

ADDENDUM TO RENTAL AGREEMENT
MAINTENANCE PROCEDURES
EXHIBIT D

Our goal is to provide all of our tenants with a comfortable and safe environment. The following maintenance procedures are guidelines for residents concerning maintenance.

All maintenance calls should be directed to **217-349-0248** (Carisbrooke) or **217-403-1722** (Wellington).

1. Tenant is required to contact Champaign Apartments, LLC anytime there is a maintenance request. Tenants must make all maintenance requests to the Carisbrooke/Wellington Leasing Offices. Tenant shall not call a leasing representatives' cell phone, owner's cell phone or any other number for maintenance issues. Please inform whoever answers your call to enter your maintenance request. Do not request a specific Champaign Apartments, LLC staff member, as this may slow down your work order.
2. Any maintenance issues that are not reported to the Carisbrooke/Wellington Leasing Offices' phone number will not be processed.
3. After normal business hours, only emergency items will be addressed.

We classify the following as **MAJOR EMERGENCIES:**

- a. **MAJOR LEAKS:** Water that will not stop running and is causing damage to your apartment. Try to **find the water shut off valve and immediately call the answering service.** For small leaks place a bucket or pan under the leak to prevent damage until a service representative can come to repair the leak.
- b. **NO HEAT:** We only take emergency no-heat calls during winter months when outside temperatures are below 32 degrees. This typically does not take place in our area until the month of December.
- c. **VANDALISM:** If your apartment is broken into, please call the police **first.** If the damage requires us to secure your door/window, please contact us and we will send out a staff member to secure your door /window.
- d. **FIRE:** Call the fire department at 911 before calling our office.
- e. **LOCKS OUTS:** Please call our office and we will meet you. It is a \$25 dollar charge that must be paid when maintenance arrives. After normal business hours, call the answering service. The service will direct you to Dave & Harry's Locksmith. Tenant is responsible for payment to locksmith. Dave & Harry's will charge you their own rate.

NON EMERGENCIES:

- Air conditioner is not cooling
- Water heater is not heating water
- Heat is not working and it's early in the heating season (August-November)
- Small leaks

4. There are several items that our maintenance staff does **not** take care of. The following are the tenants' responsibilities:
 - a. Replacing light bulbs
 - b. Replacing smoke detector batteries
 - c. Replacing furnace filters
 - d. Cleaning outside their units
 - e. We do **not** spray for ants, spiders, and other bugs, nor will we hire someone to spray for ants, spiders and other bugs after move in.
 - f. We do **not** clean ductwork beyond the cleaning that we do prior to move in.

I have read and understand the Champaign Apartments, LLC policies and procedures regarding maintenance and agree to follow the rules during my tenancy.

Tenant

Tenant

Tenant

Tenant

Agent for Champaign Apartments, LLC

Date