



JEFFERSON RIDGE
apartment homes

RESIDENT HANDBOOK

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1. COMMUNITY INFORMATION

1.1. INTRODUCTION:

We are pleased to welcome you to Jefferson Ridge! The information provided in this section is part of your Lease Agreement and needs to be reviewed carefully. The resident handbook is subject to change at any time. We welcome any questions you may have regarding this handbook. We hope you enjoy your new home!

1.2. JEFFERSON RIDGE OFFICE HOURS:

Monday – Friday 8 AM – 5 PM | Saturday 9 AM – 5 PM | Sunday CLOSED

The clubhouse doors will be unlocked during office hours. After hours you will need your electronic access via the PaxtonKey app / 'Fob' to use the clubhouse amenities. Please see the 'Keys' section for more details on PaxtonKey. Our fitness center is available 24 hours a day, while the swimming pool gate and billiard room door are only accessible from 8:00 AM until 11:30 PM.

1.3. JEFFERSON RIDGE AMENITIES & RULES:

The amenities offered to Residents are as followed: 24-hour fitness center, conference room, 16,000 square foot dog park, swimming pool with waterfall, billiard room, clubhouse (which is available for reservation), car-care center, picnic area with charcoal grills, two tot-lots, full-size tennis, basketball, & sand volleyball courts. All amenities are offered on a first come - first serve basis. Residents and their guests use any and all of these facilities at their own risk and assume all liability for any accidents or personal injuries that may occur.

1.3.1. SWIMMING POOL / POOL DECK

- ❖ NO LIFEGUARD ON DUTY; SWIM AT YOUR OWN RISK.
- ❖ **Pool hours are 8:30am - 8:30pm & pool deck from 8:30am - 11:30pm.**
- ❖ Anyone under the age of 16 must be accompanied by a responsible adult.
- ❖ For your safety, please do not swim alone, and keep the pool gate closed at all times.
- ❖ No running, shoving, or horseplay of any kind in the pool area.
- ❖ No diving.
- ❖ No climbing on or jumping off of trellises, a waterfall wall, or pool furniture.
- ❖ No glass bottles or containers allowed in the pool area.
- ❖ Do not remove pool furniture from the pool deck.
- ❖ No dogs allowed in the pool area.
- ❖ Pool closes at the first sign of inclement weather.
- ❖ Grills cannot be used inside the pool area.
- ❖ Keep all electronics away from the pool.
- ❖ Jefferson Ridge is not responsible for any property that is lost, stolen, or damaged.
- ❖ Residents are reminded that the pool area is a shared space. Please respect your neighbors and Jefferson Ridge and keep the pool area clean. Please dispose of trash before leaving the pool area.
- ❖ Proper swimming attire must be worn while swimming at all times.
- ❖ Jefferson Ridge reserves the right to make any additions or changes to these rules as necessary.

1.3.2. TENNIS & BASKETBALL COURTS

- ❖ Proper shoes must be worn at all times.
- ❖ If others are waiting there is a time limit of one hour.
- ❖ Only those playing are allowed on the court.
- ❖ No glass bottles are allowed.

1.3.3. Tot Lots

- ❖ Children under 16 must be accompanied by an adult.
- ❖ Pets are not allowed in the tot lot areas at any time.

1.3.4. FITNESS CENTER

- ❖ **The Fitness Center is open 24/7.**
- ❖ Before beginning any exercise program please consult your physician.
- ❖ Read and follow all posted directions. Residents will be responsible for damaged equipment resulting from reckless or negligent behavior.
- ❖ Proper attire must be worn at all times. Sneakers are required. No open-toe shoes or bare feet allowed.
- ❖ Anyone under the age of 16 must be accompanied by a responsible adult in order to use the equipment.
- ❖ Small children are not permitted in the fitness room areas at any time as it is very dangerous to their personal safety.
- ❖ No gum, food, or drinks (aside from water) allowed.
- ❖ For health, safety and as a courtesy to others, please wipe down equipment after each use. Sanitary spray and paper towels are provided by Jefferson Ridge to wipe down all gym equipment after use.
- ❖ Personal items should not be left on the floor or around gym equipment. Lockers, located in each restroom, are available to use for each visit, please do not leave items in the lockers overnight or for any extended period of time.
- ❖ All equipment is to be returned to its proper place and left in the condition in which you found it.
- ❖ Please report any malfunctioning or damaged equipment to the office immediately.

1.4. RESERVING THE CLUBHOUSE & CONFERENCE ROOM:

Residents may reserve the Clubhouse or Conference Room for private use. Simply contact the office to let us know the date you would like the space and, as long as it is available, we will hold it for you. Reservation of the Clubhouse requires a \$250 security deposit and both require completion of a Reservation Agreement. You can pick up the keys from the office on the day of your event. No reservations on Sundays unless management approval.

1.5. MAIL:

The mailroom is located in the leasing office parking lot. Residents will be given their mailbox number upon move-in. Please place all outgoing mail in the slot labeled "U.S. Mail" on the left-hand side of the mailroom just after you enter. The mailroom has five parcel boxes. The mail carrier will place packages in these boxes, and leave the corresponding key in your mailbox. Once you have retrieved your package, leave the key in the parcel box.

Any oversized packages from USPS, UPS, or FedEx. will be left at the Residents doorstep. The leasing office will accept any packages as a courtesy to residents, but does not accept responsibility or liability for any damages or missing items. **If you receive mail that is not yours please take it to the leasing office so they can redirect it to the correct person(s).** Jefferson Ridge staff will notify Residents of a package delivery; please be prepared to show a photo ID upon pick up.

1.6. VEHICLES:

Parking at Jefferson Ridge is open and unassigned. We have ample parking, but all visiting guests should park in overflow parking, not directly in front of the building. Vehicles must be parked in a marked parking space. When vehicles are improperly parked they are subject to being towed at the owner's expense. When you and your guests are visiting the swimming pool, please park in the overflow lot on Catalpa Ct next to the children's playground, and not in front of the leasing office. Please be courteous of your neighbors and park extra vehicles in any of the overflow parking. If you have more than one car per tenant in your unit, it is considered an extra vehicle.

In order to continue to provide ample parking, Jefferson Ridge does not allow long term storage of vehicles or trailers of any kind in our parking lot. Garages may be rented for an additional monthly fee for this purpose. All vehicles must be operable (meaning it is legal to drive in the state of Virginia and in working condition), have up-to-date tags and inspection or are subject to towing. All vehicles must be registered at the leasing office and any vehicle not registered will be considered abandoned. Vehicle repair is not allowed on the property at any time.

Bicycles must be stored inside your apartment; at no time can they be attached to any railings or parts of the buildings. The State Fire Codes prohibit the placing of bicycles, motorcycles, mopeds, or scooters at entrances, on steps, or on landings of buildings. Bicycles are allowed to be on back balconies or patios, but not on front entryway areas. Mopeds, motorcycles, or scooters can never be put inside apartments. They are to be kept in the parking lot in marked parking spaces.

1.7. SNOW REMOVAL:

Residents are responsible for clearing snow away from individual vehicles. All walkways, sidewalks, and roads will be cleared by a licensed/insured snow removal contractor and the Jefferson Ridge Maintenance Team.

2. RULES AND REGULATIONS

2.1. MOVE-IN:

Move-in begins **at 4:00 PM** on your lease commencement date. We recommend contacting the utility companies at least a week in advance to ensure that your services are turned on upon your move-in. You are responsible for coordinating the following utility:

- ❖ Electricity. Power must be turned on by the start date of your lease. Call Dominion Virginia Power, 1-866-366-4357. You can also set up your account online at www.dom.com. Your Dominion account number will be required upon your move in date.

Prior to move-in you are required to pay the first full month's rent, and remaining fees(if any are due), after which you will receive your keys. If your lease begins after the 1st of the month, you are required to pay the prorated rent for that month on the lease start date by 4:00pm. These amounts are outlined on the front page of your lease.

You will be given an initial inspection form when you move in. It will be initiated by Jefferson Ridge Apartments and Residents will document any noteworthy pre-existing conditions of the unit. A copy will be retained for your file. You will then have 5 days to complete, sign & return this form. Include notation of any and all information that you would like documented in your file. Failure to return this form signifies that you are in complete agreement with the Jefferson Ridge Team's prior assessment of the unit.

2.2. KEYS:

The keys to your apartment will be available to you at 4:00 PM on the commencement date of your lease after receipt of payment. You will receive an apartment key(s), a mail key, and an electronic bluetooth 'key'; this will be via a smartphone app (PaxtonKey). It will enable you to access the clubhouse when the office is closed to enjoy the fitness center, swimming pool & billiard room. We also have a physical fob option, however, there will be an initial one-time fee of \$15 per fob which will need to be paid before issuing the fob to you. (Replacement of the fob will be \$15).

The schedule for access to these areas are as follows:

Clubhouse: Monday - Friday 8:00AM - 5:00PM & Saturday 9:00AM - 5:00PM

Billiard Room & Pool Deck: Daily 8:30AM - 11:30PM

Pool: Summertime 8:30AM - 8:30PM

Please note that these doors are always unlocked when our office is open

2.3. RENT:

2.3.1. PAYMENT METHODS

Rent is due by the 1st of each month and no later than the 5th. Residents paying via check/cashier's check, please include the unit's address in the memo in order to ensure your rental payment is properly credited to your account. Payments should be made out to Jefferson Ridge Apartments and may be dropped off at the leasing office or mailed to 810 Catalpa Court, Charlottesville, VA 22903. Acceptable forms of payment are personal check, certified funds, or payments can be made using the resident portal. Leasing agents cannot accept cash. There is an after-hours drop box, for your convenience, located on the wall across from the conference room. Rent is considered paid when the total amount due is received by the leasing office, regardless of postmark date. Please allow extra time for holiday and weekend mail delivery.

2.3.2. NSF AND LATE PAYMENTS

Rent payments received after the 5th will result in a late fee of 10% of the total balance due. Checks returned by the bank for non-payment will not be re-deposited. Residents will incur a \$35 NSF returned check fee. If repayment of the rent check is made after the 5th of the month late fees will apply. Repayment of the returned check must be in the form of a cashier's check, certified check, or money order unless other arrangements are made with the office. In the event of a late repayment or after two returned checks, the leasing office will no longer accept personal checks for rent payments and all payments thereafter must be made with certified funds.

2.4. GUESTS:

You, as the Resident, are directly responsible for the actions of any guests you invite to the property and, as such, will be held accountable for any damages or disruptions that they might incur.

2.5. SAFETY, SERVICES, & SANITATION:

We provide conveniently located dumpsters throughout the community to ensure our Residents' ability to keep their apartment homes free of trash and debris. All trash must be placed inside the dumpster. In the event that the nearest dumpster is full, you must take it to a dumpster that is empty. All hallways, patios, balconies, entryways, and stairways must be kept clear of clutter to ensure a safe, suitable exit path in the case of an emergency. Residents are responsible for the following regulations:

- ❖ Breaking down all boxes before placing them inside the dumpster.
- ❖ No trash should be left on a patio, balcony, or beside the dumpster.
- ❖ No dangerous or flammable fluids are to be kept inside or outside the apartment at any time.
- ❖ Railings, balconies, and patios are not to be climbed over or loosened by anyone. This is a life-threatening action.
- ❖ **No bird feeders are allowed on property.**

- ❖ The balcony/patio area is to be kept neat and orderly at all times. Conventional patio furniture and bicycles are allowed on back patio / balcony areas. Inappropriate furniture, kegs, trash, laundry, towels, blankets, clothes, etc. may not be stored on balcony / patio, or entryway areas. Well-maintained potted plants are allowed only on the back patio / balcony area.
- ❖ Use of a grill, of any kind, is prohibited on balconies. Any grilling must be done at a minimum of 10 feet away from the building. A community charcoal grill is available for use anytime in the picnic area on Water Oak Court (next to the tennis and volleyball courts).
- ❖ As with any home, and especially with neighbors in close proximity, it is important to control bugs and other pests. To help keep your apartment home pest free, throw away all cardboard boxes and paper bags immediately after you are finished with them, and wash dishes as soon as possible after use.

2.6. NOISE:

Living in a multi-family community requires consideration of others. All residents and their guests are expected to extend common courtesy to their neighbors. Most noise complaints can be resolved among neighbors. If you encounter noise problems, we suggest that you first talk directly to your neighbors. If the problem persists, please contact the office.

2.7. PROHIBITED CONDUCT:

You and your occupants, or guests, may not engage in the following activities: behaving in a loud or obnoxious manner; disturbing or threatening the rights, comfort, health, safety or convenience of others (including our agents or employees) in or near the apartment community; disrupting our business operations; possess unlawful drugs of any kind; engaging in or threatening violence at any time; tampering with utilities or bring hazardous materials on the property. You may not injure our reputation by making bad faith allegations against us to others. Compliance with this paragraph is a condition of your lease agreement.

2.8. PETS:

As a pet owner, you accept all liability and full responsibility for the actions of your pet. The Landlord reserves the right to regulate the number, type, breed, and size of pets allowed. Before you obtain a pet, please contact the office to make sure it will be allowed. Jefferson Ridge does not allow certain breeds of dogs under any circumstances. After receiving approval of your pet residents must complete a pet addendum, which becomes part of your Lease Agreement, and will be responsible to pay the \$495 pet non-refundable pet fee. This is a one-time fee unless you switch units within the community in which case you may be subject to additional fees. Each unit with a pet(s) is required to have a new pet fee. **This deposit will not apply to any damages caused by your pet;** It is solely for the luxury of having your pet reside in your apartment.

All pets must have the appropriate licenses and vaccinations required by city, county, and state laws. We do not allow pets that have been found to be dangerous or vicious. The Landlord may revoke pet privileges at any time. If a resident is found to have (or had) pets without express consent of the Landlord, the Resident will have to pay the normal \$495 one-time pet fee plus an additional \$750 fine. The length of pet's tenancy does not impact the assessment of the pet fee, either with consent of the Landlord or upon evidence of non-approved pet tenancy. Residents are welcome to come forward and pay the \$495 fee at any time with no questions asked and with no penalty. **We have a three pet limitation; two dogs max.**

Pets are not permitted on balconies, patios, or the property's common areas unattended at any time. They are not to be left alone in your apartment for longer than 24 hours. Pets must be on a leash whenever they are outside of your apartment unless they are in the designated off-leash area. Remember to be considerate of your neighbors by controlling your pet's noise and by fulfilling the requirement to clean up after your pet. There are several stations throughout the community to dispose of pet waste. Jefferson Ridge reserves the right to penalize Residents who do not adhere to these policies.

2.9. SMOKING:

We are a non-smoking community. This means that smoking is not allowed anywhere inside or outside on our 24-acre property. You must leave the property to smoke and are responsible for all your guests and visitors. If you or your guests/visitors are found to be smoking, you will be automatically fined a \$500 smoking fee and are subject to other damage fees to restore the apartment back to a smoke-free condition. In addition, you will be considered in breach of your lease agreement. For more details regarding our non-smoking policy, please refer to the Non-Smoking section of the Lease Agreement.

2.10. CHANGES TO YOUR LEASE:

2.10.1. ADDITIONAL PARTIES

Any person staying in the apartment on a regular basis must be on the lease. Regular basis is defined as more than seven consecutive days or 14 non-consecutive days in a year. Either way, any additional parties living on the premises must be approved by Jefferson Ridge.

2.10.2 EARLY TERMINATION

Our lease is a binding contract. However, we understand that events may come up that require individuals to suddenly move. For these cases, Jefferson Ridge offers three options to our residents:

- ❖ Subletting: In the event of any sublease of the apartment home, a rental application from all prospective subtenants accompanied by a \$50 Application Fee shall be submitted to and approved by Jefferson Ridge prior to occupancy. An administrative fee equal to half of one month's rent and utility fee payment shall be payable by the current tenant(s) who will remain responsible for the terms of the Lease until the normal termination date.
- ❖ Re-Letting: If the tenant wishes for the Landlord to re-let the apartment home, an administrative fee equal to one-month's rent and utility fee payment shall be paid by the tenant who will remain responsible under all terms of the Lease until the Landlord finds an acceptable applicant and the new tenant(s)' Lease begins. Jefferson Ridge will not advertise that your unit is available until the ReLet Administration fee is paid.
- ❖ Lease Buy-Out: Notice must be given **before** the first day of the month in which the tenant wishes to terminate the lease. Notice will start on the 1st of the month and the tenant will remain responsible under all terms of the Lease for that entire month. A one-time payment equal to three times the monthly rent and utility fee payment will terminate the contract on the last day of that month. No pro-rations will be given.

2.10.3. RENEWALS

Residents will be informed of lease renewal options prior to the expiration of their current lease term.

2.10.4. TRANSFERRING WITHIN THE COMMUNITY

Our lease is a binding contract. However, we understand that a Resident may wish to transfer to a different apartment during their tenancy. For cases such as these, we reserve the right to deny a request to transfer for any reason. However, assuming a request is approved, we will allow a lease agreement to transfer within the community.

Here are the guidelines for transferring within the community:

- ❖ Residents will need to be re-qualified for the new apartment. Updated pay information will be collected and applications will be re-screened for credit and criminal history.
- ❖ A new security deposit will be required for the new apartment. Security deposit monies being held on the current apartment will be returned within 45 days of that unit's lease end date minus any cleaning fees, damages, etc.
- ❖ An updated lease will need to be completed as well as a notice to vacate. Residents will remain responsible for both apartments for the time period in which they are being physically occupied in order to transfer from one apartment to another (not to exceed five business days).

2.11 MOVING OUT:

Your move-out must be complete and all keys corresponding to your unit must be returned to the leasing office no later than 12:00PM on the day your lease ends.

In order to make your move out day less stressful, we will do the cleaning and carpet shampooing services through contractors we frequently use. By using our services, we can ensure that the apartment is cleaned to meet our standards. The costs of these services will be deducted from your deposit.

- ❖ Apartment Cleaning costs range from \$140 to \$300 depending on size / floor plan, and move-out condition
- ❖ Carpet Cleaning costs a standard \$125 for all floor plans

Any walls that have been painted must be returned to their original color prior to your move-out. If you are unsure of what color to use, please reach out to our office and we will provide the name of the correct color. If there are any walls that have not been returned to their original color, you will be charged \$175 per wall that we must repaint. The entire leased property must be thoroughly free of all trash and debris. If you leave trash or items behind you are subject to trash out fees and labor costs for trash/item removal. The following items are an example of items that must be removed by 12:00PM on your lease expiration date:

All personal belongings including coat hangers, trash, boxes, soap, toilet paper, shower curtains, cleaning supplies etc. must be removed from inside and outside of the apartment and disposed of properly. Patios and balconies must also be clear of all trash and personal belongings.

Remember to provide us with your forwarding address. If not provided, your security deposit return letter will be mailed to your last known address. If a check must be reissued within three months of our initial mailing of your return, a \$15 stop-check fee will be applied to your balance. Your security deposit will be returned along with an itemized list of any damages resulting in deductions within 45 days of the termination of your lease.

- ❖ If you choose to be present for the move out inspection, the apartment must be vacated (all items removed) prior to the inspection and keys must be turned in at completion of inspection. Also, the inspection must take place to later than 12:00 noon on lease expiration date. Move out inspections may not be scheduled for a Sunday.
- ❖ **The electricity must remain on for five business days after the lease expiration.** If we find that the electricity has been turned off, you will be charged a reconnection fee as well as the prorated usage for that time period.

3. MAINTENANCE

3.1. JEFFERSON RIDGE MAINTENANCE:

Jefferson Ridge provides maintenance for your apartment home. Normal maintenance issues should be submitted as soon as they are noticed. Problems can be reported by calling the office, emailing the issue and details to info@jeffersonridge.com, or through the Jefferson Ridge Resident Portal through Appfolio. Normal maintenance on your apartment home is free of charge. However, usage related maintenance items may be your responsibility. **Residents are specifically, although not exclusively, responsible for the following:**

- ❖ Unclogging toilets and drains (do not use Liquid Plumber or similar products)
- ❖ Light Bulbs
- ❖ Flipping of Circuit Breakers
- ❖ Loss of Keys/Lock-Out
- ❖ Damages due to the actions, neglect or misuse by Residents or guest(s)
- ❖ Modifications to the Apartment
- ❖ Clean Air Return Grill

It is the responsibility of the Resident to submit a request for maintenance issues as soon as it is noticed. When items in the apartment home need maintenance or need to be repaired/replaced it's our responsibility to fix them as quickly as can be reasonably expected. We do not guarantee that Residents will have absolutely no problems in their apartment home; this would not be realistic. Management will act with customary diligence to make repairs and complete maintenance requests in a timely manner, however the time may vary due to working with other vendors or parts that may need to be ordered. As a result, rent will not be abated in whole or in part at any time.

Jefferson Ridge provides Emergency After-Hours Maintenance. This is a service provided for maintenance issues that cannot wait until the next business day. If your problem falls into this category, please call the emergency number at 434-972-1976 and leave a message with your name, apartment number, telephone number, and the nature of your emergency. **Common problems that warrant an emergency call include:**

- ❖ Sewer Back-Up
- ❖ No Heat when the weather is below 60 degrees
- ❖ No A/C when the weather is above 90 degrees
- ❖ Water Leaks that cannot be controlled temporarily
- ❖ Inoperable Stove
- ❖ Only Toilet in Apartment is Inoperable
- ❖ Refrigerator not cooling
- ❖ No Electricity
- ❖ No Hot Water
- ❖ Vandalism

3.2. LOCK OUT SERVICE:

An official photo identification card or driver's license is required for all lock out services. This service is provided as a convenience to residents. During regular business hours, a key may be borrowed from the Jefferson Ridge leasing office. This key is free of charge, but must be returned immediately. Any keys not returned by the close of business the same day will be subject to replacement fees. After regular business hours, you must contact a locksmith to be let into your apartment. The cost for Jefferson Ridge to administer a new key (unit or mailbox key) is a \$5 replacement fee.

3.3. ALTERATIONS:

You are prohibited from making alterations, installations (including installation of locks or chain latches), repairs or redecorations of any kind to the premises without the prior **written consent** of management. No signs, lights, or satellite antenna wires may be installed to the exterior premises or in the windows.

Jefferson Ridge has installed Venetian blinds on all windows and vertical blinds for the sliding glass door in your apartment home. If you desire to add additional window treatments, your windows or sliding glass doors may be covered by drapes, blinds, or curtains. Sheets, flags, or similar articles are not permitted as window coverings.

3.4. INTERNET:

Ting provides the fiber internet connection for the community, and has asked that internet related issues be reported directly to them. They provide wonderful customer service and are ready to help troubleshoot, set-up and apartment-specific issues. You can contact them at 434-227-5984. Jefferson Ridge cannot be liable for failure to deliver service for short periods of time because of the potential for sporadic service outages due to circumstances directly out of our control (i.e. weather). Routers are provided by Jefferson Ridge in each unit upon move-in. They are property of Ting and they are required to remain in the unit after move-out. If we see that the router was taken out of the unit upon move-out, there will be a \$50 fee added to your move out charges; this is considered theft.

3.5. CARPET CARE:

Carpets have been professionally cleaned (or replaced) prior to your move in. While living at Jefferson Ridge, you are responsible for maintaining your carpet's cleanliness. Routine carpet care is the best way to avoid any charges for carpet replacement after vacating your apartment. Clean any spots or stains immediately and vacuum at least once a week to remove any dirt from the carpet and to keep the pile erect; heavy traffic areas require more frequent vacuuming.

3.6. APPLIANCE CARE:

Residents are responsible for the proper care and maintenance of all appliances provided by Jefferson Ridge. Harsh abrasives or steel wool pads are not to be used as they may cause damage to the appliances. Use a soft cloth or sponge and mild detergent or glass cleaner instead. Using common sense and regularly cleaning your appliances are the best ways to ensure that they continue to operate properly.

3.6.1. HELPFUL TIPS

- ❖ For stuck-on food in your microwave, boil a cup of water in the microwave for two or three minutes. The steam will soften any stuck food.

3.6.2. GARBAGE DISPOSAL AND DISHWASHER

- ❖ Always run plenty of cold water before, during and after use.
- ❖ Put food down the drain once the disposal is operating.
- ❖ Never use your hands to feed food into the disposal.
- ❖ Never put any of the following in the disposal: grease, glass, tea bags, pits, bones, coffee grounds, metal, fruit stems, corn cobs, carrot peels, potato peels or husks.
- ❖ If your disposal becomes jammed, turn off the switch, remove the item, and press the reset button underneath the disposal.
- ❖ Dishwashers should be used at least once a week, otherwise the seals may dry and the motor may be damaged by long inactive periods. Only use detergent made specifically for dishwashers.

3.7. HEATING & COOLING:

The best way to maintain the desired temperature of your apartment is to set the temperature and leave the system running 24-hours a day. With the thermostat switch set to auto, the fan will cycle on and off to sustain the desired temperature setting. During extremely hot or cold periods, it is recommended that the fan switch be left in the ON position. The fan will run constantly to better circulate air throughout your apartment. **Never turn your heat below 60 degrees in the winter months;** doing so could cause the pipes to freeze and burst, causing excessive damage. You will be responsible for any repair costs and damages caused by your negligence if this should happen.

Each apartment home is equipped with a ceiling fan. During the warm months, the fan should be set to pull the cooler air up from the floor and circulate it. In the colder months, the direction of the fan blades should be reversed in order to blow the warmer air from the ceiling down. Using your ceiling fan in this manner will make the heating and cooling system function more efficiently.

3.7.1 FIREPLACES

Each second floor apartment home is equipped with a wood-burning fireplace. Make sure that the damper is open when the fireplace is in use. After all the wood has cooled, please make sure that the damper is closed in order to prevent loss of heat from the apartment. While using the fireplace the screen must be closed at all times. Embers can easily damage the carpets and any damage caused will be your responsibility. Never leave your apartment without being certain that the fire is completely extinguished.

4. USEFUL INFORMATION

IMPORTANT CONTACT INFORMATION:

Emergency (Fire/Police/Rescue Squad) **911**

PROPERTY CONTACT INFORMATION

- ❖ Leasing Office 434-293-9000 | 810 Catalpa Court | info@jeffersonridge.com
- ❖ Maintenance Requests 434-293-9000 | info@jeffersonridge.com
- ❖ Emergency Maintenance 434-972-1976
- ❖ Website & Resident Portal www.jeffersonridge.com/resident-portal

UTILITIES

- ❖ Dominion Energy 888-366-4357 | www.dominionenergy.com
- ❖ Ting (Internet / Wifi) 434-227-5984 | ting.com/internet/town/charlottesville

VEHICLES & TRANSPORTATION

- ❖ UVA Parking & Transportation 434-924-7231 | 1101 Millmont Street
- ❖ Charlottesville Transit Service (CTS) 434-296-RIDE
- ❖ Albemarle County Office (County Decal) 434-296-5841
- ❖ Department of Motor Vehicles 800-435-5137 | 2055 Abbey Road
- ❖ Albemarle County School Transportation 434-973-7231 | 110 Lambs Lane

SCHOOLS

- ❖ Mountain View Elementary School 434-293-7455 | 1757 Avon Street
- ❖ Walton Middle School 434-977-5615 | 4217 Red Hill Road
- ❖ Monticello High School 434-244-3100 | 1400 Independence Way