

E. & J. COOPER PROPERTIES

TENANT RULES AND REGULATIONS

I HAVE RECEIVED AND REVIEWED A COPY OF THE RULES AND
REGULATIONS

Emergencies and Maintenance Policy

To report a maintenance concern or work order, please utilize the ‘Tenant Information’ tab on our website at www.cooperrentals.com. Work orders received through this portal are monitored during normal business hours and are assigned a priority upon receipt. <https://www.cooperrentals.com/tenant-information/>
For Emergencies, please call our office phone number at 603-432-3380, and then send a text to 603-234-8699.

The following constitutes an emergency:

- ❖ **Flooding**
 - For leaks, please send a work order through website
- ❖ **No Water**
 - Reports of no HOT water will be addressed during regular business hours.
- ❖ **No Heat**
 - During winter months
- ❖ **Fire/Carbon Monoxide**
 - Report only after calling 911/fire dept.
- ❖ **Gas Leak**
 - Report only after notifying gas company

Please do not send emails or work orders to report an emergency. Please do not text work orders to any employee of E&J Cooper Properties; they will not be addressed.

Fire, injury, or illegal activities should be reported to the authorities immediately. Lockouts do not constitute an emergency and are addressed in our policies manual.

1. PAYMENT OF RENT

- a. The rent is payable in full and advance on the first day of each month. Please refer to late payment policy on your lease.
- b. Any payment returned or not honored by the bank for any reason shall be subject to a fee of \$25 in addition to any applicable Late Payment Fee

2. UNIT AS A RESIDENCE

- a. The premises shall be used as a residence by the undersigned Tenants with no more than the number of adults and number of children outlined on the lease agreement.
- b. The premises shall be used as a residence and for no other purpose.
- c. Tenant shall not have a waterbed on premises without prior written consent of the Owner and proof of a renter's insurance policy.
- d. Tenant shall not paint, paper, or otherwise redecorate or make alterations to the premises without the prior written consent of the Owner
- e. Tenant shall permit Owner or Owner's agents to enter the premises at reasonable times and upon reasonable notice (24 hours) for the purpose of making necessary or convenient repairs, or to show the premises to prospective tenants, purchasers, or mortgagees.

3. PARKING AND RECREATION VEHICLES

- a. Parking on lawn areas is prohibited at all times.
- b. Tenants will be allowed 2 registered vehicles unless prior written consent of owner is given. Unregistered vehicles are not permitted on the property at any time.
- c. Recreation vehicles, boats, trucks larger than a one ton pickup, trailers, and motor homes may not be parked, stored, or left unattended in any manner for any purpose anywhere within the boundaries of the property, except within garages and so long as those garages are then capable of being closed in full. No extensive repair or maintenance work may be done to any vehicle within the boundaries of the property.
- d. If Tenant has 2 or more vehicles, the garage MUST be used to park one of the vehicles.

4. UNIT INTERIORS

- a. Unit interiors should not be modified in any way, without prior written permission of the owner. Modifications such as borders, painting, and hanging of wallpaper are prohibited.
- b. Touch up painting of unit is allowed with permission, and E. & J. Cooper Properties must supply paint.
- c. If necessary, a Tenant may request a lock change for their unit. If tenant receives written approval, locks will be changed by E. & J. Cooper Properties and a lock and key fee of \$25.00 per lock will be charged.
- d. The unit shall be returned in the same condition that it was delivered in. If this does not occur, cost of returning unit to original condition shall be the

responsibility of tenant. This includes interior and exterior of all appliances.

- e. No gasoline cans shall be stored in the basement area. Vapors can be ignited by adjacent pilot lights or heating systems.

5. UNIT EXTERIOR AND COMMON AREAS

- a. Tenants shall not make any changes, which affect the exterior appearance or character of the buildings. These additions may include, but are not limited to: Decorations, satellite dishes, bird feeders, equipment, awnings, signs, antennas, trampolines, or swing sets.
- b. There shall be no use of the common areas, which result in injury, or scarring of the common areas, specifically the landscaping or lawn areas. Tenants shall not cause an increase in costs of the maintenance, causes embarrassment, disturbance, or annoyance to other unit owners in their enjoyment of the property. Tenants and guests shall do nothing in their use of common areas, which cause a cancellation, or an increase in the cost of any insurance paid by the owner.

6. MAINTENANCE OF COMMON AREAS AND YARDS

- a. All improvements, maintenance, and landscaping of the common areas and yards shall be performed by E. & J. Cooper Properties, its designated agents, employees, and contractors.
- b. Tenants wishing to plant flowers or make other landscaping improvements shall request written permission from E. & J. Cooper Properties.
- c. Tenants are responsible to keep their front porches, patios, walkways, and driveways in clean condition at all times. Tenants are primarily responsible for keeping their assigned parking spaces, walkways, and driveways shoveled and free of snow and ice.
- d. E. & J. Cooper Properties will not be responsible for storm or screen doors to the units. If unit comes with a storm or screen door, tenant will be responsible for repairs. We will coordinate and install a screen door at the cost of the tenant if requested.
- e. Per New Hampshire State Fire code, gas and charcoal grills cannot be used or stored on decks in multi-unit occupancies. Gas and charcoal grills cannot be used on a deck, under a deck or within 10ft of any part of a building including a deck. Propane tanks larger than 5lbs cannot be stored indoors including garages and basements.

7. COMPLAINTS

- a. All Complaints regarding violation of rules shall be submitted to E. & J. Cooper Properties in writing.

8. FAMILY MEMBERS AND GUESTS

- a. Tenants shall be held responsible for the actions of their family members and guests. If occupant by a guest creates a nuisance to other tenants, E. & J. Cooper Properties shall have the right to require the guest to leave.

9. HANGING OF CLOTHES, ETC.

- a. No clothes, linen, or other materials, shall be hung or shaken from windows, placed on window sills, hung or draped from a porch or railing, or otherwise left or placed in such a way as to be exposed to the public view. Outdoor clotheslines or other outdoor clothes drying or airing facilities are not permitted. No flagpoles or signs shall be placed on a unit or in the common area or otherwise exposed to public view, unless approved.

10. ILLEGAL ACTIONS

- a. There shall be no use of or activity in any unit or any part of common area, which shall be in violation of any governmental law, rule or regulation.

11. IMPOSITION OF FINES FOR VIOLATION OF RULE

- a. Tenants are responsible and liable for any actions by them, their families, and guests, which result in a violation of a rule. Violation will result in a letter or warning to the tenant. If the problem is not corrected or discontinued within an appropriate timeframe, the tenant may be fined.
- b. Such fines shall be deemed additional rent if not paid within 15 days.

12. SMOKING

- a. There shall be no smoking inside or on the premises of any rental unit.

13. LITTERING

- a. **There will be no littering.** Paper, cans, bottles, cigarette butts, food, and other trash, refuse, and garbage are to be deposited only in appropriate trash containers and under no circumstances are such items to be dropped or left on the grounds or other areas of the units.

14. NOISE

- a. Tenants and their guests shall keep noise levels reasonable and proper at all times and shall have due regard for all other tenants. Tenants shall be expected to reduce noise levels after 9:00 pm so that other tenants are not disturbed. This is especially important in warm weather when windows are open. Noises carry further and seem louder at night than during the day when regular activities buffer them. At no time are musical instruments, radios, video games, record players, or television sets to be so loud as to become a disturbance.

15. OFFENSIVE ACTIVITIES

- a. No offensive activities shall be carried on within the grounds, nor shall anything be done or placed within the grounds, which may be a nuisance, create unpleasant odors, or cause embarrassment, disturbance, or annoyances to other tenants.

16. PERSONAL ARTICLES AND EQUIPMENT

- a. E. & J. Cooper Properties recognizes that day-to-day living will result in occasional personal articles in the common areas for brief periods. With that said, bicycles, sporting goods, cooking equipment, toys, tricycles, baby carriages, and other personal articles and equipment must be stored within the unit and are not to be left in hallways, yards, decks, or in any other area in public view.
- b. Tenant must receive written permission before placing larger recreation items, such as basketball hoops and swing sets in the common area. Such items must be marked clearly with tenant's name and unit number.

17. WATER CONSERVATION

- a. E. & J. Cooper Properties reserves the right to limit access to tenant's use of their outdoor faucets in the event of misuse, overuse of water (filling of swimming pools, etc.), or to avoid the possibility of off season use. Off-season use (November – February) could result in costly repairs, which would be assessed to the tenant.

18. LOCKOUTS

- a. E&J Cooper Properties is not responsible for unlocking any residence due to an accidental lockout. Every effort will be made to assist the resident in obtaining access to the unit. Accidental lockouts will not be considered a maintenance emergency.

19. RENTERS INSURANCE

- a. It is required for renters to carry a renter's insurance policy with a minimum liability amount of \$25,000. A copy of the policy declaration page must be provided with lease renewal.

SNOW REMOVAL POLICY

PONDBROOK

The Pondbrook Townhouses are located at 8 and 10 Perley Rd. in Derry. Here, the Landlord will remove snow from the common driveway area. Each tenant shall be responsible for their walk ways and the drive area in front of garage. Sand will be provided for use by all tenants.

MILLBROOK

The Millbrook Apartments are located at 169 Little Mill Rd. in Sandown. Here, the Landlord will remove snow from driveway area and all decks and walkways. These areas will also be sanded and salted after snow and ice storms. Sand/Ice Melt will be provided in each common entrance and in the laundry room for use by tenants when walkways may otherwise be slick. Landlord will also provide Ice Melt to those with individual entrances upon request.

SUMMERHILL

The Summerhill Townhouses are located at Misty Morning Dr. and Sundown Dr. in Derry. The Summerhill Board Association dictates snow removal policies for the condominium complex. Section 16 of the Summerhill Owners Manual specifies the following:

Unit Owners will be responsible to keep their front porches, patios, walkways, and driveways in clean condition at all times. Unit Owners are primarily responsible for keeping their assigned parking spaces, walkways, and driveways shoveled and free and clear of snow and debris.

ALL OTHER LOCATIONS

Tenant is responsible for snow and ice removal on all walkways and driveways at the following addresses:

- Beaver Lake Road
- Dexter St.
- Hampstead Rd.
- Hoodcroft Rd.
- Kilrea Rd.
- North Shore Rd.
- 2, 4, and 6 Perley Rd.
- Winter Hill Rd.

Please note that we outsource most of our snow removal for the winter season. Feel free to contact us if you have any feedback, suggestions, or questions regarding our policies

Violation Fines List

Parking on Lawn or other prohibited areas	1 st - Written notice of Violation 2 nd - \$25 fine per occurrence
Unregistered Vehicle on premises & Unauthorized Vehicles	1 st - Written notice advising of 7 days to comply \$50 if non-compliant on 8 th day \$50/week for duration of violation
Unauthorized Pets in unit or any other pet violation	1 st - Written notice advising of 7 days to comply \$50 if non-compliant on 8 th day \$50/week for duration of violation
Grills in violation	1 st - Written notice of Violation 2 nd - \$50 in non-compliant in 3 days \$100 per week for duration of violation
Improper storage of items in yard space	1 st - Written notice of Violation 2 nd - \$50 in non-compliant in 3 days \$50 per week for duration of violation
All other violations	1 st - Written notice of violation 2 nd - \$25/occurrence