GOLDEN KEY
REAL ESTATE & INVESTMENTS

Property Management
Rules & Regulations

Rules and Regulations for Residents

We highly recommend you reference these Rules & Regulations or your Lease Agreement to answer all your questions. We take pride in keeping our properties clean and safe for all residents, and we can maintain this if all our residents follow these rules and regulations. Online Payments Service Fees: ACH - $2.00 Service Fee ; Credit/Debit - 3% Service Fee

1. **Rent is due on the 1st of each month**. Late fees start on the 6th of the month. *(We accept online payments through Tenant Portal or in office in the form of a Western Union or MoneyGram money order NO cash!)* ***LATE rent is NOT accepted online, NO EXCEPTIONS!***
2. **All residents are responsible to make rent payments online**. Please note that online payments take three business days to clear from your account. After two returned payments, residents will be restricted from making online payments and will need to be dropped off directly to the office. **An NSF of $45.00** must be paid for any returned payments.
3. **ONLY EMERGENCY calls are accepted after hours**. Emergency repairs can be submitted through the tenant portal or you must leave a detailed voicemail with our emergency repair answering service. After hour phone calls regarding an inquiry about your lease or non-emergency work orders are subject to a *$50.00 service fee.* Submit all requests through the Tenant Portal.
4. **Evictions are POSTED every 10th of the Month**, *$50.00 charge to the tenant if notice is posted.* Notices are posted when no communication or arrangement has been made by tenant.
5. The interior must be taken care of. Be cautious where you hang items or place furniture.
6. **No broken blinds,** the tenant is responsible to replace broken blinds. Tenant cannot use foil or other unsightly material to cover the windows. No neon or flashing signs are allowed on the windows. *Violations will be sent and the tenant is subject to a $50 Violation Fee.* If not corrected after the 1st Violation Fee, Tenant will be charged for the replacement of new blinds.
7. No horseplaying! Tenants will be charged for any damages caused by horseplaying.
8. **Do Not** alter any interior and/or exterior fixtures.
9. **Tenant MUST change AC filter monthly** or will be charged for ac repairs due to dirty ac filters. **Do Not store any items in the ac closet** this will cause your ac unit to overwork and ac issues in the future. You will be charged for any ac repairs if it is found that you are storing items in the ac closet.
10. **NO SMOKING** of any kind is allowed inside the units, and/or balconies, tenants will be fined *$50.00 Violation Fee* after the 1st warning and tenant will be charged to deodorize.
11. Tenants must keep patios/balconies clean and uncluttered. Tenants are responsible to keep the area clear of all debris/trash including cigarette buds. Patio furniture is permitted. Folding chairs, book shelves, pools, cushions, mops, brooms on the patio/balcony are not permitted. *Tenants will be charged $50 Violation Fee every week until items have been removed.*

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12. BBQ pits are not allowed in the common area, they must be stored in the patio/balcony area with proper bbq cover. BBQ pits must be 10 feet away from the property when in use.
13. No unauthorized pets are allowed on the property unless authorized by the owner. If an unauthorized pet is on the premises tenant will be charged a $300 Pet Violation Fee as per lease agreement, plus $50 each day until the pet is removed or approved by our office.
14. Tenants are responsible to pick up after their own pet. *A violation fee of $50* will be charged to those who violate this rule after the 1st warning.
15. **No trash left on the grounds or by the trash bins.** All trash must be disposed properly into the container. NO FURNITURE is allowed to be disposed of in or near the trash containers or anywhere on the property. *You can be fined up to $500 for illegal dumping.* If the bin is full FIND ANOTHER BIN, DO NOT LEAVE ON THE SIDE OR OVERFILL THE BIN. We encourage our residents to be proactive and decent when it comes to tossing the trash.
16. Do not block the trash container or mailbox area. (Please leave the lid open to trash and if it is closed please open it to toss out your trash).
17. No mechanical work is allowed in any of the parking areas, (NO MOTOR OIL STAINS). The tenant will be charged for oil stain removal. No junk vehicles or vehicle parts (tires, batteries, etc.) may be left on the property. Tenant will be charged to remove those items along with a *$100 Violation Fee. Junk vehicles will be towed at tenants expense if the vehicle is is not removed after office has notified tenant to correct this matter.*
18. A minimum $50.00 TripFee during office hours and $100 Trip Fee after hours, (may increase up to $200 depending on time) will be charged to the tenant to open locked doors or gates. Only if agents are available. This trip fee must be paid at the time of service, no exceptions.
19. Some properties may require Tenant to pay $45 for any non-emergency normal wear & tear repairs, 9 months after their lease start date. These repairs include: loose toilet seats, toilet flapper, loose hinges on doors and cabinet doors, broken light switches, loose door knobs, ac grill, dryer ducts, weather stripping. We HIGHLY recommend you still submit these repairs to avoid being charged more from your security deposit at the time of move-out.
20. Please park on your own assigned parking spots. Unauthorized vehicles will be towed at vehicle owners expense without warning. Tenants and their guest are not allowed to park in other residents' parking spots. You will be charged a *$50 Violation Fee* each time this rule is broken. No warnings will be given.
21. **PLUMBING REPAIRS:** Do NOT flush wipes, flushable wipes, and or anything that will obstruct the plumbing. Wipes, flushable wipes, and too much toilet paper is known to clog toilet drains causing a plumbing issue for the entire property. If it is found you are flushing wipes or items that cause plumbing issues you will be responsible for this repair costs. This cost must be paid the day of service.
    Please use Drano or a drain snake to unclog shower drains. Clogged drains may be due to hair or food. If those options do not clear the drain you may submit a maintenance request through the tenant portal. Plumber will determine what caused the

clog, and if it is due to tenants negligence due to hair, food or any obstruction caused by tenant, tenant will then be responsible to cover this repair the day of service.

22. Resident shall refrain from creating any noise that is disturbing to other residents between the hours of 10pm and 8am, any disturbances after hours must be reported to the police. This is not considered an Emergency after hours; you must report incidents to police and we recommend tenants to share the incident report through the tenant portal to our office.
23. No antenna/s or any other object should be on top of the roof of the property, or attached.
24. **Tenants MUST complete the lease term dates,** no exceptions. Please review our Early Termination form if you have any questions, all accounts that are not paid in full are sent to collections. You may set up a payment plan with our office to avoid being sent to collections.
25. Your Inventory Condition Form must be returned within 5 days of move-in, if not returned unit will be considered in excellent conditions, this can be submitted with photos on your tenant portal. **(Inventory condition forms are NOT considered a request for repairs, repairs must be reported separately as a maintenance request).** We highly recommend this information is submitted to our office to protect your security deposit when you are moving out.
26. 30-Day Notices must be provided through the Tenant Portal with the Move-Out packet fully signed and acknowledged. Pre-Inspections are available with a $50 pre-inspection fee.

I have read and understood the rules and regulations. I acknowledge that it is my responsibility to adhere to these regulations while residing in any property managed by Golden Key Property Management Group LLC.

Signature	Date	Address
Signature	Date	Address

Rules & Regulations Updated: 2/2025