

# MBC Management Policies

1306 South Sixth St  
Springfield, IL 62703

Answering Service: (217) 525-5777

Website: mbcspi.com

## Utilities

Tenants are responsible for utilities including gas, electricity, water, garbage pickup, and snow removal. In order to assure there is no interruption of service, MBC will call for a final reading on your move-in date. Therefore, please call for all utilities before your move-in date. If MBC Management must pay a utility bill for you, a \$25 handling fee will be added, and this bill must be paid on or before the due date of next month's rent. Phone numbers are listed below:

Ameren - natural gas (800) 755-5000

CWLP - water, sewer, and electric (217) 789-2030

## Rent Due

Rent is due on the first of the month unless otherwise agreed to and done in writing. We prefer electronic payment; however, you may also pay rent by check or cash. Rent can be dropped off or mailed to 1306 S Sixth St. If mailed, it should arrive at our office by the first of the month, as there is no grace period. If rent is not paid in full on the first of each month, additional rent of \$50 plus \$5 per day is added until rent is paid in full.

## Keys and Garage Door Openers

You will receive 2 keys and 2 garage door openers upon initiation of your lease (unless otherwise noted). All units are under a master lock system. Therefore, please do not change any keys without permission. We do not have keys to screen/storm doors. The standard cost to replace a lost garage door opener is \$75.00.

## 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 \$300 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, then please do contact us.

**Blinds and Improvements:** Tenants are responsible for purchasing and maintaining blinds, curtains, and shades. We will install them if you would like us too. Also, if the tenant would like to change anything – light fixtures, mirrors, ceiling fans, shelving, etc. – they must get our approval first, purchase the item, and leave the item at the unit after check out. We can install the improvement for free. **Initial** \_\_\_\_\_

**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.

## Yard Mowing

We cut the grass for our duplexes (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. **Initial** \_\_\_\_\_

## Certified Mail

MBC Management uses a simple mail slot at 1306 S Sixth St for correspondence. We are not set up for certified mail. This mail will be automatically sent back.

**Basement**

Though we make every effort to keep our basements dry, basements can flood with enough rain. 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** \_\_\_\_\_

**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.

**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**

If you are locked out of your unit, please feel free to call or text us. If we are able to assist, we will. If not, please contact a locksmith company.

**Normal Wear and Tear**

We recognize that the unit becomes damaged over time due to aging and everyday living. 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. When you move out, there should not be any excessive scratches, markings, or holes on the walls. Please do not hang anything with adhesive as they damage the wall when removed. You may use nails, as long as they do not expand in the wall. If you wish to do any paintwork on your own, please contact us first.

**Doors and Trim:** The stain/paint on doors and trim can fade over time. However, damage due to pets is not considered normal wear and tear.

**Carpets:** Carpets can get worn out over time. However, holes, stains, and odors are not considered normal wear and tear. Please be mindful if you have pets. If stains or odors cannot be removed from the carpet, the tenant will be responsible for the replacement cost of the carpet.

**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, if not more 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 shampooed. 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** \_\_\_\_\_

**Contact**

Our business hours are Monday to Friday, 8AM to 5PM. You can submit a maintenance request through Buildium anytime though. To set up an account, please go on our website - mbcspi.com - and select “Current Tenants,” then “How to Set Up Buildium.” The property manager’s number is (217) 622-0753 for general inquiries / concerns. Please keep all communication with this number during normal business hours. Buildium is also set up for general inquiries / concerns. **Initial** \_\_\_\_\_

**Emergencies**

We offer 24-hour emergency service for calls such as lost AC when it’s hot, lost heat when it’s cold, flooded basements, and loss of cooling for refrigerators. Please be respectful of our working hours, and please do not call after hours or on the weekends for anything other than emergencies. Calls such as a broken dishwasher, minor leaks, or lost heat or AC when it’s 60-70 degrees outside can wait until working hours. For emergency maintenance, call our answering service at (217) 525-5777 during or after business hours. They cannot accept text messages. **Initial** \_\_\_\_\_

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(Clearly print name of Lessee)

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(Lessee signature)