

MBC Management Policies

1306 S 6th St. Springfield, IL 62703
(217) 525-5777

Website: mbcspi.com
Email: mbc@mbcspi.com

Utilities

Tenants are responsible for water, electricity, gas, sewage, garbage, and snow removal. Services must be in the tenant's name by the date of possession. A \$25 handling fee applies if we pay a utility bill on your behalf. Services in the area are listed below:

Ameren (800-755-5000)
CWLP (217-789-2030)

Village of Chatham (217-483-2451)
Village of Williamsville (217-566-3806)

Curran-Gardner (217-546-3981)

Rent

Rent is due on the 1st of each month. Mailed payments must arrive by 4:30PM on the 5th.

Late fees begin after the 5th — \$50 plus \$5/day. After the 14th, the late fees will equal 10% of the rent; max of 20% after the 21st. Payments after the 5th must be by cashier's check, money order, or cash. Payments are applied to late fees first.

Bounced ACH: \$35 fee. Bounced check: \$45 fee.

Payments can be mailed to or left at 1306 S 6th St. (inside or outside mailbox). Clearly label the envelope with your name and address. We are not set up for certified mail.

For shared rentals, rent is tracked per property, not per person. Submit one combined payment per property.

ACH changes require 7 business days to process.

Initial: _____

Maintenance & General Questions: mbcspi.com

Business hours: Mon–Fri, 8:00AM–4:30PM.

Submit maintenance requests online at mbcspi.com under 'Current Tenants' > 'Schedule a Service Call'. List all issues in one ticket, but select quantity '1'. Try to be descriptive in your service request.

A technician will call or text before arriving. If there is no response, the appointment will be canceled. To allow entry without prior contact, note this in the service request.

For general lease questions, use the website form or contact the general manager at (217) 622-0753. Please allow 2 business days for a reply. Note: this number is not monitored continuously and is not for maintenance.

Emergency Maintenance: (217) 525-5777

Call (do not text) the answering service at (217) 525-5777. Emergencies are considered as: no heat/AC during extreme temps, flooding, or major leaks. Issues such as a broken dishwasher, washer, dryer, clogged toilet, or non-functioning HVAC when the temperature is mild are not emergencies and must be submitted through the website.

Move-Out Procedure

At expiration, the lease automatically converts to a month-to-month agreement. You may choose to continue renting month-to-month, renew the lease, or vacate the property. A 30-day written notice is required before moving out, and the move out date may not be before lease expiration.

Property must be clean and undamaged with no items or garbage left behind (see tenant responsibilities). Focus on bathrooms, appliances, and cabinets. Replace burned-out bulbs, and leave nails in the walls.

Pet owners are required to have the carpets professionally cleaned.

Before leaving, place the keys, garage openers, and your forwarding address on the counter. Set the thermostat to 60°F in winter or 77°F in summer. Lock the unit and notify us once you have moved out.

Initial _____

Tenant Responsibilities

Furnace filter: change monthly — failure to change the furnace filter may damage the blower motor, which carries a \$450 replacement fee. There is a \$50 fee if we find a dirty filter again after a written warning

Routine Maintenance: Maintain batteries in smoke and CO detectors; report any issues with these devices. Change refrigerator filter and lightbulbs as necessary. Handle minor pest control (e.g., ants in summer, mice in winter). Unclog stuck toilet/drains. If attempts to resolve an issue fails, submit a maintenance request online.

Blinds: Tenants must purchase and maintain their own blinds, curtains, and shades. We can install with proper notice

Improvements & Landscaping: Any upgrades or additions—such as light fixtures, mirrors, ceiling fans, shelving, or satellite dishes—require prior approval. Tenants must purchase the item and leave it in the unit after move-out. We can install for free. Nothing can be mounted on the roof. Landscaping is allowed, and please let us know of your intentions beforehand.

Subcontracting: Tenants may not subcontract or charge bills to us without our permission

Smoking: not allowed indoors, including the garage. Smoking results in damage and deposit loss.

Damages: Faded paint, worn carpet, and other normal wear and tear is not deducted against the security deposit; scratches, holes, and stains are though. If damage to interior property is excessive (eg., ripped carpet, broken trim), the tenant will responsible for the full replacement cost of the damaged item. Odors from smoking, cooking, or pets are considered damage, and will likely result in deposit loss. Report any damage before moving out, so we can advise on repairs and try to help minimize charges.

Pet Owners: Clean up accidents immediately. If stains or odors remain on flooring after deodorizing and professional cleaning, the flooring will be replaced at the tenant's expense. By initialing below, I confirm that no stains or odors exist at the property at the time of move-in: **Initial**_____

Keys & Garage Openers

We provide two keys and two garage openers (unless noted) on possession date. Locks are under a master system and cannot be changed without written approval. We do not have keys to screen/storm doors.

Lost garage openers: \$100 replacement fee. Unreturned/lost keys: \$125 fee.

Lawn Care

We provide lawn care at our duplexes/apartments. Tenants in single-family homes are responsible for lawn care. Lawns are generally cut on a 7 day rotation, then reduced to 10-14 days. Dog waste must be picked up.

Security System

George Alarm monitors the security system. To check costs and set up service, call (217) 525-1334 (ask for Dawn).

Basement

All basements can flood. Therefore, store possessions on pallets at least 3 inches off the floor. George Alarm monitors the sump pumps and may contact you to schedule access for maintenance or service. **Initial**_____

Lockouts & Entry by Management

If able, we will assist with after hours if available; if we are unable, please contact a locksmith. We generally do not enter units but will provide notice when possible.

Tenant Signature: _____ Date: _____

Tenant Name (print): _____