

1. Tenant Fees Policy

1.1 MOVE OUT FEES

These fees are provided to the tenant to give proper notice of any expenses they may incur for damage they have caused upon move out. These are estimates and actual charges may differ.

PAINTING CHARGES: The tenant agrees to pay for half of the cost of repainting.

1. Walls or Ceiling - \$1.00 Sq. Ft. - Example: 8ft ceiling by 10ft long wall - 80 Sq. Ft. time \$1 per Sq. Ft. = \$80
2. Standard Painting Trim up to 3.5 inches wide - \$3.00 per Ln. Ft.
3. Doors - \$30 per side
4. Floors, Exterior Painting - As invoiced

CLEANING FEES

1. Carpets - Clean & Deodorize - As Invoiced
2. Stove Top, Stove Oven, Refrigerator, Bath Tub, Shower, Tiling - \$50.00
3. Microwave, Toilet, Sink, Vanity - \$30.00
4. Mop Floors - \$30.00 per room
5. Dishwasher - \$25.00
6. Kitchen Cabinets and Drawers - \$5.00 each
7. Storage Area - Cleaning Materials or Replacement item at 2 times invoice
8. \$200.00 + Disposal Fees

DISPOSAL FEES

1. Television or Electronics - \$30.00 each
2. Mattress or Box Spring - \$30.00 each
3. Small couch (no sleeper sofa) - \$30 each
4. Living room chair - \$25 each
5. Small bureau/wood table - \$20 each
6. Refrigerator - \$100.00 each
7. Air Conditioner - \$50.00 each
8. Car Tires - \$15.00 each , Truck Tires \$30 each
9. Stove - \$50.00 each
10. Dishwasher - \$50.00 each
11. Washer - \$100.00 each
12. Dryer - \$100.00 each
13. Batteries - \$30.00 each
14. Bed Frame - \$30.00 each
15. Dresser - \$50.00 each
16. Chair - \$50.00 each
17. Couch - \$100.00 each
18. Lamps - \$30.00 each
19. Rug - \$50.00 each

TRIP CHARGES for Sterling Superior Accounts (All others billed as invoiced)

Large items that can not be picked up by one person and placed in our truck on the regular trash pickup day will require a trip charge of \$25 plus the disposal charge.

- Bozrah/Norwich - \$35
- Lebanon/Colchester - \$45
- Willimantic/Griswold - \$50

Units with Freon, Electronic Equipment (TV, Printer, Monitor) \$25 per piece

Metal items that can not be put in regular trucks will be charged a trip charge.

MAINTENANCE

1. Hardwood - Buff & 1 Coat - \$1.50 Sq. ft.

2. Hardwood - Sand & 3 Coats - \$3.50 Sq. ft.
3. Replace Hardwood Select w/ Sand & Poly-3 Coats - \$9.00 Sq. ft
4. Damaged Fixtures - 2 x Cost +labor to remove & replace
5. Mini Blinds \$20.00 each
6. Vertical Blinds - Slider Doors \$250.00
7. Replace Smoke Detector - \$35
8. Replace Carbon Monoxide Detector - \$100

1.2 GENERAL FEES

These fees have been put in place to offset the cost and time needed to address each issue listed below on behalf of the tenant.

Failing to Transfer or Connect Utilities Fee - \$75 Fee charged when tenant fails to transfer utilities in tenant's name after 5 days of taking possession of the property. In addition, tenant will be charged prorated utilities charges.

"Notice to Quit Possession" Eviction Posting Fee - \$100 This fee is charged when the owner elects to serve a "notice to quit possession". The \$100 charge will be assessed to the tenant in addition to late charges.

Certified Letter Fee - \$30 This fee will be charged for any occasion the tenant is sent a certified letter for negative reasons. Examples are: a pending eviction, an unauthorized pet, failure to respond to email and telephone correspondence from Property Management; or any other lease violation.

Reletting Fee - If tenant(s) request a lease modification of cosigner or tenant there will be a charge of 20% of one month's rent.

Lease Extension Fee - If tenant(s) request a lease extension there will be a charge of \$55 per extension.

After Hours Maintenance Fee - \$65 This fee is charged to a tenant in the event an after-hours maintenance call is required for a routine service call to accommodate a tenant. We understand that tenants have careers and can only be home at certain times after work or on the weekends and the same applies to our staff and vendors. Tenants are responsible to give maintenance personnel access to the home for all repairs but Property Management or any authorized vendors may gain access to the property at reasonable times to not perform any work on a property. After hours service rates apply. This fee will be assessed on a case by case basis and does not apply for emergency calls such as HVAC or water issues.

HOA & Lease Violation Administration Fee - \$25 This fee will be charged anytime the homeowner or Property Management receives a letter for rule enforcement from the Homeowner's Association (HOA) and/or tenant has violated a condition of the lease agreement. This fee is in addition to any fine charged by the Homeowner's Association. The most common examples are the lawn needing to be mowed and edged (tenant responsibility), the garbage cans left in plain sight from the street on non-garbage pickup days, unauthorized boats or trailers parked in the driveway or on the street, A/C filters not being changed monthly, unauthorized pet on the property, unauthorized trampolines, outdoor furniture, decorations, bird feeders, etc. If manager must re-inspect property for a Tenant's lease violation, Tenant will also be charged a \$65 inspection fee per occurrence.

Rental Verification Fee - \$25 Landlord is not obligated to respond to any requests for Tenant's rental and payment history from a mortgage company or other prospective landlord until Tenant has given notice of termination of this lease and Tenant is not in-breach of this lease.

Failure to Maintain Utilities - \$150 Tenants vacating the property are required to maintain utilities until the move out inspection has been completed. Failure to maintain utilities requires the staff to reschedule and dispatch the inspector, schedule utilities to be reconnected, delays any repairs that might be needed, and potentially cost the owner days of rent.

Make Ready Coordination Fee for Cleaning or Repairs - 15% This fee would be charged if Property Management has to make additional arrangements to provide maid service, lawn service, carpet cleaning, or repairs to any damages done to the home that calls for repair because of tenant negligence. Receipts are kept for costs involved, and can be provided to tenant. This fee is 15% of cost to repair and is meant to cover the administrative cost in organizing this work on the tenant's behalf.

Failure to return keys - \$125.00 Failure to turn in key means that the tenants have not turned possession of the property back to the property manager and tenants can be charged additional rent. The lease states the tenants must return all keys, remote controls and pool and property access passes. Failure to return the keys cause's additional staff time to locate and coordinate the re-issuance of these devices. Actual charges for lost remotes and pool or gate access devices will be charged at the replacement value.

Holdover Fee – Three Times Monthly Rent This fee would be charged if the tenant has remained in the home after the proper notice to vacate as required in the lease was delivered in accordance with the lease agreement. Per the lease, a charge of three times the monthly rent will be applied.

Stop Payment Fee - \$50 This fee is charged if a tenant does not receive a check from Property Management for any reason that is the fault of the tenant. An example would be if we were provided the wrong forwarding address and our check to you is lost in the mail. This necessitates a stop payment on that check and re-issuance of another check. We are charged a fee for stop payment by our bank and that cost would be passed along to the outgoing tenant.

Re-Issue Check Fee - \$35 This fee is charged to tenant when, through the fault of the tenant a check is lost and the property manager must re-issue a check to them. It usually coincides with the stop payment fee.

Court Filing Fee \$100.00 In the event a tenant has received a Notice to Quit Possession and fails to bring their account current, a Summary Process Eviction Suit must be filed in the Judicial Court. This fee is to cover the cost of preparing the necessary paperwork and the time to physically file at the court. This charge is in addition to any cost associated with the eviction including but not limited to attorney fees and cost charged by the court.

Court Appearance Fee - \$100.00 per hour In the event that a trial is scheduled due to the tenant's failure to resolve any issues surrounding the Notice to Vacant, this charge is applied to offset the cost of an employee to appear in court. This charge is in addition to any cost associated with the eviction including but not limited to attorney fees and cost charged by the court.

1.3 EMPLOYEE HOURLY RATES

Work outside the normal duties of the Property Manager shall be charged for according to the following rate schedule. After hour service rates are billed at 1.5 times the standard rate. Billable repair time is calculated from the time employee leaves their current location to the time they return after the work is complete. All rates subject to annual percentage increases.

Office Staff	Rate
Property Manager, Estimator	\$75.00
Administrator and Bookkeeper	\$50.00
Maintenance Staff	
Master Trade Maintenance	\$60.00
Assistant Trade Maintenance	\$45.00
General Labor	\$30.00

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