

CURRENT RESIDENTS	FUTURE RESIDENTS
<p><u>WHEN IS RENT DUE?</u></p> <p>Rent is due by the 1st of every month. If full payment is not received on or before midnight on the 5th day of each month, a 10% late charge will be added to the monthly installment.</p>	<p><u>WHAT ARE THE FEES ASSOCIATED WITH RENTING AN APARTMENT?</u></p> <ul style="list-style-type: none"> • Application fee: \$50 per applicant (If you have a cosigner, a cosigner application is an additional \$50) • Security Deposit: \$300; refundable upon the condition of the apartment at time of move out • Administrative fee: \$150; non-refundable • Prices are subject to change at any time
<p><u>WHAT ARE YOUR MAINTENANCE PROCEDURES?</u></p> <p>Please call in your work orders early in the day for the fastest response. Emergency Maintenance is available at nights and on weekends. To call in for a maintenance emergency, please dial 865-588-2139 to leave a detailed message for the on-call maintenance technician. Below is the list of problems that constitute an emergency:</p> <ul style="list-style-type: none"> • Fire (call 911 first before calling the emergency line) • Flood • Toilet not working (if you only have one bathroom) • Kitchen sink stopped up – 1st floor only • Refrigerator not working • No heat or air conditioning in extreme weather. <p>Be reminded that under no circumstances should items such as rice, pasta, grease, gravel, corn silks, cleaning wipes, sweepings, rags, ashes, feminine products, or any foreign substances be thrown into the kitchen sink and/or toilet lines. Any damages and the cost of cleaning or repairing plumbing resulting from misuse shall be borne by the Resident.</p>	<p><u>CAN I HAVE A PET AT THE RESERVE?</u></p> <p>Yes, we allow one dog or up to two cats per apartment. All vaccination records must be up to date. We have weight and breed restrictions for dogs. Please call the office for more information.</p> <ul style="list-style-type: none"> • Pet Fee: \$300 one-time fee per pet and a \$30 monthly fee per pet. • Pet fees subject to change <p><u>HOW LONG IS THE LEASE AGREEMENT?</u></p> <p>We offer 12 or 6 month leases, with 6 month leases at an additional monthly fee. Please contact your leasing specialist for more information.</p> <p><u>WHAT UTILITIES ARE INCLUDED IN MY RENT?</u></p> <p>Trash is included in your rent rate. Sewer and water will be an additional tenant charge billed monthly by the property. Electricity is paid by the tenant directly to the utility company.</p>
<p><u>WHAT IS YOUR PARKING POLICY?</u></p> <p>Each apartment home is allowed one parking space per bedroom. Parking is first come first serve and guest parking is permitted only in designated spaces.</p>	<p><u>WHAT APPLIANCES COME WITH THE APARTMENT?</u></p> <p>The following appliances are included: dishwasher, stove, oven, and refrigerator.</p>

DOES THE RESERVE PROVIDE PEST CONTROL?

Pest Control services are included in the monthly rental rate. Treatment for the exterior of the buildings is the preferred method of keeping unwanted pests out of your home. The goal is to create a barrier so that pests such as ants, centipedes, and roaches can't get inside. The good news is you don't even have to be home for the exterior treatments. However, if you do find pests inside your home, please notify the office and we will place you on the schedule to treat the inside and the perimeter of the structure until the pests are gone. If you have any questions, please contact the office. 865-588-2139 or info@papermillsquare.com

WHAT FORMS OF PAYMENT DO YOU ACCEPT?

We accept checks, money orders, and cashier's checks. Residents may also pay through the online portal.

CAN I HAVE A GRILL ON MY PATIO?

We do not allow any charcoal or gas grills on patios or balconies. Electric grills are permissible.

HOW DO YOU HANDLE SERVICE REQUESTS?

If you have a maintenance issue, please visit or call the office during normal business hours to make a service request. A maintenance technician will service your apartment as soon as possible. We also have a maintenance technician on call during all non-business hours. In the event that you have an emergency maintenance issue after business hours, call the office to request immediate attention. The maintenance technician on call will be dispatched to your apartment as soon as possible.

IS RENTER'S INSURANCE REQUIRED?

Yes, it is required. If you do not have renter's insurance already, you have the option to purchase renter's insurance through your Appfolio tenant portal. For more information please log-in to your tenant portal by visiting https://dominionmg.appfolio.com/connect/users/sign_in.

