



HIGHVINE HOMES

ACTIVE ADULT RENTAL HOMES

Welcome to HighVine Homes!

This Welcome Packet contains some key information you will need regarding your account, rent payments, policies, procedures, and maintenance requests.

Important Policies Regarding Your Move-In

Keys - Upon moving into your new home, you will receive one copy of each type of key, including your front door, rear door, entrance door to the building (if applicable), mailbox and laundry room (if applicable). Residents can make copies of keys as they see fit.

If you require the Landlord to make extra keycopies for you, they can be provided to you for a cost of \$25.00 per key. Lost mailbox keys can be replaced for \$10.00 each – if the mailbox locks need to be replaced resident will be charged \$20.00.

Renter's Insurance - All residents must secure renter's insurance with a minimum of \$100,000 in liability coverage.

Water Beds - Any water furniture is strictly prohibited at the Premises unless otherwise allowed by applicable law.

Elevator Reservations - if your building is served by an elevator, the Resident must reserve move-in and move-out times following the policies for the specific building.

Satellite Dish/Cable Installation - Before any fixtures can be attached to a building or holes drilled into walls;written authorization must be obtained from the property manager.

Cable Installation - Cable wires must be installed in a clean and professional manner. Residents are responsible to ensure that the cable technicians performthe installation up to the standards laid out by the Landlord's guidelines.

- Wires must enter the building at a single-entry point. No holes are to be drilled through walls without written permission from the Property Manager.
- Any exterior wires must be cleanly affixed to the building using wire tacks and not left to hang loosely.

Satellite Installation - Residents are responsible for ensuring that satellite dishes and antennas are installedin a proper and professional manner, unless prohibited by an HOA/Municipality.

- The dish must be a receive-only device and not exceed one meter in diameter.
- The dish or antenna may only be placed on a balcony, railing or patio totally within the home being leased (not in any public area). No antenna or dish may be installed on any outside wall, outside windowsill, roof, railing or glass.
- Prior to installation of the dish, resident agrees to obtain liability insurance to fully cover any claims which may be made as a result of damage or injury caused by the antenna or dish.





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Resident Conduct Policies

At HighVine Homes, we strive to provide the best Resident experience possible. It is important that our residents also understand what part they play in this formula. Below is an overview of our conduct policies, designed to ensure the quiet enjoyment of our properties for all our residents.

Usage of Common Areas and Passages

- Entryways, passages, public halls, and common areas may not be obstructed in any way. They may not be used for recreation, congregation, play, or storage in any way that might obstruct or endanger any occupant or guest of the building.
- No sign or advertisements shall be placed in, around, or upon any area of the home or building without prior written consent from the Landlord.
- Vehicles and bicycles are not allowed in the home or building common area unless in a designated area.

Noise/Disturbance Policy

- Residents are expected to conduct themselves in a manner that allows the quiet enjoyment of the property by all other occupants and guests.
- For apartment/condo/townhouse buildings, quiet hours will be in effect from 10:00 PM - 7:00 AM. During these hours, it is expected that all televisions, music players, or other noise-making devices are kept to a volume that cannot be heard outside of the Resident's unit.
- Any incident caused by the Lessee or their guest which results in the police department being called to or filing a complaint against the building, or two complaints called into management within two months, will constitute a breach of the Lease Agreement.

Occupancy Policy

- All occupants over the age of 18 must complete a rental application and receive the Landlord's approval before moving into the property. Any persons over the age of 18 who will be staying in the property for more than 14 consecutive days will be considered an occupant and need to complete the necessary screening.
- Residents acknowledge that they are solely responsible for the conduct of their guests while visiting the property. Any activity performed by guests that constitutes a breach of Lease will be treated as a breach of Lease by the Resident.

Crime Free Addendum to Lease

- As part of the leasing process, residents sign the Crime Free Lease Addendum. Strict adherence to the policies laid out in this addendum is expected from all residents and guests.

Grilling and Cooking Policies

- Cooking, baking, or similar activity is not permitted outside the kitchen area, except in situations where barbeque grills are allowed.
- Charcoal grills are never allowed on the balcony of any property, and must always be used in the rear yard away from any siding or fire hazards.

Other HOA Policies

- For properties with an active Homeowner's Association, it is expected that residents adhere to any policies laid out by said association or municipality.





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Rent Payments

At HighVine Homes, we utilize the ease and convenience of electronic payments for all our residents.

Step One

Visit <https://highvinehomes.com>

Step Two

Click on 'Resident Portal' in the upper right-hand corner and log in with the credentials you created when originally applying for your new home.



→ RESIDENT PORTAL

Step Three

The Portal will automatically direct you to payments. When making your first payment, you will need to click 'Payment Accounts' to set up and add your bank account, credit, or debit card credentials.

Payments

Make Payments

Auto-pay Setup

Recent Activity

Payment Accounts

After the preferred payment account is entered, you can proceed to the 'Make Payments' tab to make your rent payment. Once payment is completed, you will receive a confirmation email.

Auto-Pay is also available for all three payment methods. We encourage all residents to set up monthly recurring ACH payments with the Auto-Pay system available in our Resident Portal. To sign up, please select

'Auto-Pay Setup' after logging into your account. After signing up is complete, all payments will be automatically charged each month. Each monthly payment will include all due rent along with any other miscellaneous charges if any. Miscellaneous charges include but are not limited to late fees, HOA violations, lockouts, maintenance requests for which you are responsible, etc.

Utility Payments: Utility billing is managed by YES Energy Management. Please read the following introductory letter for more details:



Dear Resident,

Welcome to YES Energy Management. We are excited to launch new utility billing services at HighVine Homes. Should you have any questions or concerns about your statement, our Customer Service Agents are always available for inquiries at **(855) 998-5667**.

YES Energy Management will be processing and mailing statements for your utility charges. Your utilities will be billed back to you using the amounts from your home's actual utility invoices.

Please note that you will make your Utility Billing payments through your online resident portal or directly to HighVine Homes.

REMIT PAYMENTS TO:
www.highvinehomes.com

or

HighVine Homes
27 N Wacker Dr.
Suite 435
Chicago, IL 60606

Thank you for the opportunity to serve as your billing provider. We look forward to exceeding your expectations.

Sincerely,

YES Energy Management



HOME CARE AND MAINTENANCE

When maintenance issues arise, it is important to know if the issues are to be handled by **HighVine Homes** or by the resident. Below is a helpful reference table for identifying where the responsibility falls when a particular type of issue occurs.

For issues that fall under the responsibility of **HighVine Homes** please submit a maintenance request.

Requests can be submitted 24/7 through the Resident Portal on our website.

Description of Maintenance Issue	Tenant Responsibility?	NHR Responsibility?
Unclogging of minor sewer and plumbing backups, where minor is defined as limited to one fixture	✓	
Rectification of major plumbing and sewer septic issues including hot water heater and stoppages of drains caused by tree roots and structural damage		✓
Repair of any broken glass, screens or door frames	✓	
Repair of inoperable doors and windows		✓
Replacement of all light bulbs and necessary batteries, including smoke alarms, CO detectors and garage remote controls	✓	
Beeping detectors must be reset by resident according to instructions at this website: http://www.kidde.com/home-safety/en/us/support/help-center/browse-articles/articles/what_causes_intermittent_beeping_or_chirping.aspx	✓	
Replacing air filters upon delivery and notifying NHR if air filter has not been delivered or wrong air filter has been delivered	✓	
Repair or replacement of malfunctioning smoke alarms		✓
Maintenance and repair of heating and cooling systems- both mechanical systems and ductwork		✓
Regular cleaning of all appliances, flooring, carpets and blinds	✓	
Repair of major appliances provided to the resident by NHR per the lease agreement, this includes refrigerator, range and dishwasher		✓
Repair of any appliances not provided to the resident by NHR	✓	
Repairs to any electrical systems, light switches or sockets		✓
Regular removal and proper disposal of all trash and pet waste	✓	
Cleaning and prevention of mildew and discoloration in wet areas: kitchen, bathrooms and laundry areas	✓	
Installation and maintenance of winterization items, including protecting exposed pipes against freezing or installation of hurricane shutters in the event of a hurricane warning issuance	✓	

Description of Maintenance Issue	Tenant Responsibility?	NHR Responsibility?
Upkeep of exterior surfaces including siding, masonry and roofing	✓	
Repair of any resident caused damage	✓	
Other major repairs outlined in the lease agreement		✓
Smart home system upkeep: replacing batteries for smart lock and smart thermostat. Ensure smart home hub is plugged in to outlet and power cable is connected. Smart home hub must be located within 20 feet of front door	✓	
Repair of malfunctioning smart home system		✓
Removal of standing water	✓	
Maintenance and replacement of window screens, storm doors and screen doors	✓	
Repair of overhead garage door		✓
Replacement of lost or damaged keys and garage remote controls	✓	
Realignment of garage door sensors	✓	
Replacement of fixtures that are fit for their particular use.(NHR does not have to replace with same brand, style grade or color)		✓
Keep property clean and sanitary	✓	
Know the locations of and operation of the main water shut-off valve and all electrical breakers and how to switch the valve or breakers off at appropriate times to mitigate any potential damage	✓	
Take action to promptly eliminate any dangerous condition on the property and notify NHR immediately	✓	
Checking for water leaks under sinks, near toilets and water valves. Reporting leaks or water stains that appear on ceilings or walls immediately	✓	
Maintaining all internal and external ice makers and water dispensers.	✓	
Checking for and reporting any loose roofing or siding	✓	
Repair of exterior lighting that illuminates a front , side or rear entrance		✓
Maintenance and repair of septic tank pumps, absent any back-ups	✓	
Replacement of all plumbing filters, unless house is on a well	✓	
Power washing of home	✓	

Description of Pest Control Issue	Tenant Responsibility?	NHR Responsibility?
Ants, spiders, roaches and other small pests	✓	Only during first 7 days of lease
Small rodents including mice, rats and gophers in the lawn or other landscape beds	✓	Only during first 7 days of lease
Wasps and bees - Identifiable hives existing within the property	✓	Only during first 7 days of lease
Birds, bats, raccoons or squirrels found in the attic or wall cavities		✓
Removal of snakes, lizards and other pests	✓	
Treatment for termites and carpenter ants found within the home		✓
Treatment for any exterior pests or rodents	✓	

Description of Landscaping Issue	Tenant Responsibility?	NHR Responsibility?
Regular mowing, weeding and fertilization of lawn, along with proper disposal of clippings and debris	Please reference your lease	Please reference your lease
Clean up of any fallen trees (less than 12" in diameter), branches, leaves and pine needles, even if a professional service provider is needed	✓	
Removal of dead trees more than 12" in diameter from the property		✓
Regular trimming of trees, bushes and shrubs, including keeping them clear from the home and impeding walkways, even if a professional service provider is needed	✓	
Removal or trimming of trees that pose imminent threat to the premises		✓
Minor irrigation repairs, such as broken sprinkler heads or damaged irrigation emitters	✓	
Replacement of batteries in irrigation timers	✓	
Major irrigation repairs such as broken supply lines or non-functional valves		✓
Regular cleanup of leaves and other debris from the roof and rain gutters	✓	
Issues that are underground or above 8' high		✓
Maintaining exterior walls, windows and walkways clean and free of mildew	✓	
The use of soaker hoses to water the foundation to water the foundation (where needed)	✓	

Pool Policy	Tenant Responsibility?	NHR Responsibility?
Maintaining the proper water level in the pool, cleaning the skimmer and and pump baskets, and removing debris throughout the week	✓	
Regular pool maintenance		covered by monthly pool service fee
Ensure pool service company has access to pool on the day of the scheduled service	✓	



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Move-Out Guide

HighVine Homes wants all our Residents to experience a smooth and easy move-out. We understand moving can be difficult, and therefore are providing clear instructions to outline a property move out, minimize confusion, and minimize any charges or fees. **Please read through the instructions carefully:**

Step 1: Give Timely Notice of your Intent to Vacate the Home

All Residents must complete the Resident's Notice to Vacate Form (attached) and then deliver it to the Landlord via email to propertymgr@highvinehomes.com or renewals@highvinehomes.com as soon as you have decided to move, **and no less than 30 days before the expiration of a Lease Agreement's Terms.** Please be sure to give us your forwarding address with the notice. **Lease Terminations outside the Lease Terms will require Landlord approval and are subject to Early Termination Fees per the Lease Agreement with notice of at least 30 days.**

Step 2: Schedule & Complete Your Pre-Move Out Inspection

The Maintenance team will reach out to coordinate a Pre-Move Out Inspection of the Home to be done either in person (if available) by a vendor, technician, or contractor representing HighVine Homes. In this instance, the vendor will reach out to you directly to schedule. Inspections may be scheduled after vacancy based on the schedule of the Landlord and the Landlord's vendor's requirements; in these cases, we recommend taking your own recoding of the property at move-out for reference.

Step 3: Make Sure You Have a \$0 Balance

Contact your Property Manager to confirm that you have fully paid off any remaining balance on your account, including any utility charges for the last month of your Lease that may not have been applied yet to your ledger. Final Charges are issued estimated on the 23rd day of each month, with the dates for usage notated in the charges. You will also receive a Final Utility Statement after move-out for use from the previous bill's last usage date and up to the date of move-out. Please note that any unpaid rent or other charges on your ledger after your Move out will be withheld from your security deposit refund or applicable deposit replacement program.

Step 4: Make Sure Your Home is Move-Out Ready

For properties **with keyless**, please ensure your Hub is online and your keyless lock has new batteries so that we can take possession of the property accordingly. Any expenses from having to re-key the doors due to the Hub being unplugged or keyless lock batteries being dead will result in a tenant charge of **\$250.00** for re-keying and replacing damaged hardware. Additionally, ensure the batteries in your keyless lock, and the wireless thermostat has been replaced and that your Hub (white router device- light is green) is online and working for your smart home.

For properties **without keyless or with a keyed common door**, please coordinate with us to leave your keys in a designated lockbox to avoid re-keying charges. Our vendor will reach out to you directly with the lockbox

code and placement location before move-out. Also, we will be shipping a keyless entry system to your property labeled; accordingly, please leave this inside the property upon move-out for our vendor.

To maximize your security deposit refund as much as possible and prevent any further charges, please follow the below cleaning, and damage remediation specifications listed below to return the property to Move-In Condition before completing your Move out:

- Remove any trash, debris, dirt, and personal items from inside and outside of the property.
- Clean all appliances thoroughly through a vendor **previously approved** by the HighVine Homes Property Management or Maintenance Team (if applicable) and provide a receipt to HighVine Homes.
- Make sure that the refrigerator is left "On" and running, and any water line is off for an ice maker (if applicable)
- Clean out the fireplace (if provided) and sweep the chimney, securing the vent closed.
- Clean sink basins and under cabinets and wipe out cabinets and drawers throughout the home.
- Complete cleaning of the entire home, including all carpets in the property, and with a vendor **previously approved** by the Property Management or Maintenance Teams (if applicable), and provide a receipt to HighVine Homes. **Failure to provide a receipt for professional cleaning will result in charges of services if the service is still required by the Landlord at the time of possession.**
- Clean all non-carpeted flooring and remove any debris, buildup, stains, or marks.
- Wash walls, trim, and fixtures carefully, especially around light switches, hallway doors, and baseboards, to remove dirt and stains.
- Clean all windows (including insides) and ensure that window or door screens are fully repaired and secured.
- Secure all windows and doors to ensure they lock properly.
- Treat any pet smells or odors and addressing any pet-related damages.
- Clean and disinfect all bathroom areas and address ad build-up, mold, mildew, or caulking issues.
- Mow, trim and remove debris from all yard areas, and complete any outstanding and otherwise incomplete trimming of small trees and shrubs, including weeding and flower bed maintenance.
- Ensure all gutters have been cleaned and unclogged to ensure drainage property with downspouts and that the roof is intact.
- All sidewalks, patio, and driveway are pressure washed and swept to remove stains or mold, and the exterior of the property is cleaned thoroughly to remove stains or mold. **Where applicable, also remove any snow and ice from driveways and sidewalks.**
- For walls, doors, trim, baseboards, fixtures, and ceilings, all the paint must be in the original color and **professionally** repainted where damages have occurred during the lease term. Any scuff marks and stains on the walls/doors/trim, etc., must be cleaned properly, and any holes or damages created in the drywall or trim must be filled and touched up **professionally**. Additionally, any added decals or hardware must be removed from the wall, and all grease or smoke satins on walls or ceilings must be cleaned properly without leaving marks or stains.
- Sweep any garages and storage areas, including unfinished laundry or basement areas and clean flooring.
- Replace any damaged window fixtures, such as blinds, if provided.
- Replace any missing or burned-out lightbulbs or batteries for any HighVine provided fixtures, detectors, remotes, alarms, and smart home devices
- Replace all HVAC filter(s) and clean vents throughout the home to ensure the system's functioning and set temperatures in range.
- Repair any damages to the property that were caused after move-in by the Resident (s). Includes all fixtures, objects, and structures- **If you are unsure about a specific item, contact your property manager at least 30 days before moving out for clarification and to send photographs.**

- **Vendors-** We do have a limited list of vendors we use and can provide references where available. In instances where a landlord's vendor is not available the Landlord allows any other services from applicable professional vendors that can provide receipt and meet the requirements as outlined above.

Please note, for tenants that have not confirmed 15 days before your move-out, we will post an Intent to Enter Form at the property on our vendor's initial inspection visit to ensure the move-out is scheduled on your specified date with you in person where applicable. Please be aware of the holdover charges outlined in your lease agreement if the property is not vacated at the lease end and we do not receive any confirmation for move-out as required.

Step 5: Complete Your Physical Move-Out

On or before **5 PM**, local time, on the final day of your Lease, you will need to complete the process of entirely vacating your home and leaving it in Move-In condition. At this time, your keys will also need to be left in your home along with any additional property access items (garage door remotes, mail keys, pool keys or passes, amenity keys or passes, parking permits, etc.) described above in a kitchen cabinet drawer unless instructed to use a lockbox or other location by the Landlord's agent. A fee may apply for any unreturned items, incomplete damage, or cleaning in the home per the Lease Agreement. **Please note that you will not be able to re-enter the home after you have turned over possession of your keys and completed vacating the home!**

After you have vacated the home, it will be inspected again and photographed for compliance with your Lease. The expense of cleaning beyond normal wear & tear or repairing damage, if applicable, will be charged against your security deposit or applicable deposit replacement program. You will be notified of any charges, and the remaining balance of charges will be added to your account. Please allow us **30-days** after move-out to send you this initial communication about final charges and your account statement. Please send any contact changes for you from now on to the Property Manager. The Property Manager will reply via email to request charge information for payments or ACH information to complete the deposit return as applicable. **Please note that all Move-Out and Security Deposit disputes must be in writing and cannot be discussed or resolved verbally for documentation. To confirm all move-out items, please reply to the Property Manager at propertymgr@highvinehomes.com.**

**Best,
HighVine Property Management**



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Tenant's Notice to Vacate Form

Dear HighVine Property Management Team,

In accordance with the Lease Agreement and/or Non-Renewal Agreement, I am at this moment giving my official written notice to vacate the home located at:

<<tenAddr1>> <<tenCity>>, <<tenState>> <<tenZip>>

I will be vacating the home and returning it cleaned and in Move-In Condition no later than **5:00 PM** local time, on «ResidentToDate», per the Rules and Regulations in my Lease Agreement. Additionally, I will inform HighVine Homes immediately when I turn over possession of the home.

I will make my Premises available and accessible to HighVine Homes or its authorized agents, upon notice of at least 72 hours, for my Pre-Move Out Inspection at a date and time chosen by HighVine Homes.

Tenant Name(s)

Tenant Signature(s)

Tenant Forwarding Address

Reason for Leaving

Date



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Acknowledgment of Welcome Packet and Move-Out Guide

I acknowledge that I have received a copy of the HighVine Homes Welcome Packet and Move-Out Guide. I have read and understood the contents of this packet and guide and agree to any items described. If I had any questions or concerns about the contents of this packet and how to comply with the suggestions or stated rules in the Welcome Packet or Move-Out Guide, I have already contacted HighVine homes and addressed said questions or concerns to my satisfaction before completing the signature of confirmation. Additionally, the Landlord is not liable for any misunderstanding or unreported items per this agreement.

Property Address: <<tenAddr1>> <<tenCity>>, <<tenState>> <<tenZip>>

DATE

TENANT SIGNATURE

TENANT SIGNATURE

TENANT SIGNATURE

TENANT SIGNATURE

GUARANTOR SIGNATURE