



RESIDENT POLICY MANUAL

*A guide to answer all
your questions*



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MiddleTown

Property Group

WHO WE ARE

BSURentals.com and MuncieRentals.com are divisions of MiddleTown Property Group (MTPG). MTPG is a property management company dedicated to providing the best off-campus housing. We have unbeatable locations and are owned/ operated by local BSU graduates. When you deal with MTPG, you're talking with local managers who live and work in Muncie.

At Middletown, we are committed to providing the highest level of service to both owners and tenants. No problem is too big or too small. Your happiness is our priority.

MTPG POLICY

It is the policy of MTPG to provide equal opportunity for rental and occupancy of its properties to all persons and to not discriminate on the basis of race, color, religion, gender, familial status, disability or national origin. This policy of non-discrimination pertains to all aspects of its property rental and occupancy including terms, conditions, privileges and access to services and facilities.



WELCOME

Hello and welcome to your new home through Middletown Property Group! This booklet is designed to help answer some of the many questions you will have throughout the duration of your lease. If you have any questions or concerns that this does not cover, please feel free to call our office at **765-289-7618**. We strive to ensure that you feel at home at your property and look forward to having you as a tenant for years to come.

Move-In Reminders:

1. Your residence will be ready for you to occupy on the day of your lease commencement. You should pick up your keys and pay your first month's rent on the day your lease begins. Please notify the office prior to this date if you are not able to come in that day so alternate arrangements for pickup can be made. All move in packets and keys must be picked up at the BSURentals office. You will not be able to move in unless you pay off your balance and provide account numbers for the utilities you are responsible for.
2. In your move in packet there will be a Unit Inspection sheet. Please provide an updated phone number and email address at the top of the sheet and then fill out any applicable categories, making note of current damage conditions, before returning a copy of the form to our office. The form **MUST** be returned to our office within 3 days of your lease commencement date. This form will be used to check for damages at the time of move out. If this form is not returned within 3 days of your lease commencement date, you may be assessed for all damages in the unit upon your time of move out. Do not put maintenance requests on this form.

RENT

Rent is due on and must be received by the first day of each month. There are several methods in which you can pay your rent!

1. Pay Online through your Resident Portal

- You can make Single payment or Recurring Payments
- Setting up ACH Payments is FREE!
- We accept Credit and Debit payments through the Online Resident Portal ONLY! Credit and Debit payments will be charged a processing fee.

2. Deliver or Mail a check/money order at the office.

(1701 W University Ave. Muncie, IN 47303)

3. Drop check/money order in the after-hour office drop box labeled with your name and address.

RENT CONTINUED

Below is an example of a properly completed rent check. You must include the address of your residence and the month/year of the rent payment. This will help apply payments correctly.



DO NOT make your check payable to BSURentals. You must address all checks to the proper payee. The proper payee will be stated in your lease. We will accept Check or Money order – **cash payments are not accepted.**

Please note that there is a \$35.00 fee for each NSF check. Also, be aware that knowingly writing an NSF check could result in criminal prosecution. Applicable late fees will be assessed in the event a check is returned.

All individuals who sign the lease are jointly and severally liable for the total rent throughout the entire lease term. Non-payment by any individual on the lease does not relieve the others of financial responsibility.

SECURITY DEPOSITS

Indiana State Law requires that security deposits be returned within 45 days from the lease expiration date. We will make our best efforts to return the deposit within 3 to 4 weeks. This can be expedited if you make sure to complete the items listed in the Move Out reminders category, as well as leaving your unit in a good, clean condition.

Refunds will be made payable to the primary tenant listed on the lease and will be sent to the forwarding address that has been provided to us.

REDECORATION FEES

Most tenant's leases do not feature security deposits, but instead a redecoration fee. The redecoration fee covers normal wear and tear upon move out. This payment is due at the time of lease signing and is necessary to secure your property. It covers the same general maintenance that a security deposit would, however it is non-refundable and typically less money than a standard security deposit.

If you have any questions in regard to a security deposit refund, security deposit invoices, or your redecoration fee, please call the BSURentals office at (765) 289-7618.

Utilities

You must have all utilities for which you are responsible (as stated in your lease) placed in your name effective on the date your lease commences (regardless of whether it is occupied at that time). You will be responsible for any deposits required to start services by the utility companies. The following is a list of numbers to assist with this procedure:

Electric | Indiana Michigan Power, 1-800-311-4634

Gas | Vectren Energy Delivery, 1-800-227-1376

Water | Indiana American Water Co., 1-800-492-8373

*** Sewage will remain in the owner's name and be invoiced to you on a monthly basis by BSURentals. You do NOT need to put this utility in your name.**

This list covers all of the normal utilities for Muncie, IN. If you live in an area that utilizes different utility companies, you will be notified and provided the correct contact information.

If you are moving into a property that has special circumstances regarding utilities, you will be notified and do not need to place them in your name. We will invoice you on a monthly basis for your portion of the usage.

If you do not have utilities turned on prior to your lease commencement date, your services may be interrupted, and you will be responsible for any charges or fees that would result due to this action.

Failing to change the utilities into your name will result in a billing fee for each bill received by the utility department.

LEASE OPTIONS

If your living situation does not work out, the following options are available:

1. Complete the Lease Take Over process and pay the appropriate fee.
2. Continue to pay monthly rent until end of lease term.

Remember, ALL lessees are responsible for the rent – even if you are not living there. Please refer to the jointly & severally liable clause in your lease.

RESIDENT CONDUCT

Please be considerate of your neighbors:

1. Turn down the volume of your music and TV. Not everyone wants to listen with you.
2. Don't set trash outside your door. If BSURentals remove trash, there will be a \$25.00 per bag charge. Please use the provided dumpsters/refuse containers for disposal purposes.
3. If you have a party, keep in mind the noise and activity levels outside your unit. Many other residents may be attempting to sleep or study. If you have a neighbor whose party has gotten out of hand, please contact the Muncie City Police (765-286-4050) or Campus police (765-285-1111) to report it.

Warning notices will be sent for unacceptable conduct. If you continue to disregard these policies, actions will be taken that could result in eviction.

LOCK OUTS

If you are locked out, you will need to contact the office if M-F between 8:00 AM and 5:00 PM; If after 5:00 PM or on F-Sun, please call 765-587-0280.

Tenant will incur a \$100 fee to replace keys / change door code.

MAINTENANCE REQUESTS

During Business Hours

During business hours, contact the office at (765) 289-7618 or submit a request online at www.bsurentals.com on our Maintenance page. If you get voicemail, be sure to leave your name, phone number, unit address, and nature of the request. Messages are retrieved on a regular basis. If your request is of an emergency nature, call (765) 587-0280.

After Business Hours (After 5:00 PM Monday-Fridays, Weekends & Holidays)

Emergency maintenance requests after business hours should be reported to (765) 587-0280. The following is a list of what classifies as an after-hours emergency requiring immediate action:

1. No heat and the outdoor temperature is below 50° degrees
2. Water leak causing damage – a faucet drip is not an emergency

3. Fire (**Make sure to call 911 to receive assistance before reporting the fire to BSURentals**)
4. No electricity – Be sure to contact the electric company to confirm that no payment is due and there are no outages.
5. No air conditioning if temperature is above 90° degrees
6. Gas leak (or smell gas)
7. Entry door will not open or shut
8. Clogged toilets (must be all toilets if you have more than 1)
9. No hot water
10. Any situation endangering the health or safety of the resident or others

If the request is for routine services, please leave a detailed message. Requesting service gives BSURentals the authority to enter the premise to complete the repair. A confirmation of request for repair schedule will **not** be given to resident. All service calls will be charged to resident(s) if the required repairs are a result of negligence or misuse. Invoices will be sent to lessee(s) and be payable upon receipt.

PARKING PERMITS

Permits should be displayed inside the vehicle on your rear-view mirror (colored/numbered side facing the windshield). Failure to display your parking permit could result in your vehicle being towed at your expense.

You must park only in designated parking lot for your permit. If your lot is numbered, you must park in the space that has been assigned to you. If the lot is not numbered, you may park in any space your permit authorizes (unless otherwise indicated).

If you lose your parking permit you must come to the BSURentals office and purchase a new one for \$100.00. If your vehicle is in someone else's space it may be towed at your expense. If your lot is full and unauthorized vehicles are present, please call MTPG and we will have the violators removed by a towing service. **DO NOT CALL A TOWING SERVICE.** 24 hour service is provided by MTPG for this purpose. Lost vehicles can be located at Nye's Towing & Wrecker Service (765-282-5092). They perform random lot checks and are authorized to tow away any vehicle not displaying a parking permit.

Most lots are not equipped to provide additional parking beyond those designated for tenants per lease term. Please be mindful of this when having guests visit your apartment. BSURentals and MTPG **does not** provide guest passes for parking lots and you are not able to purchase extra permits for your residence.

EMERGENCIES

In the event of an emergency (Fire, Flood, Natural Disaster, Etc.) Please be careful and smart! Remove yourself from harm's way or evacuate the building. Once you are in a safe location, Please call 911 and the BSURentals Office.

Remember, items are replaceable but people are not. Please always err on the side of caution if you hear alarms or warnings.

LEASE EXPIRATION

Prior to your lease expirations, a BSURentals representative will reach out to you asking for notification of your desire to renew or vacate the premises for the next lease term. Please respond within the time indicated on the notice.

If you do not renew your lease, BSURentals will start showing the unit to prospective tenants. We will make every effort to notify you with a prior day notice before a showing of your unit- not 24 hours. You do not need to be present for the showing and showings will not be changed or modified to fit your schedule. We typically show units between 10:00 AM and 6:00 PM M-F, Saturday 12pm-5pm, and Sunday from 12pm-4pm. (unless otherwise notified).

Please remember that if you are looking to move to another location, BSURentals has several rentals in the Muncie area. We would be happy to help you re-locate to another BSURentals managed unit.

MOVE OUT REMINDERS

Upon moving out you will need to do the following things:

1. **Utilities:** Call companies that service the utilities you are responsible for paying and request that they provide a final reading for your service effective on the date your lease expires. Also, give them an address to send your final bill (if applicable). It is your responsibility to pay all bills through the lease ending date, whether the unit is occupied or not.
2. **Keys and Parking Permits:** These items are to be dropped off at the BSURentals office on or before your move out date. There is a \$100.00 charge if all door keys are not returned within 24 hours of lease termination date and \$30.00 per key charge if all mailbox keys are not returned. Failure to return all parking permits issued will result in a fee of \$100.00 per permit. Do not leave keys or permits in the unit upon move out.
3. **Forwarding Address:** You must provide your forwarding address in writing when you drop off your keys or send by certified mail within 24 hours of lease termination date in order to receive any refund due
4. **After Hours Drop Box:** Place your return items in an envelope labeled with your name, BSURentals address and forwarding address. We will not know it is your if it is not labeled.

CONTACT US

Don't be shy! If you have questions or need assistance, please do not hesitate to contact our attentive staff.

765-289-7618

bsurentals.com | muncierentals.com

BSURentals / MuncieRentals Office Hours

Monday - Friday: 9am- 6pm

Saturday - 11am-5pm

Sunday - 12pm-4pm

Check our website for Holiday Hours

If you cannot reach someone, please leave them a voicemail or send an email so they can assist you with your request or issue.