



# New Resident Handbook

The New Resident Handbook is filled with important information you will need during your entire stay with us.

Please read all the information carefully and keep this book for reference.

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# Luxury Townhouse Management

Welcome to Luxury Townhouse Management! We would like to thank you for making one of our rental properties your new home. We hope that all of our staff here at LTM will make your stay with us a pleasant experience.

This book is full of valuable information that you will need during your entire stay with us at LTM. Please read through ALL of the information before your move-in date to ensure that you can abide by, and agree to, all the policies we have here at our communities. If you have any concerns with anything in this book, please contact our main office to discuss them immediately.

Please keep this book in a safe place so you can refer to it at anytime during your stay with us. Our friendly staff is always ready to assist and handle any situation that may arise. Please feel free to contact us at any of the numbers listed below.

## Main Office

**Phone:** 865-690-6681

**Mailing Address:** 9052 Middlebrook Pike, Knoxville, 37923

For GPS Use: 1019 Summer Wood Road

**Office Hours:** Monday - Thursday

8 a.m. - 5 p.m.

Leasing: Lisa - [lisam@luxurythm.com](mailto:lisam@luxurythm.com)

Payments: Tammy - [tbridges@luxurythm.com](mailto:tbridges@luxurythm.com)



## LTM Email

LTM will often use the email address you provided us on your move-in form to contact you. When we send an email about the community, we will always put LTM in the subject line so you know it is from us. If you would like to email us, please use the address [info@luxurythm.com](mailto:info@luxurythm.com).

## Pest Control

We provide pest control on a monthly basis. We will email you a day or two before they come. The pest control man will not leave a note. We cannot reschedule them for a different day.

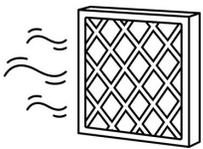
*If you have unfriendly pets, please make arrangements for them so that pest man is able to spray inside your home on pest control day.*

If you have additional pest issues, please call us and let us know.



## HVAC Filter Changes

Every 2 months, our maintenance staff will be around to change the air filters on your HVAC unit(s). This preventative maintenance keeps air flowing in your home and keeps units in good working condition. We try to schedule filter changes every other month on the same day as pest control. We will email you a few days prior so you are aware we are coming. Please make sure your units are accessible and our maintenance staff can enter your home.



## LEASE ADDENDUMS

You will be asked to sign the following lease addendums along with your lease agreement when you move in. If you have any questions about these addendums, please contact your leasing consultant prior to your move-in date.

- Smoke Detector and Fire Extinguisher Addendum
- Drug-Free Housing Addendum
- Mold & Mildew Addendum
- Freeze Warning Addendum

# Mowing & Landscaping

You will be responsible for maintaining your own lawn and landscaping at Ridge Creek Farms. This includes mowing, trimming bushes and weed eating. LTM will mulch once a year in Spring. You will be expected to maintain your lawn on a regular basis. If you do not, you will be in breach on your lease.



## Utilities

### Electric

Volunteer Electric Cooperative  
VEC.org  
Phone: 423-334-5721

### Water

Watts Bar Utility District  
WBUD.org  
Phone: 800-882-5099

### Internet

Verizon Wireless  
Verizon.com  
HughesNet.com

### Sewer - Septic System

Your home is on a septic system. Please be sure NOT to put any of the following items in your system and follow the septic guidelines on the next page.

### Satellite

HughesNet.net  
Dish.com

### Phone / Landline

AT&T  
1-888-202-2304  
Attservices.com

### Trash Collection

Superior Sanitation  
423-887-5769

### Trash Drop-Off

Roane County Landfill  
865-590-7779

### Things You Should Never Put in a Septic Tank



Sanitary napkins or tampons



Paper towels



Plastics



Paint



Paint thinners



Gasoline



Grease



Fat



Oil



Motor Oil



Cat litter coffee grounds



Cigarette butts



Insect or weed killers



Photographic chemicals



Solvents



Dental floss



Disposable diapers



Earplugs

## Welcome! Did you know this property is served by a septic system?

Please help us be SepticSmart by taking steps to ensure that our septic system continues to operate as expected – helping protect the environment and ensuring a good stay. Whatever goes down our toilet, sink, or shower pipes ends up in our septic system and affects how well it works.

### Please do your part to be SepticSmart by taking these simple steps:

- ✓ **Think at the Sink!** Please keep grease, fats, harmful chemicals, and hair out of the drain. They can clog or damage our system and can cause an expensive plumbing mess.
- ✓ **Don't Overload the Commode!** Please do not flush non-degradable items such as dental floss, diapers, wipes, hygiene products, or hair.
- ✓ **Be WaterWise!** Stagger use of water-based appliances among house guests. All of the water in this home's pipes ends up in the septic system. Efficient water use improves the operation of a septic system and reduces the risk of failure.
- ✓ **Be Mindful of Guests!** If there are more people staying in our home than our septic system was designed to support, your guests may overload the system and mess up your stay. This is one reason why we cannot accept more than the maximum number of guests.
- ✓ **When in Doubt, Follow an Easy Rule of Thumb:** Do not flush anything besides human waste and toilet paper. If you perceive an issue with our plumbing, please call our office at 865-690-6681. In the rare instance that sewage should back up into our home, avoid contact with it.

*Following these easy steps will not only avoid septic system issues but will also help ensure an enjoyable stay.*



# Maintenance

## Reporting Maintenance Requests:

There are 3 ways to contact our office with a maintenance request:

1. Call the main office at 865-690-6681
2. Submit a maintenance request form on our website at [WWW.RIDGECREEKFARMSTN.COM](http://WWW.RIDGECREEKFARMSTN.COM) with the maintenance request form.
3. Email a request to [INFO@KNOXVILLERENTALHOMES.COM](mailto:INFO@KNOXVILLERENTALHOMES.COM)

## About Maintenance Requests:

- ◇ LTM strives to complete all calls within 2 business days.
- ◇ LTM cannot schedule a specific time to complete your request.
- ◇ Please put animals up so our maintenance staff can enter. If animals are not secured, our staff may not be able to complete your request.
- ◇ Once you have made a request, anticipate our staff entering your home.
- ◇ Please try to acknowledge the date and time your request was given to our office.

\*If your maintenance request was not completed within 2 business days, please call the main office at 865-690-6681 and speak with the property manager.

## PLEASE REMEMBER:

- Regular maintenance hours are 8 a.m. -5 p.m. Monday - Friday.
- If you have an emergency, **CALL** in your request immediately.
- Only use email or maintenance form for non-emergency issues.
- Please do not stop our staff and ask them to take care of a maintenance request without reporting it to our office. We need the paper trail to ensure all requests are taken care of.
- ***Please be respectful and do not use our staff's cell phone numbers to contact them.*** If it's after hours, we have an answering service that answers our office phone. They will then contact the appropriate people.

## After Hour Emergency Maintenance : Call 865-690-6681

Please use good judgment and common sense with respect to our emergency services. We will only come out if it is an EMERGENCY.

Emergencies Include:

1. Air conditioning/heating malfunctions (depending on temperature outside)
2. Major plumbing/breakage of pipes, flooding etc. (clogged toilets & drains are not emergencies)

# FREEZE WARNINGS

In the winter months, there are certain times when LTM will issue a freeze warning via email. During these cold temperatures, it is possible that your pipes can freeze and burst, causing damage to the house and your belongings.

To prevent your pipes from freezing, our residents ***MUST*** follow the procedures below EVERY TIME the temperature falls below the freezing mark.



## FREEZE WARNING PROCEDURES



- Please make sure ***ALL*** of your faucets in the house are dripping. You must drip both the hot and cold side of each faucet. If you have one handle for both hot and cold, run the water until the hot water comes out then switch to warm and drip. Drip all sinks (kitchen and bath) and all tubs and showers.
- Please open your sink's cabinet doors to expose the pipes to the warm air in your home.
- Please check your outside water hook-up to ensure that they are covered with a Styrofoam faucet cover and that no hoses are connected. (LTM installs covers every winter during our winterizing procedures. Some years it warms back up a bit and you may use your hose. Please check to make sure you have not removed the cover)

**IMPORTANT** : Be sure to keep them dripping ALL day and night if the temps do not go above freezing. The longer the temperatures stay cold, the more likely it is to have pipes freeze.

***If you do not follow these procedures listed above and you have a pipe freeze in your home, LTM will hold you, the resident, accountable for the damages.*** The cost to repair frozen pipes and/or water damage could run anywhere from \$50 to over \$1,000, so please follow the procedures carefully. We realize that this will cause your water bill to increase slightly, but it is no comparison to the bill you will receive for damages.

# Renter's Insurance

Luxury Townhouse Management strongly recommends that you get renter's insurance to cover your personal belongings. In the event of any accident causing damage to your personal property, we are not responsible. (i.e. flood, fire etc.) Renter's insurance is an inexpensive way to assure that your property is covered.

*All residents are required to sign a mold & mildew addendum prior to move-in.*

## **TIPS FOR PREVENTING MOLD AND MILDEW**

Please help minimize mold and mildew growth in your home by taking the following actions:

- Open windows frequently when the weather is dry to allow an exchange of air and permit the introduction of sunlight throughout your home. It may help if you run the fan on your furnace to circulate fresh air throughout your home during these times.
- In damp or rainy weather conditions, keep windows and doors closed.
- If possible, always maintain a temperature of between 50 and 80 Fahrenheit in your home.
- Clean and dust your house on a regular basis, wipe down and dry areas where moisture sometimes accumulates, like countertops, windows, and windowsills.
- Use the pre-installed bathroom fan when bathing or showering and allow the fan to run until all excess moisture has vented from the bathroom.
- Use the exhaust fans in your kitchen when cooking or while the dishwasher is running. Allow the fan to run until all excess moisture has vented from the kitchen.
- Limit houseplants to a reasonable number to keep the moisture level in your home at a minimum.
- Ensure that your clothes dryer vent is properly connected and clean the lint screen after each use.
- When washing clothes in warm water, watch to make sure that condensation does not build up within the washer and dryer closet; if condensation does accumulate, dry with a fan or towel.
- When it's humid outside, the use of a personal dehumidifier will help regulate humidity levels in your home and create a more comfortable environment.
- Thoroughly dry any spills immediately.
- Do not overfill closets or storage areas.
- Do not allow damp or moist stacks of clothes or other cloth or paper materials to lie in piles for an extended period.
- Immediately report to the management office any evidence of a water leak or excessive moisture in your home, storage room, garage, or any common area.
- Immediately report to the management office any evidence of mold or mildew-like growth that cannot be removed by simply applying a common household cleaner and wiping the area. Also report any area or mold or mildew that reappears despite regular cleaning.
- Immediately report to the management office any failure or malfunction with your heating, ventilation, or air conditioning system. As your lease provides, do not block or cover any of the heating, ventilation, or air conditioning ducts in your house.
- Immediately report to the management office any inoperable windows or doors.
- Immediately report to the management office any musty odors that you notice in your home.

## RENT PAYMENTS

Rent is due on the 1st of every month. We give you a grace period until the 5th of each month without penalty. On the 6th, a **\$55 late fee** will be added. Weekends and holidays are no exceptions.

Please bring/send your rent to the Knoxville main office. We accept checks, cashier's checks and money orders. Currently, we do not accept any form of electronic payments. You can drop off your checks during office hours, drop checks in the night drop slot by the front door at any hour, mail checks to the address listed below or have your bank automatically mail us a check directly from your bank account.

Please mail rent to:      Luxury Townhouse  
                                  9052 Middlebrook Pike  
                                  Knoxville, TN 37923

A **\$45 NSF fee** will be charged on all returned checks. Once we have received two NSF checks, you will be required to pay your rent with a money order or cashier's check.

*\* Please remember to make sure your house address is on your check. \**

## SATELLITE DISHES

In accordance with the FCC regulations:

- ◇ We prohibit placement of satellite dishes on rooftops, window sills, common-use areas, and outside walls.
- ◇ They can be placed on patios, but no holes may be drilled in any outside walls, roofs, windows, wooden railings or in brick. No part of the dish or antenna can extend beyond the patio walls or deck railings.
- ◇ Please be sure your patio is facing the correct direction to receive a signal before purchasing a satellite dish.
- ◇ If you install a satellite dish during your stay, you will be responsible to remove it when you vacate or you will be charged for removal.

# PET POLICY

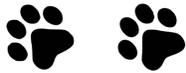
Luxury Townhouse has a \$300 non-refundable pet fee required for each pet that occupies your home. This fee is to house the animal and is not used to cover any damages incurred by the pet.

We do have the following breed restrictions: NO Chows, Pitbulls, Rottweilers, Dobermans, and /or German Shepherds or any other breed we may deem to be of an aggressive nature.

If you would like to get a new or additional animal in your home, the office must be contacted and approval must be given. We do have "pet" and "no pet" homes. We then need the fees paid prior to bringing the new animal home.



New Animal: \$300 Fee



Additional Animal: \$300 Fee



## PET RULES

1. EVERY pet must be authorized by LTM.
2. A non-refundable \$300 pet fee must be paid on EVERY pet.
3. While outdoors, pets must be on a leash and supervised by the resident. Cats are not allowed to roam.
4. Pets cannot be chained up or staked outside.
5. Pets cannot be left on the patio/decks unsupervised.
6. All pets must be spayed or neutered
7. **Any pet in your home over a 24-hour period constitutes a pet fee.**
8. Please refrain from walking your animals in your neighbor's yard.
9. Residents are responsible to clean up after their pets at all times.
10. For the safety of your pet and our staff members, please make sure pets are put up during maintenance and pest control visits.

*\* Failure to follow these pet policies and/or rules is considered a breach of your lease and could lead to eviction.*

# VEHICLE/DRIVEWAY/CARPORT RULES

- ◆ LTM must have a list of all vehicles that will be at your home on a regular basis, in case of an emergency.
- ◆ All vehicles must have up to date tags.
- ◆ All vehicles must be in operable condition. (i.e. no flat tires or broken windows)
- ◆ No limo's, recreational vehicles, delivery trucks, work trucks w/ equipment, tractor trailers, bobcats, construction equipment, or any vehicles of this sort can be parked on property without written permission from LTM.
- ◆ Please do not park in the grass.
- ◆ If you have a recreational vehicle (i.e. campers, 5th wheel, boats), it may be neatly stored in your driveway/carport, but must be uninhabited.
- ◆ LTM recommends parking in your garage or driveway. In the event that you or a guest must park in the street, please be courteous to your neighbors. Do not block mailboxes or park in a position that makes it hard to pass your vehicle on the street. LTM will ask you to move or tow your car if we receive a complaint.
- ◆ Residents must keep all driveways and carports neat, clean and free from debris. Please use garage and/or storage area to store toys, lawn equipment and other personal belongings.

LTM reserves the right to tow any vehicle at the owner's expense that is not in compliance with the above rules & regulations. All residents are responsible to convey these rules to their guests.

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## Roommate Policy

### **Adding a Roommate**

To add a roommate to your lease, the roommate must fill out an application and pay a \$40 application fee. After the new roommate is qualified by Luxury Townhouse, both the current resident(s) and the new resident must sign a roommate addition form and then the lease. Please be aware that any roommate put onto a lease is held responsible for ALL the terms of the lease, including payment. Any roommate added will have full access to the house.

### **Removing a Roommate**

To remove a roommate from a lease, you must first get the managers approval to release the roommate. Once approval is given, we must have ALL parties on the lease sign a roommate release form, even the roommate leaving. Once signed, the roommate(s) staying are fully responsible for the lease. The roommate leaving will no longer have access to the house.

# SAFETY PRECAUTIONS FOR RESIDENTS

## **Personal Safety While Inside Your Home**

- Become acquainted with your neighbors. The better you know them, the better you are to detect possible problems.
- Instruct children and babysitters not to give out any information about who is home, who is out, or for how long someone will be gone.
- Dial 911 for emergencies.
- Lock your doors and windows—even when you're inside.
- Use dead bolt locks on the doors while you're inside.
- Close curtains, blinds, and window shades at night.
- When answering the door, see who is there by looking through the window or peephole. If you don't know the person, first talk with him or her without opening the door. Don't open the door if you have ANY doubts.
- Never allow a stranger access to your home - even if they claim it is an emergency.
- Always check the ID of any trades people, sales reps, police officers, and other professionals who wish to come inside your home.
- Be careful in giving out duplicate keys.
- Don't put our name, address, or phone number on your key ring.
- If you're concerned because you've lost your key or because someone you distrust has a key, ask management to re-key the locks. You have the right to have that done, as long as you pay for the re-keying.
- Check your smoke detector monthly for dead batteries or malfunctions.
- Check your door locks, window latches, and other security devices regularly to be sure they are working properly.
- Immediately report the following to management:
  - \*Any needed repairs of locks, latches, doors, windows, smoke detectors, and alarm systems
  - \*Any malfunction of other safety devices outside your dwelling, such as burned out lights in parking lots, blocked passages, etc.
- Mark or engrave identification on valuable personal property.
- Report unusual, suspicious, or obscene phone calls to the police.

## **Personal Safety While Outside Your Home**

- Carry your door key in your hand, whether its daylight or dark, when walking to your entry door. You are more vulnerable when looking for keys at the door.
- Use all locks while you are gone.
- Leave a TV playing softly while you're gone.
- Tell your roommate or spouse where you're going and when you'll be back
- Don't walk alone at night. Don't allow your family to do so.
- Don't hide a key under the doormat or a nearby flowerpot. These are the first places a burglar will look.

- Set lamp timers when you go out in the evening or go away on vacation.
- Let the manager and your friends know if you'll be gone for an extended time. Ask your neighbors to watch your dwelling or call your local law enforcement office to request the same.
- While on vacation, have your mail temporarily stopped by the post office or have a friend pick up your mail daily.
- If you suspect your home has been broken into, immediately call 911 from a neighbor's phone. Do not go inside and risk confronting the burglar, or destroying evidence.

## **Personal Security While Using Your Car**

- Lock your doors and keep windows rolled up at all times when driving or parked.
- Don't leave exposed items in your car, such as phones, computers, packages, or purses. Glove boxes and trunks are not safe hiding places.
- Don't leave your keys in the car.
- Carry your key ring in your hand while walking to your car - whether daylight or dark.
- At night, park under a light and as close to the building as possible.
- If you expect to return to your vehicle after dark, plan ahead where you will park while it's still light.
- Don't stop at gas stations or automatic teller machines at night - or anytime you may suspect danger.
- Check the backseat before getting into your car.
- Take a moment to approach your vehicle from behind on the passenger side while conveying the impression that you are just passing by. Walk past the passenger side and look into the vehicle. Then proceed to the driver's door. Get in and lock all doors.
- If someone is in your vehicle or someone is loitering around your vehicle, go to a phone and call the police. DO NOT attempt to order a stranger out of your vehicle.

**As you can certainly appreciate, no one can guarantee your personal safety. The best safety measures are the ones you perform as a matter of common sense and habit.**

# VACATE INFORMATION

The following information will assist you at your time of move-out.

## **Vacate Policy:**

- ◆ 60-day written notice required, even if lease has expired
- ◆ Lease Cancellation Policy: Resident is responsible through term of lease.

You may owe a prorated amount for your final month. The prorated amount is due on the first of the month and a \$55 late charge will be added if it is paid after the 5th. All monies for past due rent, penalties, past due late charges, pet fees, and previous miscellaneous charges are due **PRIOR** to your move out.

## DEPOSIT

Your deposit is refundable provided there are no damages to your home, your home is left in good and clean condition, and no rent or fees are owed. It will take up to 30 days to receive your refund check.

## WALK THRU PROCEDURE

Please call our office at 865-690-6681 to ask an agent to come and do your walk-thru. Please be sure to allow enough time on your scheduled move-out date for this walk thru as our agents cannot always come to your house immediately. If you do a walk thru on the day after your scheduled move-out date, you will be charged for that extra day. Please take weekends and holidays into consideration.

## VACATE PROCEDURES:

- ◇ Remove ALL items from your house and clean thoroughly. We expect there to only be normal wear and tear on your home when you vacate, no excess damage, such as damaged blinds, stained countertops, cracked tiles, etc. *For a list of estimated damage costs for damages and extra cleaning, please contact our office and we can email them to you.*
- ◇ When you are ready to turn in your keys, call the office and ask a leasing agent to come to your house. This must be during our *regular office hours*. If you are moving on a holiday or weekend, you will need to make prior arrangements with our leasing office.
- ◇ Our LTM agent will walk through your home and discuss with you any estimated charges they find.
- ◇ You will then turn in your keys, and garage openers, if applicable. We will ask you for your forwarding address and have you sign an estimated cost for damages form. You will receive a copy of this walk thru, which will act as a receipt for your keys.
- ◇ After all damage is corrected and we have receipts, a refund of your deposit or a bill with the balance due will be forwarded to you at the forwarding address you have provided or your last known address. It will take up to 30 days for our office to process this paperwork.