

Resident Handbook



Companies, Inc.

*A Trusted Name In The
Community For 60 Years*

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WELCOME HOME

Welcome to our JBJ Companies community! Our award-winning staff is here to make sure you have the most enjoyable experience possible.

To help get you settled into your new home, please take a few minutes to review our Resident Handbook. We have included helpful information about your apartment, the community, and important contact information should you need it in the future.

If you have any questions about your new apartment home, please do not hesitate to contact one of our JBJ Companies Leasing Associates for assistance.

Welcome Home!



OFFICE INFORMATION

Our offices are located in 3 locations:

- JBJ Companies, Inc.
W178N9912 Rivercrest Drive, Ste. 101
Germantown, WI 53022
262-255-1800
- Saxony Village Apartments
N115W16165 Saxony Village Blvd.
Germantown, WI 53022
262-345-5444
- The Season Apartments
N67W24969 Stonegate Court, Ste. 104
Sussex, WI 53089
262-820-0627

Office Hours vary by community. Please call us for current hours.



IMPORTANT PHONE NUMBERS

To reach us during regular business hours, please call any of our office numbers listed on Page 4.

For After Hours Emergencies* please call **262-255-1800** and follow the prompts to the emergency line. A JBJ Companies Representative will call you back within 15 minutes. Please ensure that you have provided us with a contact name, your property address, and a phone number so we can get back to you.

***Please note – An emergency is constituted by a problem that will cause harm to you or the property in which you reside. We can only respond to the following maintenance items during after-hours: Fire or flood, no heat, major plumbing leak, roof leak, or other emergencies of a similar nature.**



POLICIES AND PROCEDURES

The policies and procedures outlined below are in your lease. They are listed here as an easy reference for you. If you have any questions, please review them in your lease and/or discuss them with your Property Manager.

MOVE-IN DAY

Our goal is to make your move as seamless as possible. A Leasing Associate will contact you prior to your move-in date to schedule a time to pick-up your keys and answer any last-minute questions you may have. If you have any questions about your move in, please do not hesitate to contact us.

RENT PAYMENTS

Rent must be paid prior to receiving your keys. Rent is due on the 1st of each month thereafter. Rent payments are to be submitted online using the Resident Portal. The Resident Portal can be accessed on a PC at www.jbjcompanies.com or via the Rent Café Resident (by Yardi Systems) mobile app. We apologize but check, or cash payments are not accepted. Payments received after the 5th of the month will incur a \$40.00 late fee and a \$35.00 processing fee.

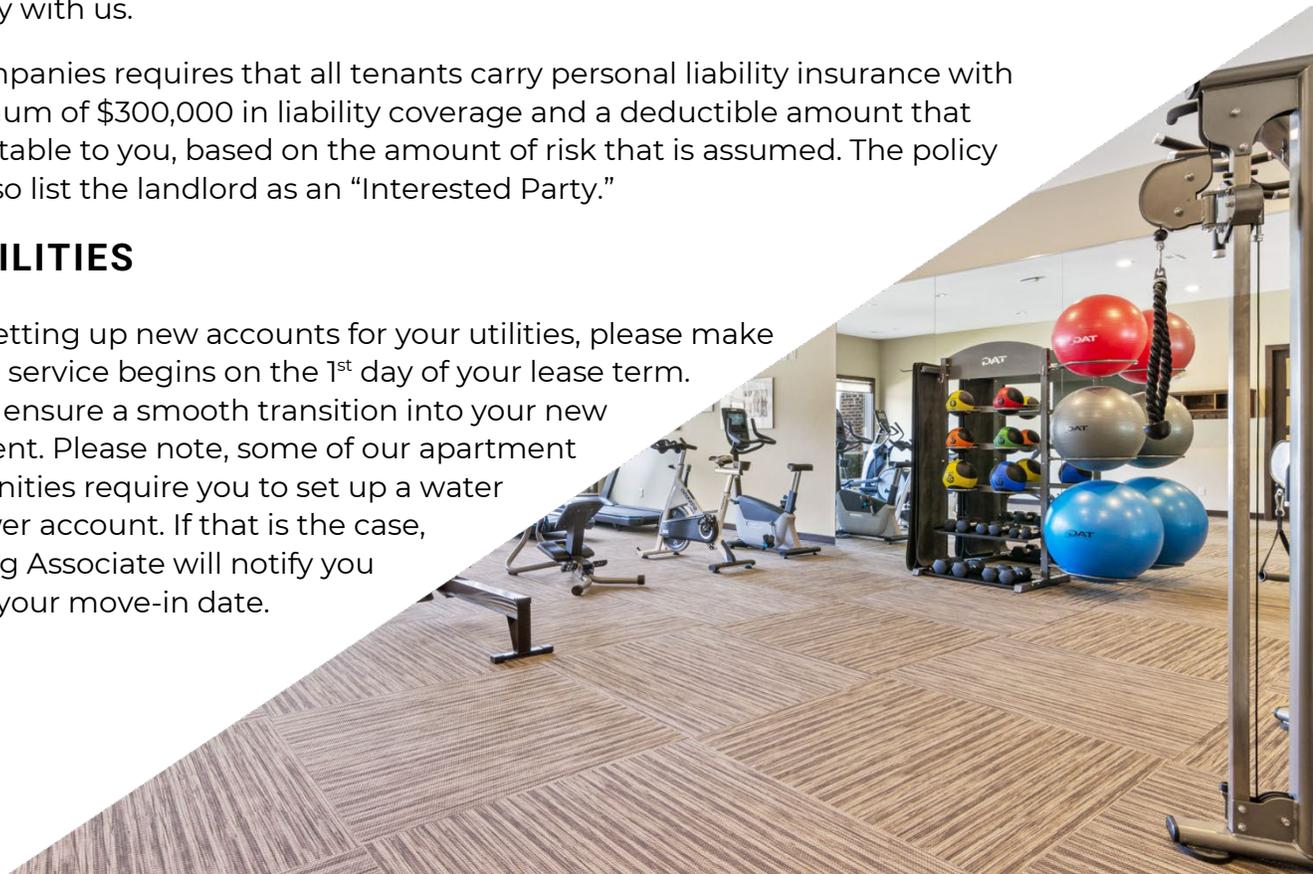
RENTER'S INSURANCE

Renter's insurance is a safety net for you and your family when unfortunate events happen. It helps protect against loss or destruction of your personal property during your stay with us.

JBJ Companies requires that all tenants carry personal liability insurance with a minimum of \$300,000 in liability coverage and a deductible amount that is acceptable to you, based on the amount of risk that is assumed. The policy must also list the landlord as an "Interested Party."

UTILITIES

When setting up new accounts for your utilities, please make sure the service begins on the 1st day of your lease term. This will ensure a smooth transition into your new apartment. Please note, some of our apartment communities require you to set up a water and sewer account. If that is the case, a Leasing Associate will notify you prior to your move-in date.



EXTRA STORAGE

Most of our apartment communities offer storage options. Storage lockers and private garages are available for an additional monthly fee. For more information, please contact a Leasing Associate.

PARKING

All residents are assigned a designated parking space(s). Select apartment communities offer the option to rent an additional garage parking space for a monthly fee. For more information, please contact a Leasing Associate.

Most apartment communities offer guest parking; however, residents must request permission to use a guest parking space overnight prior to using it. If guest parking is not available, you may check with the local municipality for street parking regulations and restrictions. (This can vary during the winter months.)

Trucks, trailers, campers, or other recreational vehicles are not allowed on the surface parking lot or in underground parking spaces. Motorcycles are permitted; however, they must be in a designated parking space.

Unauthorized vehicles will be ticketed and/or towed at the owner's expense.

DECORATING YOUR NEW APARTMENT

Please refrain from using large nails, screws, tacks, or other objects in drywall or woodwork. Instead, use small nails to hang items as they are less likely to cause damage.

GRILLS

Grills may be allowed depending on the city ordinances where the apartment community is located. Grills are NOT permitted on balconies, except for electric grills that do not produce a flame as part of their heat source. In addition, gas and/or charcoal grills may not be used, stored, or ignited within ten (10) feet of the building.



■ NO SMOKING POLICY

JBJ Companies offers smoke-free buildings for the enjoyment of all residents. Smoking is not permitted anywhere in the building, including in your apartment, in the garage, or in the storage locker area.

Unless the smoke odor hinders others from enjoying their apartment, you may smoke outside of the building, including on patios and balconies. All smoking materials must be properly disposed of and not left on the ground.

■ MAINTENANCE SERVICE REQUESTS

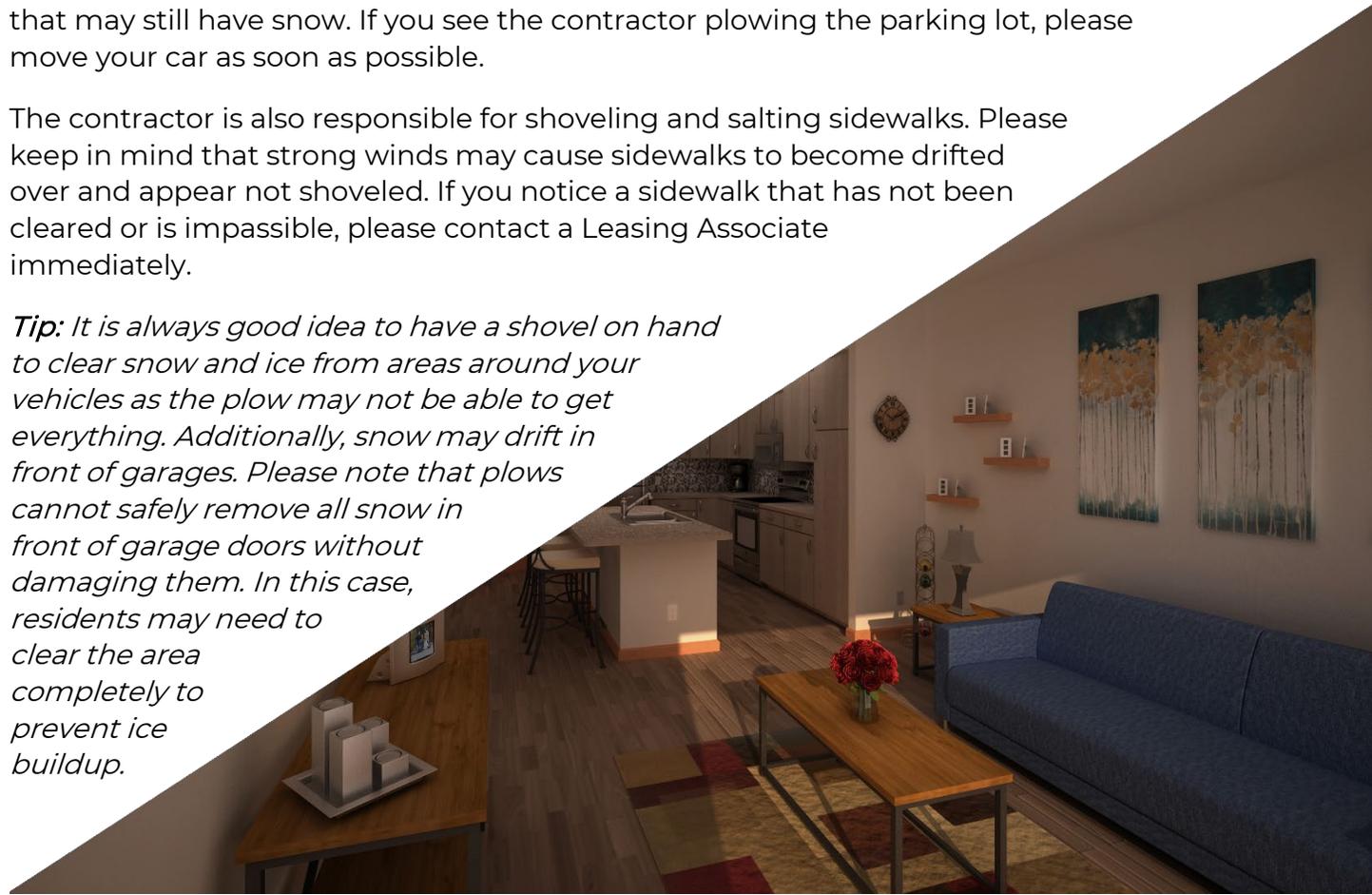
Maintenance service requests can be submitted online using the Resident Portal. The Resident Portal can be accessed on a PC at www.jbjcompanies.com or via the Rent Café Resident (by Yardi Systems) mobile app. Please submit a maintenance service request as soon as you experience an issue that needs repair. Waiting or delaying a maintenance service request can cause additional damage and could result in damages charged to you.

■ WINTER/SNOW SEASON

JBJ Companies uses a sub-contractor to remove snow around your apartment community. Once the snow has stopped, the contractor plows the center of the parking lot and empty parking spaces. In most cases, the plow will need at least two adjacent spaces to be vacant to plow parking spaces and avoid damaging parked cars. After the initial plowing is complete, an effort will be made to clean up areas that may still have snow. If you see the contractor plowing the parking lot, please move your car as soon as possible.

The contractor is also responsible for shoveling and salting sidewalks. Please keep in mind that strong winds may cause sidewalks to become drifted over and appear not shoveled. If you notice a sidewalk that has not been cleared or is impassible, please contact a Leasing Associate immediately.

Tip: It is always good idea to have a shovel on hand to clear snow and ice from areas around your vehicles as the plow may not be able to get everything. Additionally, snow may drift in front of garages. Please note that plows cannot safely remove all snow in front of garage doors without damaging them. In this case, residents may need to clear the area completely to prevent ice buildup.



SMOKE & CARBON MONOXIDE DETECTORS

All of our apartments are equipped with smoke detectors. It is recommended that you test them at least twice a year and replace batteries when necessary. If the smoke detector does not operate after replacing the battery, please submit a maintenance service request immediately.

Battery Size: Smoke Detector – 9V

The following apartment communities have combined smoke and carbon monoxide detectors in the apartments:

- Country View Apartments
- Montgomery Square Apartments (Buildings 14, 15, 18, 19, and 20 ONLY)
- The Woods Apartments
- Hillstone Apartments
- The Seasons Apartments
- Saxony Village Apartments
- Riverwalk Townhomes
- South Meadows Apartments
- Arbor Ridge Senior Apartments

Combined smoke and carbon monoxide detectors are required in units with fuel-burning appliances (gas) and/or have an attached garage. In some cases, there may also be separate standard smoke detectors in addition to the combined smoke and carbon monoxide detector, depending on the apartment.

The combination detectors sound different for smoke alarms versus carbon monoxide alarms.

Tip: The sound for a low battery or alarm failure differs from the actual alarm. Should you experience a low battery or alarm failure, try replacing the battery before submitting a maintenance service request.

If the smoke or carbon monoxide alarm sounds, call 911 and vacate the apartment immediately.

Battery Size: Smoke/Carbon Monoxide Detector – 9V or AA (varies by type)



■ LOCKS

Residents shall refrain from adding, changing, or altering the locks installed on the apartment doors. If you wish to have a lock changed, please submit a maintenance service request.

There is a \$50.00 charge to have locks rekeyed or changed.

■ LOCKOUTS

If you become locked out of your apartment or garage during regular business hours, please come to the Leasing Office or JBJ Companies Office to provide identification and get a key. **The key must be returned to the office the same day.**

If you become locked out after business hours, please call the JBJ Companies emergency number at 262-255-1800 option 6. If our emergency service responds, you will need to provide identification and pay a \$50.00 lockout fee in cash in order to get into your apartment or garage.

Residents also have the option to call a locksmith at their own expense. Please note that locksmiths cannot be used at Saxony Village Apartments and Riverwalk Townhomes. A locksmith may only unlock the apartment door and cannot change the lock. If the lock is changed, you will be charged a minimum \$50.00 service fee to replace/rekey the lock.



■ MOVE-OUT TIPS

Move-out day can be stressful. To help you out, we put together some move-out tips to assist you when preparing your apartment for move-out. By no means is this a full list of things to do, but it is here to assist you in preparing your apartment for the final move-out inspection.

The final move-out inspection will be completed by JBJ Companies leasing staff after you have vacated the apartment and turned in your keys to the office.

Flooring

- Vacuum carpets and spot clean soiled areas, as necessary. Your carpets will be professionally cleaned after you have vacated the apartment.
- Clean hard surface flooring as recommended on page 16.

Kitchen

- Make sure all appliances are empty and clean. Pull appliances out and clean under them. Run the self-clean option on the oven to assist with the cleaning process. Replace dirty drip pans if you are unable to clean them. See pages 13-14 for additional information on appliances.
- Clean or replace range hood filters and microwave fan filters.
- Make sure all cabinets are empty and clean.

Bathrooms

- Clean and sanitize all fixtures, including toilets, sinks, bathtubs, shower surrounds, faucets, and mirrors. Remove tub/shower curtains. See cleaning recommendations on page 16.

Windows, Doors, and Blinds

- Clean all windows, windowsills, patio doors, and patio door tracks.
- Clean all window and patio door blinds.

Trash and Recycling

- You may leave your trash and recycling in the containers in the garage if your move-out occurs after the scheduled pick-up date. All trash must be within the containers.

Storage Locker

- Remove all items from the storage locker and clean.

Lights

- All light fixtures need to be clean and in working order, be sure the correct bulbs are installed. See page 17 for light bulb replacement information.

Paint and Drywall Repairs

- Residents should not patch walls or paint any areas of the apartment. All patching and painting will be done by JBJ Companies.



CARING FOR YOUR APARTMENT

Some maintenance service requests result in a tenant charge. These types of repairs generally consist of damage caused by misuse or something other than normal wear and tear.

- Drains (Toilet, Bathtub, Shower, Sinks)..... 12
- Drain Cleaners..... 12
- Garbage Disposal (if applicable) 13
- Water Heater (if applicable)..... 13
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• DRAINS (TOILET, BATHTUB, SHOWER, SINKS)

Please be mindful of what you put down the drain or in your toilet. Only put the obvious items down the drains, such as toilet paper. Things to avoid putting down drains and toilets: sweepings, garbage, rags, paper, sanitary napkins, tampons, disposable diapers, or other substances. Any of these items can cause the drains to become clogged.

Avoid using chlorine-based tablets in toilet tanks. These tablets can wear down rubber components in the toilet tanks and cause toilets to malfunction.

Tip: Always keep a plunger on hand to unclog toilets. Residents are required to attempt to free clogs before submitting a maintenance service request.

• DRAIN CLEANERS

We recommend cleaning the drains periodically with a product called Zep ZUCRY2 Crystal Heat Drain Opener to help prevent them from clogging. Toilets, bathtubs, shower stalls, and sink drains should be cleaned regularly.

- **GARBAGE DISPOSAL (IF APPLICABLE)**

Garbage disposals are a convenient way to dispose of soft food waste. Always turn on the cold water before starting the disposal. Slowly add food into the disposal and keep the cold water running afterward to make sure the drain is clear.

Items to avoid: Bones, eggshells, poultry fat, celery, lettuce, carrot shavings, leafy/stringy foods, potato peelings, seeds, or grease. These items tend to clog drains and cause costly plumbing back-ups. If in doubt, throw it out. ALWAYS USE COLD WATER WHEN RUNNING THE DISPOSAL.

Tip: If your garbage disposal stops working, it may need to be reset. Insert the provided Allen wrench (located under the kitchen sink cabinet) into the bottom of the disposal and turn the Allen wrench continuously to loosen up the material then remove the wrench. Press the red reset button on the bottom of the disposal. Re-run the disposal after resetting it. Be sure to run plenty of COLD water. If the garbage disposal does not operate properly after resetting it, please submit a maintenance service request.

- **WATER HEATER (IF APPLICABLE)**

If your apartment has a water heater, periodically check the water heater drain pan for water accumulation. If you notice any water in the pan, please submit a maintenance service request right away. If there is water overflowing the pan, please call JBJ Companies immediately to submit an emergency request.

- **WATER SOFTENER (IF APPLICABLE)**

If your apartment has a private water softener, you are responsible to keep a minimum of 6 inches of water softener grade salt in the brine tank at all times. Please follow the guidelines posted near the water softener in your apartment to keep the water softener running at peak performance. If the water softener malfunctions, please submit a maintenance service request.

- **APPLIANCES**

All of our apartment communities include most major appliances. Here are some helpful care recommendations.

Ceramic Glass Cooktop Stoves

There are special cooktop cleaners for glass cooktop stoves. Use these special cleaners and a special cooktop scraper to remove stains from the glass cooking area. Regularly apply a cooktop protector to prevent buildup, pitting, or scratching. Do **NOT** use steel wool, abrasive powder cleaners, chlorine bleach, rust remover, or ammonia on your cooktop, as they will scratch the surface and cause severe damage.

Stainless Steel Appliances

Refrain from using soap-filled scouring pads, abrasive cleaners, cooktop cleaners, steel wool pads, gritty washcloths, and abrasive paper. The stainless-steel surfaces of these fixtures may become scratched, discolored, and dulled by these substances, and consequently, they will be considered damaged. One time is all it takes to damage a stainless-steel surface.

Instead, clean all stainless steel with a special stainless-steel cleaner, non-abrasive cleaner, liquid detergent, and a soft cloth. Rub in the direction of the grain to avoid scratching the surface. Be sure to read all product labels carefully before using them. Rinse the surface with clean water and dry with a soft, lint-free cloth.

Dishwasher

Use care when loading the dishwasher, as excessive loading can cause damage to the dishwasher and your dishes. Additionally, overloading a dishwasher will cause it to not clean effectively.

Tip: If the dishwasher does not turn on, make sure the disconnect switch is turned "ON." The disconnect switch can be found above the countertop or beneath the sink. Ensure it is in the "ON" position before submitting a maintenance service request.

Clothes Washer & Dryer

Be careful not to overload the washer with large items such as blankets or comforters. Overloading can damage the washer. If you have large, heavy, or bulky items, a better choice may be to take them to the laundromat, where oversized machines are equipped to handle larger items.

To keep your dryer running efficiently and to prevent clogged vent lines, clean the lint trap after every load, no matter how small it is. Do not install special equipment for drying clothing, including lines to hang clothes on.

Mildew & Moisture Accumulation

Certain circumstances can cause moisture accumulation in your apartment. Here are some helpful hints to help minimize excess moisture in your apartment.

All floors should be mopped and dried to prevent moisture buildup. Fans can be used to dry floors faster.

If you notice a water leak, excessive moisture, standing water, a malfunction of the heating, air conditioning, or ventilation system, please submit a maintenance service request immediately.

If you notice mildew growth after an attempt to clean it with a mildew-preventing solution, please submit a maintenance service request right away.

Running bathroom exhaust fans and ceiling fans whenever possible to reduce moisture buildup and condensation on windows. Running the bathroom exhaust fan while taking a shower is highly recommended.

• HEATING & AIR CONDITIONING

Programmable Thermostats

In apartments with programmable thermostats, the programming instructions are located behind the thermostat cover. If you are unable to locate them, please contact a Leasing Associate for further assistance.

Tip: For apartments with forced air, central heating, and air conditioning, set the fan to "Auto." Then select "Heat" for heat or "Cool" for air conditioning. Setting the fan to "Fan On" allows the fan to run non-stop regardless of whether it is heating or cooling. This setting is not recommended for regular operation.

If the battery is low, residents are responsible for replacing the battery with a new AA battery.

Furnace Filters

Residents of the Woods Apartments, Hillstone Apartments, Saxony Village Apartments, the Seasons Apartments and Riverwalk Townhomes are responsible for changing their furnace filters. We recommend that furnace filters be replaced in March and October or at least twice a year. You can purchase replacement filters from local hardware stores. Look for the filter dimensions of 16" x 25" x 1," except Riverwalk Townhomes, which use Aprilaire Model 2210.

Wall Air Conditioning Units

Air conditioning filters should be cleaned regularly during the cooling months to ensure the system functions efficiently. They can be cleaned with mild dishwashing soap and water. Allow the filter to dry thoroughly before reinstalling.

During the winter months, you should cover your air conditioner. A/C covers can be purchased at local hardware stores. Residents on the 2nd floor that need help installing an A/C cover may submit a maintenance service request through the Resident Portal.

• **RECOMMENDED CLEANING**

Acrylic Bath Systems (Shower and tub units)

Abrasive cleaners and scouring pads should not be used in bathtubs, showers, and surrounding areas as they will dull the surface. Rinse the tub with water using a sponge or a washcloth after each use. When cleaning the tub, use a mild all-purpose liquid cleaner and a plastic scrub or sponge pad.

Recommended Cleaners:

- Dishwashing Detergent
- Zep ZUCRY2 Crystal Heat Drain Opener
- CLR® Bath & Kitchen Cleaner
- Formula 409 All-Purpose Cleaner®

Do Not Use These Cleaners:

- Solvents (turpentine, mineral spirits, paint or lacquer thinner, MEK, xylene, acetone, naphtha)
- Simple Green® All-Purpose Cleaner
- Pine-Sol® Original
- Scrubbing Bubbles® Cleaner
- Tilex® Bathroom Cleaner
- The Works® Tub & Shower Cleaner
- Lysol® with Hydrogen Peroxide Multi-Purpose Cleaner
- Windex® Vinegar Multi-Surface Cleaner

Vinyl Flooring

Please follow these recommendations when caring for your vinyl flooring:

The best way to clean vinyl floors is with one ounce of dishwashing soap in a gallon of water. Be sure to mop up any excess or standing water to prevent damage or stains to the vinyl flooring. It is essential to use a microfiber mop rather than a string mop when cleaning.

- Use felt protectors on the bottom of chair legs and other furniture that is placed on vinyl flooring.
- Always lift furniture completely when moving it. Dragging or sliding furniture or heavy items can scratch and damage the vinyl flooring.

- Vinyl backed, woven rugs or any rug identified as “colorfast” by its manufacturer should not be used. They can cause damage to the vinyl flooring.
- Detergents, abrasive cleaners, and mop and shine products may leave a film on the flooring and should not be used.
- Beater bars can also damage the floor when vacuuming.
- Please refrain from using rubber, latex, or coco fiber rugs as they can permanently stain your floors.

Carpeting/Rugs

We recommend using non-rubber-backed mats as they may discolor the floor. Avoid dragging items such as furniture or other heavy objects across the carpet and other flooring surfaces.

Blinds/Shades & Screens

Apartments come with blinds or shades for each window and patio door (if applicable). Residents shall refrain from removing blinds or replacing them with personal window coverings. Please do not attempt to obstruct windows or doors, as this can be a safety hazard and is not allowed.

Refrain from removing screens and windows (except for cleaning purposes) unless you receive prior approval from JBJ Companies. For proper care, residents should clean windows, window screens, and doors regularly to prevent damage and ensure they continue to operate properly.

Light Bulbs

Our apartments use a variety of light fixtures that require a specific light bulb. Here is a guide to assist you in locating and using the correct light bulb for each fixture.

Residents are responsible for replacing all light bulbs in the apartment. If a resident places a maintenance service request to install a bulb and provides the necessary light bulb, the maintenance service charge will be waived. If you do not provide a bulb, your maintenance service request may result in a tenant charge.

Replacement Light Bulb Types

Location	Type
Shower Lights	60W Equivalent LED Bulb (2700K)
Dining Room Lights	60W Equivalent LED Bulb (2700K)
Patio/Deck Lights	60W Equivalent LED Bulb (2700K)
Recessed Cans	65W LED Flood (BR-30)
Bath Vanity	White G25 LED Globe
Oven/ Refrigerator/ Range Hood	40W Clear Appliance Bulb
Microwave Bulbs	25W Clear Appliance Bulb
Above Cabinets (Woods/Seasons ONLY)	2' T12 Fluorescent
Laundry/Closets (Woods/Seasons ONLY)	4' T12 Fluorescent
Bathrooms (Woods ONLY)	2' T12 Fluorescent 4' T12 Fluorescent
Kitchen Track Lights (Hillstone ONLY)	Call for service
Under Cabinet Lights (Hillstone ONLY)	18-Watt Xenon

• **PESTS AND INSECTS**

Depending on the season and local environment surrounding the apartment building, insects (ants, flies, spiders, and other common household insects) may be present at various times throughout the year. You may find Pill bugs, box elder bugs, and ladybugs near entryways.

For these common types of insects, use the following tips to keep the area clean:

- Wash the area with soap or use a household bug spray like Ortho Home Defense® for insect control.
- Keep all floors and counters clean.
- Do not leave food out.
- Inspect all screens and windows for gaps or holes.
- Do not leave doors open.

If any uncommon bugs such as roaches, fleas, and bed bugs are found, notify JBJ Companies immediately. These types of pests and insects may warrant the use of an exterminator.