

Tenant Handbook

HODGE
PROPERTY MANAGEMENT

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Leasing & Payments

RESIDENT PORTALS

Each leaseholder or tenant will need to sign up for a personal resident portal upon signing the lease.

Access your portal via the **AppFolio** app or by visiting **HodgePropertyManagement.com/login**.

Through the portal, you can:

- **Pay rent**
- **Request maintenance**
- **View tenant ledger & payment history**
- **Sign lease renewals**

Make sure to provide an **active email address** when signing up for the portal!

NOTIFICATIONS

All notifications will be sent via **text** and/or **email**. Unsubscribing from these messages will forfeit your right to receive important updates such as building notices or unit entry alerts.

Hodge Property Management reserves the right to enter your unit as necessary.

Leasing & Payments

RENT

Due Date: Rent is due on the **1st** of each month.

Late Fee: Rent is considered late on the **4th** day, and a flat **late fee** (as specified in your lease) applies.

Daily Late Fee: A daily fee starts on the **5th** day of the month, not exceeding limits set by the Iowa Uniform Residential Landlord and Tenant Act.

Autopayments: If you set up autopayment and you have roommates, do **NOT** select “pay balance in full” option. This will pay the full balance due for the apartment, not your individual portion. HPM will not reimburse overpayments or transaction fees; any overpayments can be applied to future rent charges.

RETURNED PAYMENTS

All returned payments are subject to **fees** as outlined in your lease agreement.

Move In/Out

MOVING IN

Keys & Move-In Packet: Your keys and move-in packet will be left in your unit on your scheduled move-in day.

Door Code: If applicable, your **door code** will be sent via text on your move-in day.

Weekend Move-Ins: We are **closed on weekends**, so please arrange to pick up keys in advance if needed.

Utilities: Contact utilities to transfer service into your name before moving in.

MidAmerican Energy (gas/electric): 1-888-427-5632

City of Iowa City (water/sewer) 319-356-5066

RENEWING YOUR LEASE

Lease Renewal: A renewal offer will be made shortly after moving in.

Failure to Renew: If you do not renew, your lease will expire, and you must move out by the date and time listed on your lease.

SUBLEASING

You may not sublease or assign your lease without written consent. Subleasing does **NOT** relieve you of liability.

Move In/Out

TRANSFERS

If you're transferring to another Hodge Property Management unit, plan for alternate housing in between move-out and move-in dates.

MOVE-OUT

Unit Cleaning: Clean your unit thoroughly before moving out.

Return Keys: Return all keys, and ensure your address is updated with the postal service.

Utility Disconnection: Contact utility companies to disconnect services or schedule disconnection through the last day of your lease agreement.

Furniture: Oversized furniture and bulk items may not be placed in or around dumpsters. Tenants are responsible for arranging appropriate bulk item removal. Leaving furniture behind without agreement can **forfeit part of your deposit** or lead to **removal fees**.

SECURITY DEPOSIT

Refunds: Security deposits will be refunded within **30 days** (less lawful deductions).

ACH Deposit Refund: In your portal, please go to contact us and then request notice to vacate. Please use your lease end date as your move out date. Each tenant does need to do this in their personal portal.

If you do not provide ACH refund information your deposit will be held for one year before being forfeited.

Building Policy

NON-SMOKING POLICY

All Hodge Property Management properties are **NON-SMOKING**. This includes:

- **Cigarettes, e-cigarettes, vapes**
- **Hookahs, pipes, cigars**
- **Illegal substances**

Violating this policy may lead to **damage charges** and possible **eviction**.

CANDLES & OPEN FLAMES

The use of **candles, incense, space heaters**, or any other **open flame items** is **strictly prohibited**.

GRILLS

Grills are not permitted anywhere on the rental premises, including balconies and garages.

Gas or charcoal grills or similar devices used for cooking, heating, or any other purpose are not to be used. If you are caught out of compliance with this policy, a fine of \$200 will be charged to your account. **NO EXCEPTIONS.**

ANIMALS

Approval Required: Obtain approval before bringing any animal or pet into your unit. Failure to do so may result in denial to keep the animal.

Requirements: Complete a separate **animal agreement**, provide **vet records**, and pay a **refundable deposit**.

Violations: Unauthorized animals may result in **damage charges** and other penalties.

Pet Rules: Pets must not disturb neighbors, and tenants are responsible for cleaning up after them.

Logistics

PEST CONTROL

Pest control sprays inside your apartment and building once a month. The schedule is posted in your building.

Pest control will lock the door when they're finished, so make sure you have your keys with you. There is a charge for lock out calls.

DOOR CODES

Do not share your **door code** with anyone, including guests or delivery drivers. **Meet them at the door.**

PACKAGES

Pick Up Promptly: Any **food deliveries** left behind will be disposed of with a \$35 fee.

Missing Packages: Hodge Property Management does not review security camera footage for reports of missing or stolen packages. Residents are responsible for ensuring proper delivery and securing their packages upon arrival. If you believe your package was stolen, we encourage you to report the incident to your delivery service provider.

Logistics

PARKING

- **Permits Required:** Parking permits are required where applicable and provided in your move-in packet.
- **Assigned Spaces Only:** Park only in your **assigned space**. **No guest parking** is available.
- **Unauthorized Vehicles:** Unauthorized vehicles may be ticketed or towed.
- **Keep Vehicles Locked:** Always lock your vehicle when parked on the property, including in garages.
- **No Commercial Parking:** Do not park in **commercial spaces** where applicable.
- **Register Your Vehicle:** All vehicles must be registered on your portal to park on the premises.
- **No Parking in Key Areas:** Never Park in front of **fire hydrants** or **garages**.

SNOW REMOVAL

- **Parking:** If you have **covered parking** or a **garage**, please use those spaces for snow removal access.
- **Snow Clearing:** Snow will be removed from **main paths** and areas accessible by equipment. Tenant is responsible for removal of snow between vehicles and parking spaces.
- **Delays Possible:** Due to severe weather, snow removal may be delayed.
- **Take Care:** Be cautious when traveling around your building and remind guests to do the same.

Utilities

UTILITES

Utilities: Contact utilities to transfer service into your name before moving in.

MidAmerican Energy (gas/electric): 1-888-427-5632

City of Iowa City (water/sewer) 319-356-5066

- In the case of a power outage, please contact MidAmerican Energy. We do not shut off your power.
- If any of your outlets or appliances are not working after a power outage, please check and reset your breakers as needed. Minimum fee of \$35 if we come and reset them for you.
- Leave utilities on until the lease ends to avoid damage for which you will be responsible.

INTERNET

- **Provider:** Internet services are provided by **ImOn Communication** (if applicable).
- Bring your own router to connect (Netgear, Linksys, and TP Links).
- 100Mb fiber internet included, with option to upgrade for an additional cost.
- Contact ImOn for any questions, outages, etc.

Contact Info:

Email: Support@ImOn.net

Phone: 319-298-6484

Text: 319-243-1919

HEATING & COOLING

Keep Heat On: Always keep your **heat** on during cold weather to prevent freezing pipes.

Maintenance

MAINTENANCE

Submit Requests: Submit maintenance requests via your **online portal**.

Emergency Maintenance:

- For emergencies like **no heat, floods, clogged toilets** (in one-bathroom units), or **broken locks**, submit a request immediately.
- **Emergencies After-Hours:** Call 319-499-5190. Portal requests after-hours will not be received.
- After-hours calls for non-emergencies may incur a fee.

Maintenance will lock your door when they leave your unit, so if you submit a request, make sure you have your keys with you. There is a charge for lock out calls.

GARBAGE DISPOSAL

Do:

- Run the disposal with **cold water**
- Run it **regularly**
- Clean and disinfect regularly

Don't:

- Put **carrots, coffee grounds, egg shells, grease, pasta, rice, banana peels, bones, bleach, potato peels** or similar chemicals in the disposer.
- Please see the full list posted in unit for more information.

TOILET PLUNGING

You are responsible for **plunging** your own toilet. We recommend the **Korky Beehive** plunger for the best results. The suggested plunger can be found at Menards, Lowes and Ace Hardware.

If you submit a maintenance request and we come out to plunge the toilet for you, a minimum charge of \$35 will be applied to your account.

Maintenance

FEE SCHEDULE

Breaker Reset – If your outlets, appliances, or any other electrical aren't working, check the breaker box before submitting a maintenance request. Breaker resets are a minimum charge of \$35.

Broken Washer Lid Locks – most washing machines have a lid lock while the cycle is running; if lid is forced open, there will be a minimum \$35 charge PLUS the cost of the repair (additional charges will be applied if maintenance must review the cameras).

Clogged toilets - \$35 minimum + \$15 for beehive plunger left behind.

Disposal of garbage or food delivery left in common areas - \$35 (additional charges may be applied if carpets need cleaned).

Garage remote replacement - \$50.

Garage remote battery replacement - \$5.

Garbage disposal – minimum \$35 (refer to Garbage Disposal section).

Key fob replacement - \$50.

Light bulb replacement (including appliance bulbs) - \$35.

Lock change - \$90.

Smoke detector battery replacement - \$5.

A minimum \$35 charge will be applied for issues such as:

Drafty windows: Are they fully closed and locked? Make sure before you submit maintenance.

Freezer temperature: If your freezer is overcrowded/items blocking the door, it will not stay frozen. Rearrange before you submit maintenance.

Pet damage/mess in common areas (additional charges may be applied).

It is a tenant's responsibility to clean mildew accumulated on bathroom walls/ceilings.

- If you have mildew, make sure you're using the vent fan.
- Vent fan not working? Submit a maintenance request.

Hodge Property Management has the right to add/change rates at any time.

Safety

SMOKE DETECTORS

If your **smoke detector** beeps due to low battery, please submit a **work order** for prompt replacement.

FIRE SAFETY

- **Evacuate Immediately:** Exit the building during a **fire alarm** (unless it's a scheduled test).
- **Kitchen Safety:** Never leave cooking food unattended.
- **Flammable Items:** Do not store **flammable** items in your unit.
- **Smoke Detectors:** Never remove **smoke detectors**.
- **Fire Extinguishers:** The date on the fire extinguishers is the date it was certified and is good for six years after that date.

TORNADOES

Seek shelter on the **lowest floor** of your building, away from windows, during a tornado warning.

CONDITION OF PREMISES AND ALTERATIONS

Do not to alter, damage, or remove our property, including alarm systems, smoke/co detectors, screens, locks, and security devices.

- This includes, but is not limited to, adding locks to interior doors.

These systems are in place for tenant safety.

Hodge Property Management
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