



Tel. (866) 758-3831
Fax (866) 747-3598
paperstreetproperties.com

TENANT HANDBOOK

This addendum is hereby made a part of and incorporated into the Apartment Lease for

These policies and regulations are established for the purpose of maintaining a harmonious, safe and peaceful apartment community for the benefit of all Tenants. Please keep these policies and regulations in a readily accessible location for easy reference.

IMPORTANT CONTACTS

PROPERTY MANAGER for your apartment is:

Paper Street Realty LLC

Phone: (866) 758-3831

Email: team@paperstreetproperties.com

Maintenance Requests can only be submitted by phone at (866) 758-3831.

Emergency Maintenance

If you have an emergency that cannot wait until the next business day, you can call us at (866) 758-3831.

IN CASE OF AN EMERGENCY, SUCH AS A FIRE, FLOOD OR OTHER DANGEROUS AND POTENTIALLY LIFE THREATENING SITUATIONS, PLEASE CALL 911

TENANT GUIDELINES

RENT PAYMENT OPTIONS

Please call our toll free number and select Option 1 to learn about your rent payment options.

Options Include:

Pay rent online with your checking account, credit card or debit card

Save time and avoid late fees by paying your rent using your credit card, debit card or checking account online. Just go to paperstreetproperties.com and click the Pay Rent option.

Pay rent by phone using your checking account, credit card or debit card

Call us at **(866) 758-3831** to make a payment over the phone using your checking account, credit card or debit card. Select option 1 and a Tenant Relations Specialist will assist you in making your payment.

Pay rent by mail (Money Orders/Checks Only)

Or simply mail your payment. Mail payment prior to your due date to avoid late fees. Do not pay cash to the property managers or send cash through the mail. Please send rent by check or money order to:

Paper Street Realty
1641 W Carroll Ave
Ste 201
Chicago, IL 60612

Remember that late charges are assessed after the 5th day of each month.

Please put your name and rental address on your check/money order *every time* to ensure that you are properly credited with the payment.

Be sure checks/money orders are completed with names of Landlord and Tenant.

Paper Street will not be responsible for cash or incomplete money orders left on the premises.

MAINTENANCE - If a maintenance issue should arise, you may complete a maintenance request by calling us at (866) 758-3831. Be sure to provide the following:

- **Be specific about the problem and remember to include your name, address and the best number to reach you at.**
- **Permission to enter your home. Please submit a time when you will be available to let a vendor or repair person into the property. If you indicate that "Anytime" is acceptable, the management office will enter your unit in your absence.**
- **Tenants are responsible for securing any pets that the vendor may encounter on their visit to the property.**

Written or telephone requests for routine repairs and maintenance should be made during regular office hours **for best response**. Emergency calls should be reported immediately and will be handled immediately. No charge is made for repairs unless necessitated due to negligence or mistreatment by a Tenant. Maintenance requests can also be made at any time online at paperstreetproperties.com

LOCKED OUT? - Paper Street may keep extra keys for each property at the office. During regular business hours you may make an appointment to come in and pick up a replacement key for \$10 if there is one available. After business hours, keys are not available and you should call maintenance for assistance. The minimum charge for after-hours lockout assistance is \$75. If locks need to be changed, the charge could be as much as \$150 per lockset. To avoid getting locked out of your unit, consider the following:

1. It's a good idea to leave a spare set of keys with a friend/neighbor. However, if you hide the keys and they are discovered, the locks should be changed and it will have to be at your cost.

2. Be sure to carry all of your door keys (handle and deadbolt) with you. When vendors are authorized to enter a property to make a repair, they are required to secure the premises when they leave. That includes setting the deadbolts or locks whether you set them or not.

REPAIRS - Tenants should report any noticeable repair needs, defects or damages to plumbing fixtures, electrical outlets and fixtures or carpentry to management as quickly as possible. Tenants will be liable for damages caused by small repair problems that, if not reported in a timely fashion to management, develop into extensive damage to the apartment or building.

Under no circumstances or at any time should a Tenant attempt to make repairs to the physical building or apartment unit. This includes, but is not limited to, electrical and heating repairs, water systems, plaster, appliances or woodwork.

APARTMENT INSURANCE - Management hereby notifies Tenants that all Tenant valuables should be protected against all losses by a Renter's Insurance Policy. Management assumes **no** liability for **any** losses to Tenant's personal property, including fire, theft, water damage and earthquake.

INDEMNIFICATION - Tenants shall indemnify and hold Management, Owners and Management Agents harmless from all claims of loss or damage to property and injury to or death of persons caused by the intentional acts or negligence of Tenants, their guest or invitee, occurring on or about the building or apartment, including adjacent grounds (sidewalks, streets, etc.).

TERMINATION OF TENANCY - Upon tenant's decision to terminate the lease, a written 30 day notice is required. Management reserves the right to hold the tenant responsible to the terms of the lease.

Your apartment and the Tenancy hereby granted may be terminated if the Management gives the Tenant a 5-Day, 10-Day or 30-Day Notice (or applicable proper notice required by law). If the Tenant does not comply with this notice, then an eviction action will be commenced. This notice will be served on violation of any of the articles included in this agreement, in the "Chicago Apartment Lease" and any articles of any attached addendum.

RETURNED CHECKS - After a Tenant has had three (3) "returned check incidents" Management reserves the right to request future rent payments in a money order or cashier check form. No cash will be accepted.

Paper Street (the Manager) and Tenant, hereby acknowledge both delivery and receipt of, and agree to adhere to the policies of this Tenant Handbook.

Management Signature: _____ Date: _____

Tenant Signature: _____ Date: _____

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Lock replacement or installation is to be done by the Management only! The Management must have a key to all the building premises, apartments and storage lockers, for emergency purposes. Installation of knockers or attachments to any door is not allowed.

_____ (initial here) **I acknowledge and agree to the lock out procedures as detailed above**

FOR OFFICE FILING

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