



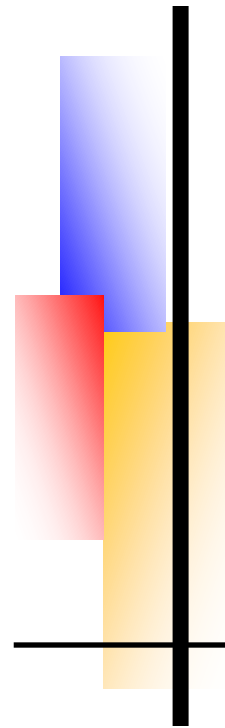
### Important Phone Numbers

Prime Office 734-761-8000  
Maintenance Emergency Number 734-761-8000  
Brewers Towing 734-665-8888

Emergency 911  
Police 734-994-2911  
Fire Department call 911  
Ambulance 734-994-4111  
U of M Hospital 734-936-6666  
U of M Operator 734-764-1817  
DTE 800-477-4747  
DIRECTV- S& S Broadband 866-455-1982  
AT&T 800-244-4444  
U of M Campus Information 734-763-4636  
Student Locator 734-764-2330

Prime Student Housing  
721 S. Forest Suite #101  
Ann Arbor, Mi. 48104  
Office 734-761-8000  
Fax 734-761-8222

E-mail Address : [info@primesh.com](mailto:info@primesh.com)



## PRIME STUDENT HOUSING RESIDENT HANDBOOK

Welcome! We are Prime Student Housing. We are the managing agent for your landlord. This is your resident handbook. It outlines the policies and procedures for our company.

Our goal is to provide you with the best possible service during your stay with us. You can help us reach this goal by taking a moment to read this handbook and your maintenance guide to answer any questions you have about your apartment. If at any time during the year you sublet your apartment please share this handbook with them. Again, we welcome you to your new home!

PRIME  
STUDENT HOUSING

PRIME  
STUDENT HOUSING, INC.

### **Move in and Furniture Reports:**

Inside of your move in packet, you will find your move in condition report and furniture report. It is very important that you fill these out as soon as possible! Please ensure that you read them carefully and fill them out thoroughly, listing specific details. It is in your best interest to do so, as these reports will be used upon your move-out and determine the amount of the security deposit you will get back. **These reports need to be filled out and returned to the Prime office within 7 days after moving in!** At that time you will receive your mailbox key.

### **Insurance:**

We strongly suggest that you obtain renter's insurance to insure your personal property. **Be advised that our company protects our buildings structures and furniture ONLY! Not your personal belongings! Insuring your personal property is your responsibility.**

### **Renewing Your Lease:**

All residents in good standing have the opportunity to renew their lease before the major leasing season begins. If you renew, you will have several advantages. You will not have to seek housing between lease terms, change your address, pay any additional utility hook up fees, or have to pay another security deposits. If you feel you would like a different size or style of apartment please speak with a member of our staff. We are confident we can accommodate you at one of our many campus locations.

### **Subletting:**

If you decide to sublet your apartment during your lease term, **you must contact the Prime office!** A member of the leasing staff will be happy to provide you with the necessary paperwork and informational package to answer any questions or concerns you might have. These forms may also be obtained on-line from the Prime Web Site at [www.primesh.com](http://www.primesh.com). **There is a \$35.00 processing fee due at the time you turn in the Sublet packet. You must provide us with the names of all of the subtenants that will be living in the apartment.** It is also important you remember to explain all of our policies and procedures to your subtenants. Should any damages occur to the apartment as a result of subtenant negligence, we will hold you responsible. You will have to take up any issue thereafter with your subtenant. We will not get involved in those disputes. **Because of this, we advise you to be careful in sub-leasing your apartment.**



### **Prime/Tenant Communications:**

We will either email or text building notices, general building information, apartment walk notices & any other important notices to you. Please be sure to check your email regularly and update your cell phone number/email (through your TWA <Tenant Web Access> portal if these should change. Through our website at [www.primesh.com](http://www.primesh.com), you may obtain forms such as a Sample Lease, Lease Addendums, Amendment To Tenant Change and a Sublet Packet. You may also find information pertaining to move-in and move-out procedures.

### **Leasing:**

It is very important that you provide Prime with your main contact person's telephone number so that we may contact him/her regarding showings of your apartment. When an appointment is scheduled, we will call or email and give you reasonable notice (prior day) that we will be showing your apartment the following day at the specified times. It is your responsibility if you receive this information to inform all roommates of the showing date and times. If for any reason, the number you provided us is not working or we have not been given a phone number for your apartment, we will show the apartment without notice to prospective residents. Please be sure to supply the Prime office with a working phone number and a proper email address for each apartment/person so that we may contact you for this purpose or other necessary communications.

**Thank you for making Prime Student Housing your new home and we hope that your stay here with us is an enjoyable experience.**

**Security Deposits:**

Your security deposit will be refunded to you within 30 days after your lease expires if you have completed the following.

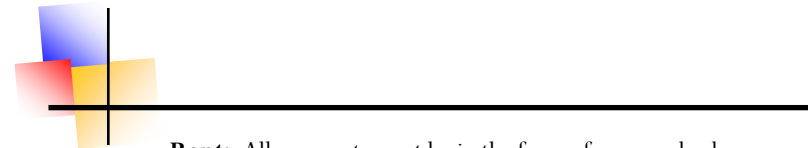
\* The apartment must be restored to move in condition, less normal wear and tear.

- You have removed all personal items and trash from the apartment.
- You have returned the apartment keys, mailbox keys, parking permits and Laundry cards ON TIME!
- Leave no unpaid bills!

Note that things like excessive wall damages from pictures, posters, tape, and stickers will be charged against your deposit! Full length mirrors, hooks, and other attachments affixed to the walls will be charged as well. See the Maintenance Guide for more information on damage charges!

**Maintenance Issues:**

Per your lease, the Maintenance Guide can be found on [www.primesh.com](http://www.primesh.com). Please be sure to go through it. It will answer many of the questions you may have regarding emergency/non emergency maintenance, charges and how to report maintenance requests. Please know that we will not come out to respond to ANY broken refrigerator or freezer calls after normal business hours during the work week, only weekends. Do not call in requests for replacements for shelving units or full length mirrors. These are items that tenants living in the units prior to you installed. They are not furnished with the units and will not be replaced. If an item that a past tenant has affixed to the wall breaks, it will be removed but not replaced. **Note also that we do not store closet doors!** Some residents wish to have the closet doors in some rooms removed. If you decide this is something you would like to request be advised they will not be stored for you. The doors will have to stay in the apartment, usually behind the sofa in the living room or on the floor in the back of the closet. **Do not remove the closet doors and place them in the hallways! Your unit will be charged for doing so and we will place the doors back in your apartment!**



**Rent:** All payments must be in the form of e-pay, check, money order, or certified/bank checks. E-payment is available through your TWA (Tenant Web Access) portal by going to our website at [www.primesh.com](http://www.primesh.com). Thru your TWA, you are able to view your account balance, submit service issues (maintenance request) as well as making e-payments. All rent payments are to be received in our office by the first of the month; this includes university vacation periods & holidays. **After hour payments may be dropped into the Drop Box located under the awning outside of our office.** If you choose to mail your payment, it must be received at our office on or before the third of month to avoid late fees. **Note that a post mark does not constitute the date received!** If your rent is received on or after the fourth of each month, late fees will be charged to your account. The late fee is \$75.00 on the fourth and an additional 5% of any unpaid rent on the 15th when eviction paper work is filed. Rent must be paid in **one check** per apartment per month. This includes, but is not limited to payments coming from parents, sub-tenants or out of town roommates. **Note: Per your lease agreement, if more than one check is submitted, you will be assessed a processing fee of \$10.00 per check! However is waived if payments are submitted through TWA (Tenant Web Access) portal. There is also a \$25.00 processing fee for ANY cash payment!**

It is very important to make your check out correctly, we need to post it to the proper account. **Make your checks payable per the list below.**  
**DO NOT MAKE YOUR CHECK OUT TO PRIME STUDENT HOUSING!**

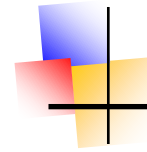
<b>Building</b>	<b>Address</b>	<b>Make Check Payable To</b>
Abbey	909 Church St.	Ann Arbor Properties XIII, LTD.
Algonquin	1330 N. University	Ann Arbor Properties XIII, LTD.
Dean	1021 Vaughn St.	Ann Arbor Properties XIII, LTD.
Forum	726 S. State St.	Ann Arbor Properties XIII, LTD.
Lion	525 Walnut St.	Ann Arbor Properties XIII, LTD.
Lodge	1333 Wilmot St.	Ann Arbor Properties XIII, LTD.
Division	344 S. Division	Ann Arbor Properties XIII, LTD.
Lawrence	515 Lawrence	Ann Arbor Properties XIII, LTD.
Madison	326 E. Madison	Ann Arbor Properties XIII, LTD.
Oakland	1000 Oakland	Ann Arbor Properties XIII, LTD.
Packard	520 Packard	Ann Arbor Properties XIII, LTD.
Forest Place	721 S. Forest	Ann Arbor 723 S. Forest, LLC.
511 E. Hoover	511 E. Hoover	Ann Arbor 511 E. Hoover, LLC.
Park Plaza	1320 S. University	1320 S. University, LLC.
The Forest	610 S. Forest	PVJ Enterprises, LTD.
720 S. State	720 S. State St.	720 S. State LLC.
Washington	212-214 Washington	Welch Washington
Thayer	312 S. Thayer	S. Welch
Dewey	423 Dewey	Welch Family Trust
Benjamin	934 Benjamin	Welch Family Trust
508 Division	508 Division	508 S. Division LLC

### Furniture:

When you signed your lease, you filled out a furniture request form. The bedroom furniture in your apartment is set up according to this form. (Living room and dining room furniture are standard.) Each piece of furniture was inventoried prior to your moving in; it is your responsibility during the term of your lease. If this furniture is damaged in any way when you move in, please note it on your move in condition form. Doing this is for your benefit! If your apartment is not furnished according to your request form, please call the Prime office immediately. If the set up is correct but you find that you need more or less furniture than originally requested, you will be required to complete a furniture inventory adjustment form and pay the additional moving expense. The fee must be paid at the time of the request. **Note: You may not have more than one bed, desk, desk chair, and one dresser per tenant on the lease! We only provide twin beds!** All requests to have furniture moved must be submitted to Prime within seven days after move in and will be processed on a first come first served basis. Should you sub lease your apartment the subtenant must follow the same procedure for any furniture changes by coming in, paying a fee and filling out a new inventory sheet. **Also be advised that Prime reserves the right to grant or deny any requests to changes in furniture! The furniture request form covers the entire duration of your lease.**

### Fire Extinguishers, Smoke Detectors and Plungers:

Each unit is supplied with a plunger for your use. Do not throw it away when you move in! Prior to calling emergency maintenance service you must try to resolve a clogged toilet by using the plunger provided to you. If it is missing or was not used you will be charged for an emergency maintenance call! Each unit is also provided with a fire extinguisher. These extinguishers are to be used for small fires. They are not to be discharged for any other reason and you will be charged accordingly if it is found discharged. Each unit is equipped with a smoke detector. Check it on a regular basis to ensure the battery is working. If it is beeping and needs a battery replacement call in a maintenance request. See the maintenance guide for additional information regarding these items.



Do not stand or sit on the railings nor should you exert excessive pressure against the railings or sides of the balconies. The City of Ann Arbor deems the patios to be a means of escape in case of fire. Therefore, they must **be kept clear of all obstructions**. Furthermore, these areas are NOT to be used for storage and it is your responsibility to keep them clean. Also note that it is your responsibility to remove the snow from the balconies when it accumulates on them! If you don't remove the snow when it starts to melt it could leak back into the apartment. **Do not put furniture from the apartment or any non-outdoor furniture on the balconies! Do not under any circumstances use any charcoal grill or any gas grill with a tank over 2.5 lbs on the balconies! This is a fire hazard and if we see these items on the balconies we will remove them and apply a charge to your account for the removal.**

### Refuse and Recyclables:

You are responsible for properly disposing of trash and recyclables. All buildings have dumpsters or trash bins provided for your waste. Use them to dispose of your trash. We also ask that you not put GARBAGE IN THE RECYCLE BINS! **Note: Do not dispose of your trash in the common areas of the building or on the balconies and patios! You will be charged for the removal if you do so!**

### Utilities:

You must contact DTE at 1-800-477-4747 to confirm that your power has been turned on in your name when you moved in! For phone service please call AT&T at 800-244-4444. For DIRECTV service please call S&S Broadband (866) 455-1982. For the heat and water bill, the accounting office will send you bills that you will be responsible to pay with the upcoming months rent. The heat bill will be based on the square footage of your apartment within the building and the water bill will be broken up based on the number of lease holders in your apartment. We guarantee one working phone jack per apartment. It is usually located in a common area of the apartment. Activation of other existing phone jacks in your apartment or installation is your responsibility. However, you must contact Prime prior to having any additional jacks installed! **Note: The maintenance department does not repair phone lines or cable lines! Do not call the emergency line for repair to either of these items. Your apartment will be charged for it and they will not come in. See the maintenance guide for details!**

Upon moving out your electric bill shut off date MUST correspond with the last day of your lease agreement. Any bill received for days remaining will be charged to your security deposit!

### Hallways and Common Areas:

Please keep your personal property in your apartments at all times. Personal items including bikes should NEVER be stored in the common areas of the building. **Be advised that if we find bikes or other personal items in any of the common areas of the buildings, they will be removed and disposed of at your expense. Note also that we do not store such items! They will be disposed of.**

### Electronic Entry Systems:

For the following entry systems: 610 S. Forest, 720 S. State, Abbey, Forum, Packard, Forest Place, Division, Oakland, Madison, 511 Hoover, Park Plaza & The Lodge. With these systems, you do not need phone service to use the entry system. All you have to do is plug a touch tone phone into the phone jack. This automatically connects your apartment to the system.

- To grant entry, press the "9" button.
- To deny entry, simply hang up.

The Lodge- Does not have a system that will allow you to "buzz" your guests in. You will need to meet them at the door.

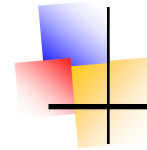
**Note: To ensure the safety of all residents, please do not prop open the entry doors to the buildings at any time! If you see unfamiliar people in or around the building, please notify our office if during business hours or after hours call the police. Prime reserves the right to charge the entire building for propping open of entry doors if it becomes a problem at one specific building. It damages the entry and fire doors and causes security breaches. If this becomes the case, we will notify the building with a warning letter to cease propping the doors prior to charging.**

### Monitored Areas:

Please be advised that some of our buildings have systems to monitor hallways and/or parking lots.

### Patios and Balconies:

**Please be advised that there is a load limit of 6 people on a balcony at any given time!** In order to prevent possible accident or injury, you should never permit more than 6 people to be on your balcony at the same time.



### Parking:

All vehicles parked on the premises must have a valid parking permit clearly **affixed** to the front or rear window on the drivers side of the vehicle at all times. Please refer to the parking diagram insert for designated parking spots. If your parking pass falls or slips down into the dash, your vehicle may be towed. Please ensure that your pass is visible by checking it often, we suggest using the adhesive pouch provided to you with the permit or taping it to the window to ensure its placement. (Please keep in mind that if you tape the permit to the window and it falls, you are subject to tow). There are no assigned spaces in the lots. The numbers on the pass are designed to identify your pass to your vehicle and are not necessarily specific to the apt. number. **Any attempt to reproduce a parking permit will be considered a forgery and will result in the loss of parking privileges and an additional charge for a year's parking!** If a vehicle does not have a visible valid permit it will be towed and impounded at your expense. If you feel your vehicle was unjustly towed a Brewers employee must verify for you that the permit was valid and clearly visible. **If you don't have this verified by a representative of Brewers they will not consider your claim! Please note that Prime Student Housing does not and will not reimburse for towing fees/costs.** Lost or stolen passes may be replaced for a premium equal to their current market value. **Permits are issued at the time of move-in and will be exchanged in the spring for a new pass. Each apartment will receive notice prior to the exchange taking place.** If you do not return your parking permit at the end of your lease you will be charged for its replacement! If a vehicle is parking in a non-designated area or does not have a permit you may call anonymously to Brewers to have that vehicle towed. **Note:** We have the towing co. sweep the lots and pull illegally parked vehicles everyday! If your vehicle has been towed after hours, **Do not call the maintenance emergency line! Call Brewers at 734-665-8888. If you call the emergency maintenance line for this reason you will be charged for the call by the maintenance department!** Due to the fact that in Ann Arbor parking is so limited, we need to accommodate our residents needs. Therefore, we cannot provide visitor parking. Please make any guests you have aware of this fact! We also do not issue temporary permits for any reason. If your vehicle is in for repairs or you have changed vehicles for any reason, you must move your permit to the vehicle which you are driving or the vehicle will be subject to tow.

### Internet:

We provide internet service. Please go to primesh.com per your lease to review the guidelines & for details regarding this item.

### Smoking in Hallways:

Smoking in hallways or within 15 feet of any window or door of the buildings is not permitted per Washtenaw County Ordinance! If there is damage to the hallway common areas of the building from cigarettes a repair fee will be assessed accordingly. Violators are also subject to fines by the county, per the Washtenaw County Ordinance.

### Damages to Common Areas:

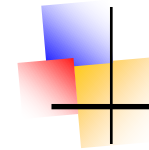
Be advised that we do our best to ensure the common areas and laundry facilities are clean and neat. The maintenance staff regularly checks the common areas to ensure that all building operations are running smoothly. Any costs for cleaning and/or repair to the common area or laundry rooms from the result of a specific unit or guest will be charged to the tenant of that apartment. Note that we offer a \$500.00 reward for anyone that offers information leading to the arrest and conviction of anyone vandalizing Prime property. We also reserve the right to charge an entire building if excessive damages have been caused to the building as a result of a party. The total cost of all repairs and clean up will be divided and charged to all units. You may however call the office anonymously to report the apartment that caused the damages. The apartment and building are your home, you should help to protect it. Please immediately report any problems to the office which promote a safety risk to you or other persons in the building area.

### Laundry Rooms:

Laundry facilities in most buildings are found in the lower level. Prime has installed new carded laundry machines for your convenience. You may rent a laundry card from the accounting dept. at the Prime office & you may add money to your existing card downstairs at the Prime office. If you find that a machine is not working properly please contact the office so we can have it repaired. Note that we are not responsible for any lost or stolen items in the laundry facilities.

### Emergency Apartment Entry:

Please be advised that we reserve the right, if in an emergency such as a plumbing leak, heating issue, or electrical problem, to enter a unit without prior consent. In an emergency situation we make every attempt to try to contact you before entering and in some situations it is not possible to do so. Note however, the maintenance staff will knock and loudly announce that they are present prior to opening any door. If you're not at home, someone from the maintenance department will leave a note, call or email your apartment to let you know that they had to enter and why.



### Lofts and Bunks:

For residents that have bunk beds in their apartments, if your bunk is wobbly or unsteady, please contact the office immediately so we can repair or replace it. Note that requests for bunks are subject to approval by Prime at all times. If you intend to construct a loft for your bedroom, please remember it cannot be permanently attached or alter the room in any way. Therefore, it must be freestanding. Any damages resulting from a loft, including, but not limited to it's removal will be charged to your account!

**Pets:** As stated in your lease agreement, pets are not allowed in any of our apartments! **At any time! No pet sitting or visiting.** If you are found to be housing a pet in your apartment you will be in violation of your lease. If an animal is seen in your apartment, you will receive an immediate charge of \$100.00 against your account and a notice to remove the animal. The fee will remain at \$100.00 upon each sighting of the pet thereafter. **In all cases eviction procedures may commence!** If you are subletting your unit, make sure to advise the sub-tenant of our no pet policy.

**Bikes:** Please park all bikes at the bike racks by your building. Bikes secured to any other areas will be removed. If you choose to store your bike in your unit be advised that you will be responsible for any damages caused by the bike. Such as, tire marks on walls or carpet etc. **Absolutely no hooks of any kind may be used to hang your bike from the walls or ceilings.** Damages due to any of these above mentioned items will be charged to your account.

**Lockouts:** If you are locked out during normal business hours a \$25 charge will be added for a single use key FOB as "additional rent". If said FOB is not returned by 5pm of the following business day, an additional \$25 will be charged to your account as "additional rent". For after hour lockouts, call the emergency maintenance number. Be advised that you will be charged \$75.00 for an on call (after hours) lockout.

### Electronic Lock Warning Signs:

**1 green flash-** indicates that correct key was used.

**6 red followed by 1 green flash-** indicates that the lock batteries are low.

**3 green flashes-** indicates that the lock is unable to communicate with the key.

**3 red flashes-** indicates that an incorrect key was used in the lock.

**Note:** An expired key, a wrong key, or a key that was never encoded could have been used.

**3 red followed by 3 green flashes-** indicates that the key is an old key and new key was used to invalidate the key.

**3 red followed by 2 green flashes-** indicates that the clock in the lock needs to be reset.

**No lights-** indicates that the lock batteries are dead.

**LOW BATTERY INDICATION:** Every time an access key is used in a lock, the lock will do a self-check on its battery condition. A low battery indication will occur when the battery voltage drops below 5.0 volts, **giving one green followed by six red flashes.** Please contact PRIME during business hours at **first notice** of low battery indication.

**\*\*All non-reported dead battery related lockouts will be charged back to the resident account with a standard lockout fee.\*\***