



TENANT GUIDE

*At Omnicon Rentals we provide a clean and comfortable place
that you'll be proud to call home.*

*Our properties are located conveniently close to the University of Michigan's
central campus area. In addition, we offer comfortable family housing to the
general public.*

*We give our tenants a pleasant renting environment with a reliable maintenance
team available 24 hours a day, 7 days a week. We also recognize the importance
of maintaining a healthy, respectable tenant / landlord relationship and are
responsive to our tenants' suggestions and concerns.*

OMICRON RENTALS CONTACT INFORMATION

ADDRESS:

127 Adams St.
Ann Arbor, Mi. 48104

OFFICE PHONE.....734-545-0667

OFFICE FAX.....734-994-9696

EMERGENCY MAINTENANCE.....734-545-0667
(Emergency Maintenance number is only to be used after normal business hours)

E-Mail.....info@omnicron-rentals.com

Website.....www.omnicron-rentals.com

OUTSIDE SERVICES

ANN ARBOR POLICE.....734-994-9211

DTE ENERGY.....1-800-477-4747

CITY OF ANN ARBOR WATER DEPARTMENT.....734-994-2666

COMCAST.....1-800-comcast

U of M CAMPUS INFORMATION.....734-763-4636

STUDENT LOCATOR.....734-764-2330

MOVING IN

Dear Tenants,

This section will answer any questions you may have about your move in day. We want to ensure things go smoothly for you!

*Sincerely,
Property Management*

MOVE IN COSTS: Please ensure that all move-in costs have been paid in full. This includes application fees, security deposits, and the full 1st months' rent. In order to obtain keys all balances must be paid by the first day of the lease.

KEYS: Please ensure that you make an appointment to pick up your keys during our normal hours of operation on your move in date. If you do not make the deadline on move in day you will have to wait until the following business day, excluding holidays to obtain your keys.

RECEIVING YOUR MAIL: Please ensure upon move in that you place your name(s) on the mailbox! It is the policy of the postal service that they will not deliver mail without names of residents displayed on the boxes.

RENTAL PAYMENTS: Our rental payment policy is strictly NO CASH. This protects both our residents and us. We ask that all payments be made in the form of a check, money order, or cashier's check. Ensure that your address is written clearly in the memo field, the numerical amount matches the written amount, and the check is signed.

MAKE ALL CHECKS PAYABLE TO: Omnicron Rentals

RENT IS DUE ON THE FIRST OF EACH MONTH: Rent must be paid in full and with one check per address. Any rental payment received after the 5 calendar days from the due date will receive a fee of \$75.00. There will be no exceptions after the 5th calendar day. Holidays and weekends are NOT excluded from this policy as we have a drop box located at our office to the left of the front door. Be further advised that all balances must be paid in full. Any balance left unpaid will access a late fee. Non-sufficient funds payments will access a \$100.00 fee plus late charges.

WHAT HAPPENS IF RENT IS NOT PAID? If rent is not received by the 6th calendar day after the due date a late fee will be applied. After which a "7 Day Demand for Possession for Nonpayment of Rent" will be issued. Following this notice you will have 7 days to make the payment or the issue will go to our legal staff. From there we go to court for eviction. Eviction and collection issues should be taken very seriously! Unpaid balances, money judgments, and evictions seriously impact one's ability to rent another apartment, finance vehicles, and even interfere with obtaining a mortgage.

SEND/DROP OFF AT: 127 Adams St., Ann Arbor, Mi. 48104

UTILITIES: Remember to contact the utility companies 10 DAYS ahead of time to ensure service is in or out of your name.

THE IMPORTANCE OF RENTERS INSURANCE: We highly recommend that all residents obtain renters insurance to cover your personal belongings. You should be aware that our

insurance only covers the structures/ buildings and not your personal items! For example, in the event of a fire, flood, or theft you will be referred to your insurance company by our offices to cover the costs of your damaged/ stolen personal items. The choice, not to obtain renters insurance, is at your own risk!

MOVE-IN INVENTORY CHECKLIST: In your move-in packet you will find a move-in condition form. This form is extremely important! Have this form filled out and returned to our office within 7 days of move-in.

PARKING: At the beginning of each school year new hang tags will be distributed to all new and Omnicron Rental residents. Parking notices will be sent to all renewing residents to remind them to obtain their new parking passes. Failure to have your parking pass displayed will be subject to tow WITHOUT WARNING at the expense of the vehicle owner. All of our lots are on auto tow. If your vehicle has been towed you will need to contact the towing company. The number will be displayed on the signage displayed in the parking lots. Do not call our emergency maintenance department. They cannot assist you with obtaining your vehicle. Our parking rules and regulations are in place due to a shortage of parking in Ann Arbor. Omnicron has arranged sufficient parking to ensure that each tenant has a parking place.

MAINTENANCE GUIDE

If you have a maintenance issue that required attention, please call it in when you notice it. Don't delay calling in an issue. Especially when it involves water leaks or heating! When you do call or submit a maintenance request online please ensure that you have completed the following:

- Go to our website and obtain our repair form under the tenants tab.
- Your name and complete address.
- Any special requests such as "call first" or do not enter.

EMERGENCY ENTRY: In an emergency situation we reserve the right to enter any apartment for flood, fire, possible gas leak, etc.. This will ONLY be done in the event of an emergency and you will have a letter left to explain why the entry was necessary.

LOCKING DOORS: Be advised that it is our policy to lock doors. Please do not leave a note requesting that maintenance leave your door unlocked. We cannot accommodate this.

MAINTENANCE TIPS & ADVICE

LIGHT BULBS: Provided by Omnicron Rental. Call when replacements are needed.

ELECTRICAL OVERLOADS: Be advised that our technology today at times can be too much for an older home or apartment and may result in blown fuses and electrical shorts. If you

are trying to for instance run a microwave, computer, and small fridge in the bedroom and results in blown fuses on a regular basis it is not the result of “bad wiring” and we will not rewire the room for you. It is not reasonable to expect that a home with multiple bedrooms can handle that much demand.

TOILET: There are many products on the market right now that claim to be “safe to flush”. FALSE! These items are harmful to the plumbing and will cause the toilet to plug up. Do not flush the following:

- **TOILET CLEANING WAND HEADS**
- **FEMININE PRODUCTS**
- **BABY WIPES**
- **PAPER TOWEL**
- **KLEENEX**
- **FLUSHABLE CAT LITTER**

If it is determined that any of these items have been the cause of a toilet overflow the resident will be charged!

If you notice that your toilet is backing up, do NOT just flush it again. It will overflow; you must use a plunger to clear the blockage. When the water level starts to go down after several plunges, test flush. If it still seems to be plugged afterwards, call maintenance.

PATIO AND LAWN FURNITURE: At no time is there to be upholstered indoor furniture on a porch, patio, or deck. This is not only unsightly, it is a fire hazard. The only outdoor furniture we allow is that which is appropriate for placing in an outdoor setting.

ON CALL EMERGENCIES: We do not come in after hours for laundry machines not working, light bulbs, disposals, or someone being parked in “your spot”. Kindly use common sense when determining a real emergencies vs. something that can wait until regular business hours.

BELOW IS A LIST OF EXAMPLES OF WHAT IS TO BE CONSIDERED AN EMERGENCY:

- Security Breach- broken out windows, busted in doors, no hallway or common lighting throughout the building and/or any inability to secure an apartment.
- Any water leak that cannot be contained. A small drip under a sink trap that can be contained with a bucket is not an emergency.
- Gas leaks
- Loss of power in unit. It must be the entire unit or loss of power in the kitchen area affecting the stove or fridge.
- A nonfunctional toilet- provided it is the only bathroom in the unit.
- No hot water
- No heat- In order to be considered a no heat it needs to be below 68 degrees 4’ off the floor from the center of the room per City of Ann Arbor code. Anything above this called in as an emergency would be charged back. Additionally you should be aware that if we arrive for a no heat call and find a window open in the unit, we will charge for the

- time.
- Sewer backups for frozen pipes.

REASONABLE TIME: With the volume of work orders and varying degrees of issues it is common to at times have to wait for a work order to be completed. Omnicron offers emergency Services 24/7. Call Mark at (734) 730-3436.

DISHWASHERS: Do not place plastic disposal non dishwasher safe flatware, cups, or plates. They will melt and possibly cause damage to the dishwasher. Only use automatic dishwashing detergent in your dishwasher.

GARBAGE DISPOSALS: Are only designed to rid your sink of small amounts of refuse. Any non-food item put down a disposal that requires maintenance to repair or replace the unit will be tenant charged.

RANGES: Clean up all spills on the burner elements to prevent them from smoking when you turn them on. You can pull out the elements and place the metal drip pans in the dishwasher to remove grime that will cause smoking. This also applies to the inside of the oven as well, if you notice a spill clean it up promptly. Some electric ranges have a “bake/ broil” knob option along with an oven temperature knob.

AIR CONDITIONING: Window or sleeve unit air conditioners are not designed to work like central air systems. Nor should you expect that they will ‘reduce allergens’. Dusting and cleaning reduce allergens, not air conditioners. They do not have h.e.p.a. filters. If you find your air conditioner is not working correctly prior to calling maintenance try checking the following items: is the vent control knob in the correct position? It should be in the closed position. Check the filter is it dirty? If it is one of the models with a permanent filter remove it and clean it by rinsing in under the sink and blotting it with a paper towel. If you find the unit is still not working call maintenance.

LAUNDRY MACHINES: When reporting a washer or dryer is not working in a unit with multiple machines please be specific as to which machine is having the issue. You might also as a courtesy to your house mates place a note on the machine advising it is not working and that maintenance has been called.

SMOKING ORDINANCE: You should note that any smoking damages caused during your tenancy to the unit will be charged back to you. Burn holes in carpets and on hardwood flooring cannot be “patched” thus the flooring will have to be replaced at your cost if we determine that smoking has been the cause. Severe yellowing of the walls.

RENEWING YOUR LEASE: Before the leasing season begins each year, Omnicron Rentals will send renewal offers. You will, at this time, have the opportunity to renew your lease prior to our placing the unit back on the market for a new resident. You must however, have your renewal lease signed before the beginning of the leasing season or your residence will be offered to others. Please be advised we do, unfortunately, at times find it necessary to opt NOT renew a lease agreement and reserve our right to do so.

If your wish to stay but have new roommates because the current ones are moving on you may

do so by having them come to the office and apply.

SUBLET: Should you choose to sublet, be aware that YOU are responsible for the apartment, as your name is still on the lease. The person you wish to sublet must fill out an application. Then, upon approval, can fill out the sublet agreement with Omnicron Rentals.

****Note if we find that you have an unregistered sublet living in your apartment be advised that we will still apply the \$100.00 fee to your ledger to your monthly rent costs. They will still need to apply. Until they do so, should there be a lockout or other maintenance issue, Omnicron Rentals will not be able to accommodate them as they are not supposed to be residing there.**

LEASE AGREEMENT: Should you choose the option of signing your lease to another party, be advised that they will have to go through the same application process as you did. Upon approval the lease will reassigned and an addendum will need to be completed. Note that in a reassignment situation the security deposit you paid will not transfer to the reassignment.

*****Note that as in a sublet agreement if there are multiple people signed on the lease, all of the residents will have to be in agreement and sign the addendum.**

SHOWING OF YOUR RESIDENCE: If you have decided not to renew your lease for the following year, Omnicron Rentals will require access to show your apartment until it is leased. You will be notified before the tour is to take place.

MOVING OUT: Review the contents of your lease to know the exact move out time and date refer to your lease. It will explain when you need to vacate the apartment. In addition, you can obtain move-out instructions from our website.

A representative of the company will conduct a move-out walk thru after you vacate and all damages will be noted.

*****Note that we do not provide inspections prior to move-out. If you have concern regarding inspection damages take photos or video for your records.**

*****Note that any items left behind will be disposed of. We do NOT store items found left behind in apartments regardless of the value of them. Nor will we be held responsible for them.**

HOLD OVER POLICY: Regrettably, we cannot allow residents to “hold over” when the lease ends you must vacate the unit. As we need to prepare for the new residents coming in. We cannot allow for additional time. Any tenants found to be “holding over” the property will be charged one and one half times the rent stated on the lease.

FINAL PAYMENT OF RENT: Security Deposits are not permitted to be used as final rent payment.

SECURITY DEPOSITS: From the date that you turn in your keys and provide us with a forward address, Omnicron Rentals has 30 days to place the security deposit in the mail to you. You will receive an itemized inventory list of the condition of your residence which will include

charges if any, against your deposit along with the balance if any, of your deposit.

***Note that once you turn in your keys if you have opted to move out prior to the expiration of your lease agreement you have relinquished possession of the apartment back to us. You CANNOT sublet your apartment after giving possession back to Omnicron Rentals.