



## **Welcome to Southwind Prairie Apartment Homes**

*The entire staff at Southwind Prairie Apartments wishes to extend a warm welcome to you and your family. We sincerely hope you will enjoy your new home.*

We are delighted that you have chosen our community for your new home and want you to know our intention is to operate Southwind Prairie Apartments as the most outstanding residential community in Walworth County.

This Resident Handbook is part of your lease and should be read carefully. The purpose of this Handbook is to present information and policies that reflect the responsibilities of management and residents. We would also like to familiarize you with the many conveniences offered by Southwind Prairie Apartments.

Please keep this Handbook in a convenient location for easy reference. If you have any questions about this Handbook or your lease, please do not hesitate to contact the management office.

### **Office / Community Building**

**775 Southwind Dr.  
PHONE (262) 249-8500  
FAX (262) 249-8590**

### IMPORTANT PHONE NUMBERS

FIRE	Emergency	<b>911</b>
	Non-Emergency	262-248-4434
POLICE	Emergency	<b>911</b>
	Non-Emergency	262-248-4455
RESCUE SQUAD		<b>911</b>
POISON CONTROL		800-815-8855

### HOSPITALS

LAKELAND MEDICAL CENTER	262-741-2000
MEMORIAL HOSPITAL OF BURLINGTON	262-767-6000

### UTILITIES

AMERITECH PHONE COMPANY	800-723-9592
ALLIANT ENERGY/ELECTRIC	800-862-6222
WE ENERGIES/GAS	800-242-9137
LAKE GENEVA WATER DEPT	262-248-2311
TIME WARNER CABLE-ROBERT LEE	866-559-3569

### LAKE GENEVA SCHOOL DISTRICT

ADMINISTRATION	262-348-1000
CENTRAL DENISON ELEM	262-348-5000
EAST VIEW ELEM	262-348-6000
STAR CENTER ELEM	262-348-7000
LAKE GENEVA MIDDLE SCHOOL	262-348-3000
BADGER HIGH SCHOOL	262-348-2000

### COMMUNITY SERVICES

POST OFFICE	262-248-3545
WALWORTH COUNTY DMV	262-723-2090

LIBRARY	262-249-5280
CITY HALL	262-248-3673
CHAMBER OF COMMERCE	262-248-4416
YMCA	262-248-6211
HEALTH & HUMAN SERVICES	262-741-3200

**Office • Maintenance**  
**All Calls (262) 249-8500 • 24 Hour Answering Service**

**Office Hours: Monday - Friday 9:00 a.m. - 5:00 p.m.**  
**Saturday – Sunday 10:00 a.m. - 4:00 p.m.**

rev: 12/08

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## **OCCUPANCY STANDARDS**

In compliance with local, state and federal regulations, Southwind Prairie Apartments will enforce the following occupancy standards:

- A two-bedroom apartment may be occupied by two persons per bedroom.

It is your responsibility to inform the management of Southwind Prairie of any change in your household composition. Management must be notified whenever you will be entertaining guests for a visit of more than 2 weeks.

## **FAIR HOUSING STATEMENT**

Our community is committed to compliance with all Federal, State and Local fair housing laws. The Southwind staff has a legal obligation to treat each individual in a consistent manner. Please do not request any exceptions to our written policies. Our policies are designed to provide for consistent and fair treatment of all residents in the spirit of these laws.

## **RESIDENT RESPONSIBILITIES**

- Pay your rent on time each month.
- Maintain your apartment in a decent, safe & sanitary manner.
- Be responsible for the actions of your family members and guests.
- Be considerate of your neighbors at all times and help us maintain a quiet, clean community environment.
- Inform the management office of any irregular actions or activities.

### In addition:

- Lock changes or extra locks are not permitted.
- Please report burned out light bulbs in hallways or stairways to the management office.

- No solicitation or distribution of materials is permitted in our buildings. Contact the management office if you are disturbed by any such person and we will do our best to discourage future visits.

### **APPLIANCES**

If an appliance stops working, first check the circuit breaker to see if it has been tripped. Next, check the electrical cord to ensure that it is firmly plugged into the wall socket. If these appear to be in order, please refer to the operating manual for more specific information on all appliances in your apartment.

Garbage Disposals. Please remember to run cold water before starting your disposal. To help keep your disposal in good working condition, do not grind bones, rinds or stringy foods and NEVER pour coffee grounds down your disposal. If your disposal should stop, press the “reset” button on the outside of the disposal. If this does not resolve the problem, call the management office.

Dishwasher. Use only detergents designed for automatic dishwashers. Before you add detergent, make sure the dial is in the “off” position. Always run your dishwasher at least once a week to prevent the seals and hoses from cracking.

### **BALCONIES / PATIOS**

Barbecuing is not allowed on your balcony / patio. However, in accordance with the City of Lake Geneva Fire Ordinance, all grills must be equipped with a cover and a solid base and must be used no less than ten (10) feet away from the building. Open grilling is not permitted. Any damages or fees resulting from your barbecuing will be your sole responsibility.

Balconies and patios are never to be used as storage areas. Balconies are to be occupied by no more than four persons at any one time. Patio furniture specifically designed for outdoor use and maintained in an acceptable manner is permitted. Towels, clothing, sheets, blankets, etc., are not to be hung or dried on balconies or patios.

We ask that you refrain from placing bird feeders on your balconies. Birds can be a nuisance to the residents below you. By discouraging their presence, we can avoid the mess that they make and prevent them from building nests in our roof vents.

### **FITNESS CENTER**

Use of the exercise equipment is at your own risk. If you are not familiar with the equipment, please use extreme caution.

If you are under the age of 18, you must be supervised by a responsible person 18 years of age or over to use the exercise equipment or the Business Center.

**FITNESS CENTER**

**24 HOURS**

### **CARPET CARE**

Various chemicals have been found that can permanently stain your carpet. These stains cannot be removed and the carpeting will need to be replaced. Following is a list of some of these chemicals:

- Acid and toilet bowl cleaners will dissolve the nylon.
- Acne medications that contain benzoyl will destroy most carpet dye. These spots begin as orange and turn to yellow.
- Bleaches and chlorine (sodium hypochlorite and oxygen bleach) will cause bleaching of the carpet.
- Dimethylsulfoxide, DMSO, used for muscular aches, causes color loss.
- Plant foods contain oxidation spots.
- Drain cleaners (sodium hydroxide) cause staining.

The following items have been found to cause permanent stains:

- Citric acid based drinks
- Coffee and Tea
- Fruit based soft drinks
- Hawaiian Punch
- Jell-O & Jell-O brand popsicles
- Other foods containing food coloring
- Kool-Aid
- Mustard
- Popsicles
- Shoe polish
- Tang breakfast drinks

You are responsible for the maintenance of your carpet. This includes:

- Vacuuming
- Shampooing as needed

Continuous exposure to the sun's rays can cause your carpet to fade. Please close your blinds periodically to avoid this. The carpeting in your apartment has a 5-year warranty. By following the above guidelines, you can avoid replacement charges upon your move-out.

The last page of this Handbook contains the information we have listed above. Please sign where indicated and return the completed form to our office.

## **CLEANING MATERIALS**

We recommend that you use Soft Scrub cleaner on tile and bathroom fixtures. We found that any strong, acidic or abrasive cleaners can permanently damage faucets, sinks, shower plates and shower rods. For your lighting fixtures, all ammonia-based cleaners are effective.

## **CLUBHOUSE RENTAL**

Our community room is for the exclusive use of Southwind Prairie residents and their guests. Contact the management office to request a reservation. We will explain the rental fee, damage deposit, room size limitations and other policies regarding the use of the clubhouse and / or cleaning expense is required. The deposit is payable upon reservation and the following usage fee must be paid at least 24 hours in advance of your party.

## **CONDUCT**

Residents are responsible for the conduct of all family members and their guests. Playing in the, parking areas, or anywhere in or around any building where someone could endanger themselves or unnecessarily disturb other residents is not permitted. Organized games and sports are to be conducted in the designated areas of our community. Use of the lawn areas, sidewalks or parking lots for these activities is prohibited.

Do not leave bicycles, tricycles, skates, skateboards, roller blades or toys on the sidewalks, parking areas or any other common areas of Southwind Prairie Apartments.

A responsible person designated by the parents must adequately supervise household members when the parents are away from home. They must also be provided with access to their apartment at all times. The management office cannot provide apartment access to your minor household members. It is of the utmost importance that young residents are supervised and do not present a disciplinary problem for other residents or the management.

Parents/guardians of children who do malicious damage to our property will be held directly responsible for any and all damages under the State of Wisconsin Parental Responsibility Act.

Social gatherings of residents and their guests are welcomed and encouraged, providing they do not become boisterous, obscene or generally objectionable to the other residents. The public consumption of alcoholic beverages, illegal drugs or

other chemical substances is strictly prohibited on the property of Southwind Prairie Apartments.

We will not tolerate any acts of intimidation, harassment, verbal abuse, physical threat, violence or social misconduct to other residents. Verbal abuse, harassment, physical threats or violence against any agent of Southwind Prairie Apartments or others will be investigated and may lead to termination of your lease agreement

Stereos, televisions, radios and other electronic device volumes are to be kept at a minimum sound level so as not to violate your neighbors' right to peaceful and quiet enjoyment of their home. Every effort by each household member should be directed towards minimizing any noisy, disturbing, offensive or otherwise objectionable activity during all hours of the day, with special attention given between 10:00 p.m. and 8:00 a.m.

## **DECORATING**

Modification of apartment walls is strictly prohibited. Wallpaper, contact paper, cork, mirror tiles, etc. are not allowed. You may hang pictures, mirrors, etc. using picture hangers or small tacks. Do not use tape or any other materials that adhere to the wall. Removal of these substances can cause damage to the drywall. Nails and screws must be removed when you vacate your apartment.

Violation of the decorating policy, will result in appropriate charges being deducted from your security deposit upon your move out.

Please use a cutting board when chopping or cutting on the kitchen countertops. To maintain a uniform appearance, blinds are provided and must remain on your windows at all times. You will be charged for any damaged or missing blinds upon your move out.

## **DRUG-FREE HOUSING**

Southwind Prairie Apartments is committed to a drug-free community. Any resident, member of their household, guest or other person under the resident's control shall not engage in criminal activity, including drug-related criminal activity, on or near the premises.

Drug-related criminal activity means the illegal manufacture, sale, distribution, use or possession of, with intent to manufacture, sell, distribute or use a controlled substance (as defined in Section 102 of the Controlled Substance Act (21 U.S.C. 802).

Residents or members of the household or persons under the control of the resident, shall not permit the dwelling unit to be used for, or to facilitate criminal activity, nor shall they engage in acts of violence, including but not limited to, the unlawful display or discharge of firearms or any other device which can be construed as a weapon, on or near the premises.

Violation of any of the above provisions shall be considered a material violation of your Lease Agreement and good cause for termination of your Lease Agreement. A single violation shall be deemed a serious violation and material non-compliance of your Lease Agreement.

Unless otherwise provided by law, proof of violation shall not require criminal convictions, but shall be a preponderance of the evidence.

**“ Just Say NO**

## **EXPLOSIVES**

Flammable oils or fluids, such as gasoline, kerosene, naphtha, benzene or other explosive materials that are deemed hazardous to life, limb or property, are not allowed on the premises or in the buildings at any time.

## **FIRE**

Most fires are caused by carelessness. Please make sure that matches, lighters, etc. are kept out of reach of young, curious children. Never leave your kitchen stove or candles unattended. Southwind Prairie management is required to investigate all fires on its premises. When neglect or disregard of safe practices is indicated, by you or your guests, you will be asked to terminate your tenancy and you will be held responsible for any and all damage restoration fees.

Supplementary heating devices of any kind - electric, propane, gas, etc. are not to be used under any circumstances. Due to local fire codes, the utility room may not be used for storage.

## **GARBAGE / REFUSE DUMPSTERS**

Please help keep our community clean by using the dumpsters nearest to your building. It is imperative that all trash be wrapped or put into plastic bags and securely sealed to avoid charges to your account. Be sure to close the lid after depositing your trash. All refuse must be put inside the dumpster provided, not on the outside or in any public areas. Flammable materials (grease, paint, acids, etc.) may not be deposited in our dumpsters.

Large boxes and cartons should be crushed flat before being deposited in the containers. You must make arrangements with an outside vendor for the removal of large items such as furniture, mattresses, etc., at your expense.

A recycling dumpster is located in each of the trash dumpster corrals for your use. You can recycle glass, paper and plastic.

## **GUESTS**

Social gatherings of residents and their guests are welcomed and encouraged, provided they do not become boisterous, physically violent, threatening, intimidating, harassing or generally objectionable to other residents. Noticeable intoxication or drug activity will not be tolerated. Residents are entirely responsible for the conduct of their guests when they are in their apartment and the common areas of our community.

The maximum length a guest may visit is two weeks, after which they will be considered additional occupants of your apartment and they will need to be added to your lease, subject to the same requirements (income, credit checks, etc.) of all Pembroke Club applicants. Specific regulations on how many persons are allowed to occupy your apartment can be found under "Occupancy Standards" at the beginning of this Handbook.

## **INSURANCE**

Our building insurance does not cover resident's losses resulting from burglary, fire or other emergencies.

Residents are strongly encouraged to secure their own renter's insurance policy to provide coverage for their personal belongings and for shelter if an emergency causes your apartment to become uninhabitable. Resident policies are specifically designed to fit the needs of apartment dwellers. Waterbeds are allowed, but proof of an insurance rider covering the waterbed must be provided prior to installation.

## **LAWN MAINTENANCE**

In order to maintain the landscaping at Southwind Prairie Apartments, we need your cooperation in keeping the lawns free of debris. We also request that you refrain from taking short cuts across the lawns. Use sidewalks to gain access to the parking



lots and entry doors. All vehicles are to remain on the paved areas, including bicycles, tricycles, skateboards, etc.

## **LITTERING**

Littering by residents, their family members or their guests on the grounds or common areas, shall be considered damage to the property. Disposal of items including, but not limited to, gum and candy wrappers, soda cans, cigarette butts, furniture, etc., is strictly prohibited. The first offense will result in notification from the management. Subsequent offenses will be deemed good cause for termination of your Lease Agreement and applicable charges will apply.

## **LOCK AND KEYS**

No resident may alter any lock, nor install any additional locks. Chain bolts are not permitted. If you find a lock change is necessary, please call the management office. Upon approval and payment of the required fees, our maintenance department will change your locks. You are not allowed to change the locks on the apartment doors or duplicate the keys without permission from the management. We will not issue duplicate keys to any person(s) other than the person(s) who executed the Lease Agreement with us.

Keys are not to be issued to any non-resident without the express written consent of management. In such case, the resident will provide a written request to management relieving Southwind Prairie Apartments and its agents of all liability in the issuance and usage of the requested keys to a relative, friend or guest.

## **LOCK OUTS**

If you lock yourself out of your apartment, proper identification is required to gain admittance. No fee will be charged during normal office hours. If you are locked out at any other time, call our office number and our answering service will contact our maintenance department.

There is a \$25.00 fee for after hour service, which is payable in cash at the time of access. **THIS CANNOT BE BILLED.** Please call the main office (262) 249-8500 and your call will be forwarded to the maintenance person who is on call.

## **MAIL / PACKAGE DELIVERIES**

The U.S. Postal Service will place your mail in your personal, locked mailbox. In-house mail, newsletters, general information, etc., will be placed at your door. Outgoing mail is to be deposited in your mailbox.

Our office will accept your deliveries (i.e., Federal Express, United Parcel Service, etc.) while you are away. Packages can be held for a maximum of three days, after which they will be returned to the proper carrier.

## **MAINTENANCE**

We will be happy to attend to any problems in your apartment or anywhere else you notice them and will endeavor to correct the condition as rapidly as possible. If you have a maintenance request, you must contact our office to schedule a service call - not the maintenance personnel.

Unless an emergency situation arises, we will not enter your apartment without your permission. Please inform the office at the time of your maintenance request if permission to enter your apartment in your absence is granted. If not, you will need to make arrangements with our office for the work to be performed during our normal business hours in your presence.

We do not charge for repair work resulting from ordinary usage of your apartment and its amenities. However, there will be charges assessed for damages resulting from negligence, which includes failure to notify our office of a problem, or abuse by any occupant of your apartment. You are responsible for any damages occurring that are caused by your guests while on Southwind Prairie Apartments property.

Remember to Report Any Emergency or Potentially Dangerous Situations Immediately.

**For Emergency Maintenance Requests**

**Call (262) 249-8500 (24 hours)**

**Emergency Situations Include:**

**No Heat • No Water • Backed Up Plumbing • Electrical Problems**

**MOVING IN / OUT**

Moving in or out of your apartment must be between the hours of 8:00 a.m. to 10:00 p.m. to minimize the disturbance to other residents. Please be careful when moving furniture to avoid nicking the walls and doors.

Vehicles must remain in the parking lot - NOT on lawns, walkways or other access areas during the moving process.

Prior to your move-in, we will conduct an inspection of your apartment. The condition of all items, appliances and features in your apartment will be documented. From this point on, it is your responsibility to maintain your apartment and its contents, calling in service requests when needed. Please furnish our office with your new phone number as soon as you have it. We must have your number on file in case of an emergency and we will also need an emergency contact name and number on file.

Upon your move out, a final inspection will be scheduled for your apartment. Please have all keys ready to turn in at that time. We urge you to accompany our staff member during the final inspection and sign off on the inspection. Provided your apartment is found in good condition and all terms of your Lease Agreement have been met, we will refund your security deposit in accordance with the provisions of the State of Wisconsin Security Deposit Refund Act. It is your responsibility to furnish us with a forwarding address for the return of your security deposit.

**PARKING / VEHICLES**

Parking areas have been designed to comfortably accommodate you and your guests. With the exception of handicapped parking spaces, there is no assigned parking at Southwind Prairie Apartments. The area in front of the dumpsters must remain unobstructed at all times. Handicapped spaces are clearly marked and are reserved for handicapped drivers that display either special license plates or state-issued placards. The Lake Geneva Police Department will issue citations to violators of either of these ordinances.

All residents are required to display a Southwind Prairie Apartments issued parking sticker in the lower left-hand corner of their vehicle's rear window. Parking stickers can be obtained from the management office. To receive a sticker, you must have a government-issued photo I.D. and the vehicle(s) must meet minimum safety and appearance standards. All vehicles must be driveable and in good working order. Vehicles cannot have broken windows, excessive body or rust damage, mangled front or rear fenders, or any fluid leaks. Any vehicle with expired license plates, flat tires, bare wheels, on jacks/supports, or otherwise undriveable will be towed from the premises at the vehicle owner's expense.

Motorcycles must be approved by the management office before they are brought onto the premises. A hard surface, such as a piece of board, must be placed under the kick-stand to prevent asphalt damage. Mini-bikes, boats and trailers, recreational vehicles, U-hauls, and trucks must be pre-approved by the management before they can be brought onto the premises.

If you purchase a new vehicle or have a temporary vehicle, your sticker can be easily transferred. Also, please remember to inform the management office if your sticker will be permanently transferred to another vehicle.

**NO REPAIRS ALLOWED.** Due to the rising cost of utilities and the damage caused to asphalt and landscaping by detergents and cleaning solvents, washing cars and vehicle repairs are prohibited in our community.

**TOW-AWAY ZONE.** Vehicles parked at driveway entrances will be towed at the owner's expense. Entrances must be kept open for emergency vehicles.

## **PETS**

Dogs and cats are allowed at Southwind Prairie only if you have entered into a Pet Agreement with the management office and paid the required deposit. Residents having pets without authorization are in violation of their Lease Agreement and will be dealt with accordingly. Please contact the management office to inquire about our pet policy.

Fish, birds and hamsters are acceptable. There is no charge for these pets.

Reptiles are not permitted. This includes any that may wish to visit or which may belong to a guest.

## **REFERRALS**

**MAKE AN EXTRA \$250!** It's easy, just refer your family, friends or co-workers to Southwind Prairie Apartments. Once they are approved and sign a 12-month or longer lease and take possession of their apartment, you will receive a check in the amount of \$250!

## **RENT**

All rent is due and payable on the first of each month. Monthly bills will not be rendered. Rent is to be paid by personal check, cashiers check or money order - We Cannot Accept Cash. Your check is to be made payable to Southwind Prairie Apartments and should contain your address and apartment number. Remember that if you are using a money order or if someone else issues a check for your rent, your name and apartment number must be written on the check for proper posting to your account.

Rent payments may be deposited in the night drop located at the front of the sales office, mailed or delivered to the office. If payments are mailed, rent will be recorded on the date received in our office.

**DELINQUENT RENT.** Rent is considered delinquent if not received by the fifth day of any month. After the fifth day of the month, a late fee will be added to your account. A 5-day notice "To Quit or Pay" will be sent. If this notice is not satisfied, your account will be forwarded to our attorneys for collection. You will then be responsible for all fees that accrue from such action. Rental payments made after the 15th of the month will be assessed an additional \$100 late fee and must be made with certified funds, (i.e., money order, cashier's check, certified check). No exceptions can be made for the late payment charge.

**RETURNED CHECKS.** If rental payments checks are returned to us due to non-sufficient funds, closed accounts, etc., a \$25 fee will be charged. We do not re-deposit returned checks. Additional late charges will also be assessed accordingly from the day your rent was due. A certified check, cashiers check or a money order must replace returned checks. After two returned checks, all future rent payments will have to be made in the form of a certified check, cashiers check or money order.

**DEFAULTS.** Any resident who vacates or abandons the premises at a time when rent is due and unpaid, or fails to pay any amount due management under their Lease, or breaches any provision, condition or covenant of their Lease or fails to comply with any rule or regulation affecting the use and occupancy of the premises promulgated by management, shall no longer have the right to possess the premises. Thereafter, at management's sole election and without notice or demand, the resident shall become a tenant at sufferance and management shall be entitled to, among other things, declare the entire rent for the balance of the remaining term of the Lease, or any part thereof, due and immediately payable.

In addition or alternatively, management may pursue and exercise any other remedies provided by law. The resident shall be obligated and liable to management for all court costs and reasonable attorney's fees incurred by management in the enforcement of the Lease Agreement and the provisions thereof. All rights of management shall be cumulative and management's decision to exercise or pursue any particular remedy shall not operate as a waiver or an exclusion of any other remedy provided under the Lease Agreement, or under law or in equity.

## **RENTAL POLICIES**

**LEASE RENEWALS.** Approximately ninety (75) days prior to your lease expiration date, you will be contacted by our management office to discuss any changes to your current lease. A new lease must be signed and all required documents must be received at least sixty (60) days prior to your lease end date or your lease will automatically renew for the original term previously entered. **60 DAY WRITTEN NOTICE TO VACATE.** If you will not be renewing your lease, you must provide management with a written notice of same at least sixty (60) days prior to your lease expiration. The notice will be effective on the first day of the month, provided 60 days has elapsed since you gave notice, otherwise, it will be effective the first day of the following month. The notice should state a definite move out date and a forwarding address. It is imperative that you vacate your apartment on or before the date of your notice. Based on the date provided, we schedule all necessary repair work and provide the next qualified applicant with a move-in date. This notice is required for all residents, there will be NO exceptions.

**FAILURE TO RENEW OR VACATE.** Any resident that fails to return their new lease or does not vacate on the date promised, will be considered "holdover" residents and daily holdover fees will be assessed to your account in addition to monthly rent.

**YOUR SECURITY DEPOSIT IS NOT TO BE USED IN LIEU OF YOUR LAST MONTHS RENT. THE FINAL MONTHS RENT MUST BE PAID.**

**SECURITY DEPOSITS.** Your security deposit will be refunded within 21 days of your move-out in accordance with the State of Wisconsin Security Deposit Refund Act, provided your apartment is left in good condition and all terms and conditions of your lease have been fulfilled. It is your responsibility to provide us with a forwarding address in order to return your security deposit. Specific reference is made to the provisions of your lease concerning your security deposit. To avoid application of your security deposit, following is a list of some of the items which we charge for the replacement or correction thereof:

- Nicks, burns or stains in either the kitchen or bathroom vanity countertops
- Burns, stains or extraordinary carpet cleaning
- Holes in walls, doors, etc.
- Re-keying of locks if you fail to return keys
- Damage to light fixtures, screens, smoke detectors, blinds, etc.
- Appliances that are not clean or inoperable due to abuse or neglect
- Removal of personal items or trash, including items from balconies
- Kitchen cabinet cleaning - inside or outside
- Bathroom fixtures, tiles, sinks, etc. cleaning
- Excessive cleaning required in any area, and other items recorded during your move-out inspection.

At the time of occupancy, we provided you with light bulbs for all your fixtures. Upon your move-out, you are expected to replace any burned out light bulbs or the customary charge will be assessed. If you are physically disabled and cannot change the light bulbs, our maintenance staff will assist you.

**APARTMENT TRANSFERS.** You are welcome to request a transfer to a different apartment if you have been in your current unit for a period of at least six (6) months. Please check with the management office 60 to 90 days in advance for availability. You will be required to enter into a new one-year lease at the time of your transfer. The current market rate will be charged for the unit you are transferring to. A \$175 administration fee will be charged for transfers.

## ***SATELLITE DISH***

In accordance with the FCC rules and regulations regarding satellite dish installations, residents have a limited right to install a satellite dish or a receiving antenna on leased premises. Residents wishing to install either of these devices must contact the management office prior to installation. You will be required to enter into a Lease Addendum Agreement for Satellite Dishes and provide proof of insurance as outlined in the Agreement.

## ***SMOKERS***

If you smoke, you must ventilate your apartment to eliminate the risk of creating a health hazard for yourself and smoke damage to the interior of your apartment.

THERE IS "NO SMOKING" ALLOWED AT ANY TIME IN THE COMMON AREAS OF SOUTHWIND PRAIRIE APARTMENTS.

## ***SMOKE DETECTORS***

In accordance with the State of Wisconsin, each apartment is equipped with a smoke detector. The smoke detectors will sound any time there is excess smoke in your apartment. If the smoke is from cooking and no fire is present, open the patio door until the smoke dissipates. Do not open your entry door, this will cause the building's smoke detector to activate. Tampering with or the removal of smoke detectors is a Class "A" misdemeanor for the first offense and a Class "4" felony for subsequent convictions.

During your move-in inspection, it was verified that the smoke alarm in your apartment was in proper operating condition. It is your responsibility to check them weekly and immediately report any malfunctions to the management office.

You must also change the batteries as needed. The fire department suggests using the spring and fall time changes as a guideline for replacing batteries.

In the event of an actual fire, report the fire immediately to the Lake Geneva Fire Department. Your apartment smoke detector is not wired directly to the fire department, you must make the call. Do not assume that someone else has called. If you do experience a fire, the management office must be informed.

## **SMOKE ALARM TESTING PROCEDURES**

Test smoke alarm **weekly** by doing the following:

1. Observe the green LED. A constant green light indicated the smoke alarm is receiving 120V AC power.
2. Firmly depress the Push to Test button for at least five seconds. The smoke alarm will sound a loud beep about four times a second. The alarm will sound 2 short reduced volume beeps, then 1 short loud beep followed by a pause, then the pattern repeats. The alarm may sound for up to 10 seconds after releasing the Push to Test button.

If smoke alarm does not sound, contact the management office.

## **CHANGING THE BATTERY IN YOUR SMOKE ALARM**

Always turn off power to smoke alarm before replacing battery. Replace battery at least **once a year, or immediately when the low battery signal sounds (a chirp once per minute indicates low battery)**. The red LED will blink 4 times per minute after each low battery chirp. Use only the following batteries as replacements in this smoke alarm: Eveready 522 or 1222, Duracell MN 1604, or Ultra-life U9VL-J. Turn smoke detector counter clockwise to remove. Flip over smoke alarm and lift tab to open battery door. Replace battery and replace smoke alarm by twisting clockwise onto mounting plate.

## ***SNOW REMOVAL***

We need everyone's cooperation to help keep the parking lots safe and clear whenever it snows. If you would park or move your vehicle(s) to an area that has been cleared, it would allow us to clear the parking areas closest to the sidewalks and prevent you from being snowed in. Please allow enough room between your vehicle and the sidewalk to avoid damage to your vehicle. After this has been done, you may move your vehicle back. If you have any questions regarding which side to park on, please call our office.

## ***SUGGESTIONS / PROBLEMS***

We welcome your suggestions and will try to correct any complaints you may have. Complaints about the services delivered by the management and / or maintenance personnel, should be in writing and signed. You may bring them to our office or submit via U.S. mail or fax.

We ask that if you encounter any problems, such as loud parties or vandalism, and police assistance is required, you also notify the management office so that we might be able to guard against them in the future. Stereos, radios, televisions and other electronic equipment must be kept at minimum levels so that your neighbors are not disturbed.

In consideration of your neighbors, please do not do anything in or around the building that interferes with the rights, comfort or convenience of other residents. Repeated violations will terminate your Lease Agreement with us.

## ***SWIMMING POOL***

### **Hours of Operation**

Monday - Sunday  
10:00 a.m. - 8:00 p.m.

Your assistance is needed to make this an enjoyable facility. The following rules and regulations are for the protection and benefit of all to assure safe and sanitary operations of the pool and the pool areas. Failure to comply with these pool rules and regulations shall be considered sufficient cause by the management to suspend any or all pool privileges.

Entrance to the pool area is through the gate located on the north end of the clubhouse or through the clubhouse. Each resident and guest will be required to present their pool pass and to sign in at the registration table when entering the pool area. We reserve the right to request identification. Parents are requested to educate their children on the pool rules and regulations. When using the pool, we request all residents, their children and guests be thoughtful of others and mindful of unnecessary noise, the appearance and cleanliness of the pool, the sun deck and the good name of our community.

The use of the pool and the pool areas by residents, their families and their guests, is at their own risk and neither the Lessor, the Lessor's agent or employees of Southwind Prairie Apartments are liable for any injury or death relating to the use of the swimming pool or the pool areas.

The Southwind Prairie swimming pool is for the exclusive use of our residents and their guests. Each apartment is allowed two guests at any one time. Resident(s) must accompany their guest(s). The pool is primarily for the enjoyment of our residents, therefore, we ask that you refrain from bringing guests if it presents a problem of overcrowding. The protection, health and safety of our residents are our primary concerns. If there is any question regarding the proper conduct while using the pool facilities, contact the management office.

## **SOUTHWIND PRAIRIE POOL REGULATIONS**

1. Residents who are 16 years of age or older may use the pool and spa during the posted hours of operation. Anyone under 16 years of age, must be accompanied by a parent, guardian or other responsible person 16 years of age or older. Resident(s) must accompany their guest(s).
2. The pool will be open from Memorial Day through Labor Day, weather permitting, 70° or above.

3. All swimmers are required to take a shower with soap and warm water before entering the pool area. Bathers who leave the pool area for any reason, are required to shower before returning to the pool area. A shower is also required after application of suntan lotion or oil if you will be using the pool.
4. Only proper swimming attire is permitted. Cut-offs, tee shirts, blue jeans, etc., are not acceptable. All apparel must be clean. Persons in street shoes, and other spectators are not allowed in the pool area. No toys, snorkels, masks, fins, etc., will be permitted in the pool area.
5. NO food, gum, glassware of any kind, or alcoholic beverages will be permitted on the pool deck at any time. A water fountain is located on the pool deck.
6. Smoking is not permitted within the pool area.
7. No Pets are allowed in the pool area.
8. For your safety, no wheeled strollers or carriages are allowed.
9. Admission to the pool area will be refused to all persons having any contagious disease, infections, conditions such as colds, fever, ringworm, skin lesions, carbuncles, boils, inflamed eyes, ear discharges or any other condition which has the appearance of being contagious. Persons with excessive sunburn, abrasions which have not healed, corn plasters, bunion pads, adhesive tape, rubber bandages, or any other type of bandage, will not be permitted. A person under the influence of alcohol, drugs, or exhibiting erratic behavior, shall not be permitted in the pool area.
10. Long hair (below your shoulders) must either be capped or secured with an elastic band. No pins or barrettes should be used.
12. Diving and running in the pool area is not permitted. Spitting, spouting of water, blowing the nose or otherwise introducing contaminants into the pool is not permitted.
13. For the health and safety of all our residents, we require that infants and toddlers wear a swim diaper or plastic pants while in the pool.
14. Any person entering the pool area outside the regulated hours listed herein, shall be considered trespassing and shall be subject to arrest by the Lake Geneva Police Department and prosecution by Southwind Prairie management.
15. The Southwind Prairie Apartments pool is licensed by the State of Wisconsin and is subject to any additional rules and regulations.

**\* NO DIVING ALLOWED \***

**We Do Not Have Lifeguards On Duty • Swim At Your Own Risk**

### ***TELEPHONES***

Telephone outlets are installed in all apartments. If you need additional outlets, you will need to obtain written permission from the management office. We encourage all residents to secure their own inside wire maintenance on their phone lines. Remember to provide the management office with your phone number when you move in and again if it should change while residing in our community. Your number will not be given out, but is necessary for emergencies and service request confirmations.

### ***UTILITIES***

Residents are responsible for payment of all utilities (gas, electric, cable, phone, water & sewer) used in their apartment. Each unit has its own thermostat. Two weeks prior to your move-in date, you will need to contact the utility companies to establish service in your name.

Disruption of your electric service due to non-payment of your bill is a Lease violation and will result in the termination of your Lease Agreement.

Upon your move out, it is your responsibility to transfer the utilities out of your name and back into Southwind Prairie Apartments name, effective the day of your move out.

# Thank You . . .

for taking the time to familiarize yourself with the Southwind Prairie Resident Handbook. We want you to be happy in your new home and proud of your surroundings. This can be accomplished with courtesy and common sense from everyone involved with our apartment community.

## CARPET ADVISORY

Various chemicals have been found to permanently stain your carpet. These stains cannot be removed and the carpeting will need to be replaced. Following is a list of some of these chemicals:

*Acid and toilet bowl cleaners will dissolve the nylon.*

*Acne medications containing benzoyl will destroy most carpet dye. These spots begin as orange and turn yellow.*

*Bleaches and chlorine (sodium hypochlorite and oxygen bleach) will cause bleaching.*

*Dimethylsulfoxide, DMSO, used for muscular aches, causes color loss.*

*Plant foods cause oxidation spots and Drain cleaners (sodium hydroxide) cause staining.*

The following items have been found to cause permanent stains:

- Citric acid based drinks
- Fruit based soft drinks
- Jell-O / Jell-O brand popsicles
- Shoe polish
- Kool-Aid
- Mustard
- Popsicles
- Other foods containing food coloring
- Coffee and Tea
- Tang breakfast drinks
- Hawaiian Punch

You are responsible for the maintenance of your carpet. Including vacuuming, shampooing as needed. Continuous exposure to the sun's rays can cause your carpet to fade. Please close your blinds periodically to avoid this. The carpeting in your apartment has a 5-year warranty. By following the above guidelines, you can avoid replacement charges upon your move-out.

I HAVE READ THIS CARPET ADVISORY AND UNDERSTAND MY RESPONSIBILITY IN MAINTAINING THE CARPET IN MY UNIT.

\_\_\_\_\_  
RESIDENT SIGNATURE

\_\_\_\_\_  
RESIDENT SIGNATURE

DATE \_\_\_\_\_ DATE \_\_\_\_\_

### LEASE OPTIONS

I agree to abide by all the terms and conditions of my Lease Agreement and the Resident Handbook. I further acknowledge that I have received a copy of and understand the options available to me if it should become necessary for me to terminate my Lease Agreement prematurely.

Initial Here > \_\_\_\_\_

**AFTER READING AND SIGNING, PLEASE RETURN THIS PAGE TO OUR OFFICE**

rev:12/08