

# MBC Management Policies

1306 South Sixth St  
Springfield, IL 62703

Answering Service: (217) 525-5777

Website: mbcspi.com

## Utilities

Tenants are responsible for electricity, gas, water, sewage, garbage pickup, and snow removal. Utilities must be in the tenants name on or before the date of possession. Any utility bill paid by MBC Management after the date of possession will be charged to the tenant plus a \$25.00 handling fee. Utility services will differ based on location; the numbers are listed below:

Ameren (800) 755-5000	Village of Chatham	(217) 483-2451	Curran-Gardner	(217) 546-3981
CWLP (217) 789-2030	Village of Williamsville	(217) 566-3806		

## Rent

Rent is due on the first of the month, and there is a five day grace period. Starting on the sixth day of the month, additional rent of \$50 is due plus \$10 per day thereafter. If full payment is not received by the 1st of the following month, then the additional rent shall equal 20% of the monthly rent. If rent is mailed, it must be received by the end of the five day grace period. Otherwise, it will be considered late.

We prefer electronic payment; however, you may also pay by check or cash. Rent can be dropped off or mailed to 1306 S Sixth St. There is an inside and outside mailbox. Payment can be left in either mailbox.

## Maintenance Requests and General Questions - mbcspi.com

Our business hours are Monday to Friday, 8AM to 5PM. You can submit a maintenance request anytime by going to our website, mbcspi.com and selecting "Current Tenants." Then, select "Schedule a Service Call," and follow the on-screen instructions. Please make sure to choose "1" for the quantity and to include all maintenance requests on one ticket.

At the bottom of each page on our website is a contact form for general questions, or you can contact the business manager's number (217) 622-0753 during normal business hours. **Initial** \_\_\_\_\_

## Emergency Maintenance (217) 525-5777

Emergency maintenance is considered to be a broken air conditioner or furnace when it is uncomfortably hot or cold outside, a flooded basement, a major leak, or a broken refrigerator. For emergency maintenance, call (do not text) the answering service at (217) 525-5777. Requests such as a broken dishwasher, washer, or dryer, a clogged toilet, or a broken air conditioner or furnace while it's 60-70 degrees outside are not considered emergencies and should be requested through our website. **Initial** \_\_\_\_\_

## Tenant Responsibilities / Normal Items

We do the maintenance on non-normal items such as HVAC, appliances, etc. Tenants are responsible for the normal upkeep of the unit including:

**Changing the Furnace Filter:** Tenants must change the furnace filter every month. Failure to do so will result in the destruction of the blower motor and higher heat/AC bills. If MBC should find a clogged furnace filter, the tenant will be charged a \$450 fee to cover the replacement cost of the blower motor. **Initial** \_\_\_\_\_

**Smoke/CO Detectors:** Tenants must keep the batteries up to date in both the CO and smoke detector. Please notify MBC of any problems with these devices.

**Drains and Pests:** Other normal items tenants are responsible for taking care of on their own include: stuck drains or toilets, blown circuit breakers due to overloading, and minor pest control such as ants and mice. If you have attempted to correct an issue unsuccessfully or just need help, please contact us.

**Blinds and Improvements:** Tenants are responsible for purchasing and maintaining blinds, curtains, and shades. We can install if you prefer. Any changes or improvements – light fixtures, mirrors, ceiling fans, shelving, etc. – must have our approval first, purchase the item, and leave the item at the unit after check out. We can install the improvement for free.

**Landscaping:** We encourage planting trees, flowers, bushes. Please let us know of your intentions beforehand.

**Satellite Dish:** You must have permission to have a satellite dish installed, and it may not be mounted on the roof.

## Keys and Garage Door Openers

You will receive two keys and two garage door openers upon initiation of your lease (unless otherwise noted). All units are under a master lock system and can only be changed with MBC Management's written approval. We do not have keys to screen/storm doors. The standard cost to replace a lost garage door opener is \$75.00.

## Security System

George Alarm provides monitoring of the alarm system. They are a separate company. If you wish to set up your alarm system or use it locally, please call George Alarm at (217) 525-1334 and ask for Dawn. Monitoring costs are a one-time fee of \$100 and \$10 per month.

### **Lawn Care**

We cut the grass for our duplexes, but not our single-family homes. Lawns tend to grow sporadically at the beginning of the season. Lawns are generally cut on a seven-day rotation in the beginning of the season, then reduced to ten to fourteen days. If there is heavy rain, grass will grow faster and the mowers will have to wait until the ground dries. If you have any questions, please call Colin directly at (217) 546-1836 and leave a message. **Initial** \_\_\_\_\_

### **Air Conditioning**

The industry standard for air conditioning is a 20-degree temperature change between the outside and inside air. As an example, if it is 98 degrees outside, the best you can expect the inside temperature to be is 78 degrees.

### **Basement**

Though we make every effort to keep our basements dry, basements can still flood. For the safety of your possessions, please treat flooding as “when there will be flooding,” not “if there will be flooding.” We recommend to keep everything in the basement on a pallet at least 3 inches above the floor. **Initial** \_\_\_\_\_

### **Entry by Management**

It is rare for MBC personnel to have to enter the premises. If necessary, we will make every effort to notify you beforehand.

### **Lockouts**

We will assist with lockouts after hours if we are able to. If not, please contact a locksmith company.

### **Normal Wear and Tear**

We recognize that our property will show signs of aging over time. Caulk breaks down, deck stain wears off, paint fades, and carpets get worn out. Therefore, tenants are not responsible for normal wear and tear.

**Paint:** Paint should last five years. At move out, there should not be any excessive scratches, markings, or holes on the walls. Adhesives and nails that expand will damage the wall. Regular nails are allowed. If you wish to do any painting on your own, please contact us first.

**Doors and Trim:** The stain/paint on doors and trim can fade over time. However, pet scratches, gashes and excessive holes are considered damage. If they cannot be repaired, the tenant will be responsible for the full replacement cost of the door or trim piece

**Carpets:** Carpets can get worn out over time. However, holes, stains, and odors are considered damage. If stains or odors cannot be removed after cleaning, the tenant will be responsible for the full replacement cost of the carpet and pad.

**Smoking:** Please smoke outside. Smoking inside damages the paint, fixtures, and carpet. This damage is not considered normal wear and tear and is almost guaranteed to result in a lost security deposit plus additional charges.

### **Check Out and Return of Security Deposit**

Our leases revert to month-to-month after contract expiration. At that point, you may continue with a month-to-month contract, sign a new lease, or move out. If you intend to move out, you must drop off a written, dated, and signed notice at least 30-days prior to your intended move-out date. The intended move-out date may not be before contract expiration.

We will inspect the unit after move-out. The unit should be the same as the day you moved in minus normal wear and tear (see section above). There should not be any damage or personal items/garbage left behind. Please make sure the unit is clean; we look especially at the bathrooms, cabinets, and appliances. Carpets should be vacuumed, and if you had pets, you are required to have them professionally cleaned. Please leave nails in the wall and replace burnt out lightbulbs as well.

Please leave the keys, garage door openers, and your forwarding address (for return of security deposit) on the counter, and lock the unit. **Initial** \_\_\_\_\_

\_\_\_\_\_  
(Clearly print name of Lessee)

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(Lessee signature)