & Drugs

Residents and guests must fully comply with all state and local laws and regulations related to the possession and consumption of alcohol. The sale, distribution, or manufacture of illegal drugs is prohibited, whether by a resident or a guest. If such activity is discovered, it constitutes a breach of the terms of the Lease and will result in possible eviction.

Criminal Activity

All criminal activity is strictly prohibited on the premises. Any resident found guilty of criminal activity, or whose guest(s) have been found guilty of criminal activity, is subject to possible eviction and/or fines at management's discretion.

No Firearms

Regardless of state or local law to the contrary, you may not under any circumstances have a handgun, rifle, or any other weapon of any kind on the property.

Smoking/Vaping

Smoking and vaping is not allowed in the apartments or building common areas. Cigarette butts must be disposed of in the proper receptacle and not left on the ground. If you fail to comply, and you are caught, you will be fined.

Fines for General Smoking – \$200

Fines for Vaping – \$100

Fines for Tampering with Fire Safety Equipment – \$500

All fines are subject to change at any time.

Abusive Conduct

Any direct or indirect forms of verbal or written abuse, threats, coercion, physical or verbal harassment, intimidation, violence against another person or their property, or causing the apprehension of physical or verbal harm are prohibited and will not be tolerated. Conduct by any resident or guest that is deemed to be threatening the health and safety of any person may result in fines and possible termination of your Lease, privileges, and possible criminal action. In certain circumstances, it will be necessary that we report such incidents to the college or university. Please report any observed abusive behavior.

Noise Violation

Please be respectful of your roommates and neighbors by keeping the noise level down, in your bedroom and apartment as well as on the grounds, especially between the hours of 11 pm and 8 am. Remember that somebody is studying or trying to get some sleep somewhere in the vicinity! Please be sure that your guests also honor this policy. Refusal to comply will result in a fine \$100, and we will dispatch non-emergency Police for an official noise complaint.

Guest Conduct

Residents in the building are permitted to have guests in the building or apartment

provided the guest does not interfere with the rights of a roommate and that the visit is consistent with this policy. Guests that are minors must be accompanied by their parent or legal guardian. A guest must always be accompanied by his or her host in common area space and apartment space. All residents are legally and financially responsible for the conduct of their guests.

All fines are subject to change at any time.

Moving Out

We are going to be sad to say goodbye (for now), and we hope you have enjoyed your time. With the end of your lease term, many things must be attended to before you move out. Please use this book as a guide and let us know if you have any questions.

- Make sure all your personal belongings are removed from the apartment.
- Please be sure to clean the entire apartment, including Furniture. You may need to speak with roommates to decide who is going to clean what. See the list below of everything we will observe as we walk through the apartment after it is vacated.
- You will not be able to change your address with the United States Postal Service. This facility is considered a "DROP", meaning this facility's mail is serviced by non-postal employees. All residents that will be moving must manually change their address with the senders. If any change of addresses is submitted, they will be cancelled the same day of submission.
- Return your keys to the front office. Keep in mind there is a charge for failing to return your keys!
- It is not necessary to schedule a walk-through with anyone from the office. Once you have moved-out, someone from our management team will walk through the apartment and assess any changes necessary. You will receive a statement no later than 30 days following your move-out specifying any charges or deposit refund.
- Checkout of your apartment by no later than noon on the last day of your Lease.
- If you have any questions, please let us know by contacting our leasing office.

Cleaning Instructions

The room condition form you filled out during move-in will be used to determine any previously documented damage. We inspect the kitchen, common area, laundry room, and your bedroom and bathroom. Items to clean include the following:

<p>Kitchen</p>	<p>Microwave – empty and wipe down, inside & out Sink & Countertops – wipe down Stove – wipe down Oven – please use oven cleaner Range Hood – wipe down Refrigerator – empty if an entire apartment is leaving, wipe down, clean thoroughly inside & out Drawers/Cabinets – empty & clean, inside & out Floors – sweep mop</p>
<p>Living Area</p>	<p>Window Ledges – remove all dirt & dust Windows – please use window cleaner & wipe down All Furniture – wipe down metal & make sure cushions are free of stains, etc. Flooring – All spots need to be removed. If you need it professionally cleaned, we can recommend a local company for you to hire. Wall Air Vents – remove all dust Light Switches – remove stickers, dust, & smudges Entry Way – sweep & mop</p>
<p>Laundry Area</p>	<p>Washer & Dryer – wipe down, inside & out. Please empty the lint trap in Dryer. Shelves – wipe down Floors and Walls – wipe if needed Door – wipe down, dust slats</p>
<p>Hallway</p>	<p>Clean & sweep Remove belongings & trash Clean windows & doors</p>

Typical Cleaning & Damage Charges

Below is a list of general cleaning & damages that could be charged if the proper move-out procedures are not followed, or damage to your bedroom or apartment has occurred during your stay. Charges will be deducted from your security deposit, expenses exceeding your deposit will be charged to your account. Prices relate to each occurrence & are subject to change without notice. Please note this is not a complete list of items; you can be charged for cleaning, repair &/or replacing items, not on this list.

In addition to the list above, please keep the following in mind:

- Remove all stickers on your windows, mirrors, walls or ceilings
- All lights must work, including refrigerator light
- All original Furniture must be clean & accounted for
- All trash must be removed
- All borders, wallpaper, curtains, shades, etc. must be removed
- All walls must be returned to their original paint color (consult the office for paint original paint color)
- All large holes in the wall must be a patch

General Cleaning	Light	Medium	Heavy	Extreme
Common Area	\$50.00	\$100.00	\$150.00	\$250
Bedroom	\$50.00	\$100.00	\$150.00	\$250
Bathroom	\$50.00	\$100.00	\$150.00	\$250
Kitchen	\$50.00	\$100.00	\$150.00	\$250
Furniture Cleaning (Light)	\$50 Per Piece (Light)			
Furniture Cleaning (Medium)	\$100 Per Piece (Medium)			
Furniture Cleaning (Heavy)	\$150 Per Piece (Heavy)			
Insect Fumigation	\$300			
Smoke Odor Removal	\$500			
Trash Removal	\$40 Each Bag			
Additional Furniture Removal	\$100 Per Piece			

Miscellaneous Item	Cost
Front Door Replacement	Market
Mini-Blind Replacement - Common Area	\$200 Ea
Mini-Blind Replacement - Bedroom	\$100 Ea
Foyer Light Fixture Replacement	\$100
Kitchen Light Fixture Replacement	\$100
Bedroom Light Fixture Replacement	\$100
Bathroom Light Fixture Replacement	\$100
TV Stand Replacement	\$200
Countertop Repairs - Scratches & Chips	\$300
Countertop Replacement	Market
Countertop Stain (each)	\$75
Hole/Damage in Sheet Rock (Each)	\$30
3M Product Double Sided Tape Removal (Each)	\$10
Paint	Market
Wallpaper Removal	\$250-\$1500
Floor Repair	Market
Floor Replacement	Market
Sectional Replacement	\$1050
Couch Replacement	\$550
Side Sofa Chair	\$400
End Table	\$150
Coffee Table	\$250

Barstool Replacement	\$100
Couch Chair Cushion Replacement	\$125
Furniture Rearrangement	\$75
Window/Glass Replacement	Market

Bedroom & Bathroom Items	Cost
Bedroom Door Panel Replacement	\$500 Ea
Bedroom Door Frame Replacement	\$1000 Ea
Bathroom Cabinet Replacement	Market
Towel Bar Replacement	\$30
Toilet Seat Replacement	\$30
Replacement of Smoke Detector	\$40
Curtain Rods	\$55
Closet Shelves Replacement	\$30 Ea
Shower Replacement	Market
Toilet Replacement	\$225
Bathroom Mirror Replacement	\$200
Bed Frame	\$275
Mattress Replacement	\$400
Desk	\$255
Desk Chair	\$100
Drawer Chest	\$500
Nightstand	\$150

Kitchen Items	Cost
Crisper Drawer/Cover	Market
Refrigerator Shelf	Market
Refrigerator Repair	Market
Door Handle Replacement	Market
Microwave Replacement	\$250
Laundry Room Door Replacement	\$200
Flat Top Range	Market
Range - Broiler Element	Market
Kitchen Cabinet Replacement	Market
Kitchen Shelve	Market