



Campus West Apartments

Rules & Regulations

Your guide to living at Campus West

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Table of Contents

Important Contact Information.....	3
Maintenance Information.....	4
Common Areas & Benefits.....	5
Complex Aesthetics	5
Parking.....	6
In Unit Painting.....	7
Safety.....	7
General Rules & Regulations.....	8
Damages.....	9
Tenant Charges:	9
Violation of Lease Fines:.....	9

Important Contact Information

Office Contacts:

Campus West Office.....	(616) 895-5904
Campus West Fax.....	(616) 895-5906
After Hours Emergency Maintenance.....	(855) 651-9011

Emergency / Security Contacts:

Police or Fire Emergency.....	911
Absolute Security and Protective Services.....	(616) 245-4500
Poison Control.....	(800) 222-1222

Utility & Cable Contacts

Consumer Energy (Electric).....	(800) 477-5050
DTE (Gas).....	(800) 477-4747
Charter Customer Support.....	(888) 345-7139
Allendale Communication & Telephone.....	(616) 895-9911

Miscellaneous

Grand Valley State University	(616) 331-5000
Secretary of State (Hudsonville)	(888) 767-6424
United States Postal Service (Allendale).....	(616) 895-1406
Allendale Towing.....	(616) 895-6229
Department of Human Services.....	(855) 275-6424

A Welcome from Campus West

WELCOME! We are glad that you chose Campus West Apartments for your home and we want to make your living experience as comfortable as possible. While living at Campus West please do not hesitate to contact our staff with any questions or concerns. Our website www.campuswest.net is always a good resource for events, maintenance requests, and more. In order for all residents to have an enjoyable living experience there must be good communication and understanding between residents and Management. The purpose of our Rules and Regulations is to provide you with all the information you will need to understand some of your responsibilities as a tenant and our responsibilities as Management. Additionally we want to help ensure the safety and the appearance of the community. The following pages are helpful notes on tenant processes, apartment living, and common rules and regulations designed to make your rental experience the best that it can be. Welcome to your new home and we hope you enjoy your stay!

Maintenance Information

Daily Maintenance Requests: Maintenance requests can be made online at www.campuswest.net or you are welcome to call our office during office hours at 616.895.5904 to have a maintenance request entered by our staff. Our website is mobile friendly so you are able to make requests on the go. We aim to assess all maintenance requests within 24 hours of it being placed. Some requests may be deemed billable on a case-by-case basis.

Emergency Maintenance Requests:

For emergencies regarding active fires, personal injury or criminal activity please contact **911**. If you have an emergency maintenance request please call our office at **616.895.5904** during office hours, or if your emergency request is after-hours please call **855.651.9011**. Please make sure to leave a message with your name, unit, phone number, the nature of your emergency and our maintenance staff will return your call shortly. After-hours emergency calls should be limited to those cases where you have no heat, power, significant water leaks, smell of gas, or similar exigent circumstances.

Lock Out: If you've locked yourself out of your apartment there will be a \$10.00 lock-out fee during office hours. After-hours lock-out fees will be \$35.00.

General Damage: Tenants must report to the Management any accident, leak, spark or injury to water pipes, toilets, drains, electric wires or fixtures, or other property of the Landlord. Most plumbing fixtures will have a water shut-off valve. If you have a significant water leak please attempt to turn off this valve immediately. Failure to notify the Landlord of breakage, damage or loss within a reasonable time may result in charges to Tenants if damage could have been otherwise avoided.

Unclogging: Tenants will be responsible for any clogging of the waste traps in their apartments. Campus West charges \$25.00 per occurrence for us to unclog a waste trap. We recommend you attempt to unclog your toilet with a standard plunger prior to contacting our office. Additional charges may be incurred if Tenants have flushed items that are considered generally unacceptable in waste traps.

Common Areas & Benefits

Access Code: As a tenant of Campus West Apartments you enjoy the privileges of our Study Lounge, Rec Room and Fitness Center. In order to access the facilities after-hours you understand that by receiving the access code it is for your sole use to access the facilities. The Access Code may not be distributed to anyone for any reason. Access to common facilities may be revoked at any time. Hours of access to common facilities will be adjusted and limited at the discretion of Campus West Management. Two guests are permitted per tenant but Campus West residents shall have priority in use of the facility and it's benefits. The Campus West tenant must accompany their guest at ALL times. **GUESTS ARE NOT PERMITTED USE OF THE FITNESS CENTER.** Smoking and alcohol are not permitted in the building at any time. Do not prop open doors; keep noise at appropriate levels. Uses of the common facilities are at your own risk. Campus West is not responsible of any and all loss or damage (personal, property or otherwise). It is understood that the tenant will leave the facilities and related areas free of trash and damages. The facilities are monitored by surveillance cameras and charges may be issued for trash, damage, etc.

Internet Access: Campus West offers wireless internet service from time to time in both units and common areas. This service is offered at the sole discretion of Campus West and may be restricted or denied at any time. Tenants are expected to adhere to all state and federal copyright law. Music, movies, pictures, games, and the like shall not be illegally download or streamed. For internet connection issues please call charter tenant customer support **888.345.7139**.

Obstructions: As per local and state law the sidewalks, entry ways, passages, vestibules, halls and stairways shall not be obstructed nor used for any purpose other than ingress and egress from respective apartments. Such areas should not be obstructed by bikes, scooters, or the like. Additionally, items should not be stored or placed in the utility closets where furnaces and hot waters heaters are located. Obstructions will be removed by our staff without notice.

Complex Aesthetics

Alterations: The Tenant shall not carry on any business whatsoever in the building, nor inscribe, nor affix any signs, advertisements or notice on any part of the outside or inside of the building or demised premises, except with the written consent of the Landlord. The Tenant shall at all times keep the demised premises and fixtures therein in a clean and sanitary condition. No part of the rent shall be payable in repairs or alterations of any description. All repairs or alterations shall immediately become the property of the Landlord. Tenant(s) shall not make any repairs or alterations of demised premises or to the equipment therein, nor shall any of the following work be done without the consent of the Landlord or its agent, and then only under supervision:

- a. Install additional locks, picture hooks, or fixtures.
- b. No tacks, nails or other fasteners, or cement shall be used in laying carpets, rugs, or linoleum on floor.
- c. No large nails, bolts, or screws shall be placed in walls, doors, or trim without the manager's consent.
- d. No extra electrical wiring, or lighting displays shall be done in the premises.
- e. No shades, awnings, or window guards shall be used except such as shall be put up by the Landlord.
- f. No aerial or connection shall be installed by the Tenant outside of the demised premises without the written consent of the Landlord or its agent.
- g. No window boxes, flowerpots or other containers shall be affixed to outside walls without the written consent of the Landlord of its agent.

Blinds, Screens, Windows, etc: Campus West performs random inspections of the exterior of all buildings in order to maintain a uniform look to the complex. If your screens, windows or blinds are torn or broken they will be replaced by Campus West and billed to a unit according to our standard tenant charges. The replacement work will be done at the discretion of the Landlord and notice provided by email at least 24 hours prior to repair or replacement. Charges may be assessed for damage if the unit's inventory checklist does not show the damage existed at the time of move-in.

Disposal: The Landlord shall have the right, without further notice, to dispose of any personal property left on the premises by the Tenant after the Tenant vacates the premises. All trash must be placed in designated dumpsters. All trash articles surrounding the general area of each specific unit will be the responsibility of the tenant. Charges may be applied for not maintaining this area or for cleaning.

General Appearance: Any articles stored on patios, balconies, or porches must meet the guidelines set forth by Campus West Apartments. Only suitable exterior patio furniture is allowed on balconies or porches and is limited to specific areas of the property. Our goal is to maintain a consistent appearance of the property. To maintain the general appearance of the property, Campus West will NOT allow torn or broken blinds, slider screens and/or window and slider blinds. Additionally, couches, sofa chairs, trash bags, cans, or bottles left on patios/ porches will be considered a violation of the rules and regulations.

Satellite Dishes: Satellite dishes may not be installed or affixed on the Campus West premises.

Vehicles: All vehicles must obtain a parking pass from the Campus West office in order to avoid fines, booting, or towing. Positively no motorcycles, snowmobiles or other such devices shall be permitted in the apartments or on the balcony, patio, or sidewalks. If a vehicle has flat tires, has become inoperable, or has not moved from a particular spot for an extended period of time it may be towed.

Parking

Enforcement: Vehicles without a parking permit or valid guest permit may be booted by our security company or towed by a local provider. Failure to transfer your parking permit from one vehicle to another will not be considered a valid reason to waive the associated costs of booting and/or towing.

Guest Parking: Campus West offers two options for guest parking.

- 1.) You can stop by the Campus West office during office hours and receive a guest permit. Each tenant is permitted two (2) guest permits per week until we reach our guest parking capacity. Guest vehicles must place the temporary guest permit in their dashboard.
- 2.) Campus West has an after-hours and weekend guest parking lot located behind the Red E building. If you are not able to get a guest permit from our office then your guests may park between the designated spots identified by "Temporary Parking" signs. This lot is limited to times after the office is closed and on the weekends, otherwise you are expected to visit our office to obtain a guest permit.

Quantity & Term: All Tenants are permitted to purchase one parking permit for their personal use. Permits are available for purchase at the Campus West office and will be considered valid for the duration of the leasing period. Permits must be returned at the conclusion of the lease or tenant will incur a replacement fee. New permits will need to be purchased for each new lease period. Permits are only sold to existing tenants.

In Unit Painting

Campus West will allow tenants to paint one, and only one, accent wall per room so long as the accent wall is returned to its original color at the conclusion of the lease. There is no upfront cost in order to paint accent walls. Tenants WILL incur costs if the accent wall is not returned to its original color at the conclusion of their lease, if accent paint is found on trim and baseboards, ceiling, or flooring. Tenant will be held responsible for any damage associated to the painting of accent walls.

Safety

Glass: No open glass is permitted outside of units. This includes, but is not limited to, bottles, glassware, etc. Violation of this policy will result in a minimum fee of \$25.00 per occurrence. Specific damage or cleaning fees will be assessed separately.

Grills: No grill, hibachi, or other cooking devices will be allowed inside of any apartment or townhouse or located on any balcony or wooden deck per Allendale Township Ordinance. No open fires are permitted on the premises.

Hazardous Material, Firearms, Etc.: Firearms, explosives, bows, fireworks, and toxic or dangerous materials are prohibited in apartments or anywhere on the premises.

Smoke Detectors: Tenants are not permitted to tamper with, remove, remove battery, or replace any parts of the smoke detector(s) and a \$50.00 fine will be imposed if this occurs. Tampering with the smoke detector is cause for eviction. Tenants are required to test their smoke detectors monthly and to notify Campus West Apartments immediately if any smoke detectors are not operating properly.

Illegal Activity: Illegal activity of any sort will not be tolerated by Campus West Apartments, which includes but is not limited to, drug related offenses, underage drinking, violent conduct, trespassing, copyright violations, etc. We charge \$250 per violation and may opt to pursue eviction.

Party Policy: Any Tenants of Campus West having a gathering of people will be held responsible for any damages which may occur inside or outside of the apartment, in public areas of the apartment and common area buildings, or to the landscaping around the buildings, including the parking lot. Noise levels need to be kept at appropriate and respectful levels. Our Security Service reserves the right to disband any gathering for any reason. Specific damage or cleaning charges may be assessed for any damage or violation that resulted from a party.

Roofs, Overhangs & Attics: No persons are allowed on any roof surface or porch overhang. Tenants are also not permitted to enter the attic within their townhouse.

Solicitors: Soliciting is not permitted on the Campus West property. Please notify our office immediately of any solicitors. Campus West cautions all tenants when making a decision to switch their utility services from DTE or Consumer Energy.

Security: Campus West employs the use of a 24/7 Security Company. You may contact Absolute Security and Protective Services at **616.245.4500** at any time for any security reason (noise, party, suspicion person or activity). Absolute Security works closely with the Ottawa County Sheriffs Department and has the authority to issue fines to tenants for unacceptable behavior.

General Rules & Regulations

Grease/Oil: When using grease or oil for cooking please make sure to properly dispose of the excess in a cleanly manner. Dumping grease/oil in the grass, stone, or landscaping will incur a \$50.00 fee for cleanup.

Keg Beer: There will be no keg beer allowed in any building or on the premises at any time. If this rule is violated there will be a \$600.00 fee imposed.

Medical Marijuana: As per the Michigan Attorney General Owners of an apartment or other similar facility can prohibit the smoking of marijuana and the growing of marijuana anywhere within the facility, and imposing such a prohibition does not violate the Michigan Medical Marijuana Act. Campus West, therefore, does NOT permit smoking, growing, possession, or sales of medical marijuana on the property. Marijuana possession and use, medical or otherwise, is still considered a federal crime and will not be permitted on the premises. Violation of this rule will be considered a violation of the rules and regulations, violations are fined \$250 and may result in eviction.

Noise: The loud playing of music, televisions, radios, musical instruments or any device which makes loud or offensive noises, or the commission of any act which may be a nuisance or menace to other tenants in the buildings or on the grounds of the property at any time, is prohibited. We charge \$200.00 per violation.

Pet Policy: Campus West has a limited pet policy. Please check with the office for the details and requirements. **NO ANIMALS OR PETS (cats, dogs, reptiles, birds, hamsters, etc.) OF ANY KIND SHALL BE ALLOWED OR KEPT ON THE PREMISES WITHOUT PRIOR WRITTEN CONSENT OF THE LANDLORD.** If it is discovered that an unauthorized pet is or was in the unit for ANY period of time then a charge of \$1000.00 may be assessed to the unit.

Photography: Tenants consent and understand that the Landlord is permitted to take and use photographs of tenants while on the complex premises. The photographs will be used solely for advertising and social media applications regarding Campus West Apartments.

Right of Entry: The Landlord or its representatives shall have the right to enter the Tenant's premises during all reasonable hours to examine or to make such repairs, additions, or alterations as may be deemed necessary for the preservation thereof or of the building or to exhibit the said premises, or for the purpose of removing placards, signs, fixtures, alterations, or additions in the premises which are in violation of the Tenant's lease or of the conditions of occupancy.

Smoking: There shall be no smoking in any apartment or townhouse unit or in any common area of any building. If it is discovered that a violation of this rule has occurred there will be a \$100.00 fine per violation. Smoking in units may result in additional deodorization charges or associated charges.

Sufficient Notice: Any notice required by law or otherwise will be sufficient if delivered to the Tenant personally or sent by mail to their premises, affixed to the door of Tenant's dwelling unit, or EMAILED to Tenant email address. Tenants are required to register their email address at the Campus West website. www.campuswest.net. Failure to register your email will not be considered a valid excuse for missing payments and notices.

Visitors: Tenant shall not sell or give accommodations in the premises to any borders, lodgers, or roomers. The Landlord in all cases shall retain the right to control and prevent access to the building and grounds of all persons whom it considers undesirable.

Water Beds: Waterbeds are allowed in some circumstances. Any tenant desiring such must contact management prior to bringing unit on premises.

Damages

Freezing: Tenant will be responsible for all charges related to frozen pipes that are a result of failing to keep gas and electric in active service. Campus West recommends that the heat never be set below 55 degrees. Utilities are the responsibility of the Tenants and any damage resultant from failure to turn on, keep current, or the like will be the sole responsibility of Tenants.

Move-In / Move-Out: The Tenants shall pay all the damages to the building caused by moving or carrying of articles therein.

Payment of Damages: As stated in the lease, tenant(s) is/are responsible for all damages. The amount must be paid in full within 15 days of billing.

Personal Property: All personal property placed in the premises shall be at the risk of the Tenant or owner of such personal property, and the Landlord will not be responsible for any damage to such personal property from any cause. Campus West's Insurance Policy DOES NOT cover any tenant losses. Campus West encourages all residents to obtain renter's insurance.

Tenant Charges:

\$35- Late Rent Payment	\$25- Returned check for non-sufficient funds
\$78- Slider Blinds	\$10- No check or cash payment
\$300- Lease Assumption	\$60- Double Blinds
\$10- Lockout between 9-5	\$35- Lockout after hours
\$45- Single Blinds	\$20- New key
\$100- New Front door lock	\$80- Slider Screen Door
\$25- Bedroom door lock	\$25- Unclogging Fee for Waste Traps
\$65- Window Screen	\$40- Replacement of Parking Permit
\$40- Annual Parking Permit	\$50- Replacement/Loss of Building Access Card
\$50- Improper Grease/ Oil Disposal	\$50- Tampering with a smoke alarm

Violation of Lease Fines:

\$600- Keg fine	\$200- Noise Violation
\$50- Littering	\$50- Trash Violation
\$50- Speeding	\$100- Urinating in Public
\$50- \$100- Parking Violation	\$250- Illegal Activity/Copyright Violation
\$100- Smoking in Units of the Common Areas	\$100- Disobeying Management, Security, Police
\$1.00- Cigarette Butts in Front of Unit (each butt)	\$100- UNACCEPTABLE Behavior of Guest or Tenant
\$1000 - Pet Fine per occurrence	\$1000- per tenant- Unauthorized tenant(s) living in unit

These rules do not amend the lease but are used as a reminder of conditions within the lease.