
GENERAL INFORMATION, RULES & REGULATIONS

Office

Our office is located on the courtyard level of Camden Plaza.
Our address is:

Woodard Properties
224 14th Street, NW
Charlottesville, VA 22903
Phone: (434) 971-8860
Fax: (434) 293-2280

We are generally open Monday thru Friday, 8:30 AM - 5:00 PM, and during some months Saturday 10:00 AM - 3:00 PM. If you have a maintenance emergency after office hours, such as no heat, no water or a major water leak, please call the office and you will be given instructions on having a maintenance technician paged. For your convenience, we have a drop box located outside our office for you to drop off correspondence, keys, rental payments (no cash), etc., at any time.

Security

Please be conscious of security; keep outside lights on and report anything unusual or suspicious directly to the Police Department by dialing 911. Please read the Crime-Prevention Tips on our website. If your lock(s) is/are not working properly, please notify the office immediately. If you wish to have a keyed lock installed or changed you may request this work through the office. The installation fee (including the lock) is a minimum of \$100.00.

Parking

If you have a car, your vehicle must be operational, properly licensed, operated regularly by Tenant and registered in Tenant's name or Tenant's parent's name in order to obtain a parking permit. If you wish to reserve a covered parking space you must execute a parking agreement in order to obtain a permit. **Parking permits are to be placed on the rear windshield or rear bumper on the driver's side and must be affixed and clearly visible.** Please park neatly and compactly and pull completely into the space so that your permit can be seen. We enforce the parking by permit for your convenience and protection, so your cooperation is necessary. Parking is entirely at your own risk. Do not back onto the street. Do not park in a compact space unless your car is no more than 13 feet long from bumper to bumper. Be aware that vehicles without a Woodard Properties parking permit will be towed without warning, at anytime, in order to keep the parking areas available for Residents. No guest parking is available. Towing is enforced by Collier's Towing, and they should be contacted at (434) 295-4941 if you think a vehicle has been towed. Vehicles will be towed if not parked in a valid parking space or if parked on any grassy area. Your parking sticker is only valid for the property at which you reside and not at any other Woodard Properties locations. **Please drive carefully and slowly** through parking lots and garages or your parking privileges may be revoked.

Noise

Please respect the rights of other residents in the building by containing your noise so that it is not audible outside your room. Please talk and walk quietly, especially on the stairways.

Pictures On Walls

Please limit the use of adhesive devices, nails or screws in the walls. You will be responsible for any damage made to the walls.

Rent

The rent amount is indicated on your rental agreement. Payments are due on or before the 1st of each month. You may bring checks or money orders to our office. Unfortunately, we are unable to accept cash payments. There is a drop box near the covered entrance door if you choose to drop off your payment after hours. Electronic payments can also be submitted through our website. If you prefer to mail payments please be sure to allow adequate time for the post office to deliver your rental payment to our office. If payment is not received by 5:00 pm on the 5th, the late fee is automatically charged to the account.



- Smoking** Smoking is not permitted on premises, common areas such as stairs, sidewalks, parking lots, laundry room, or other property of Landlord. Your visitors are also expected to respect this policy.
- Balconies** DO NOT use balconies or walkways to store your belongings or hang clothes. Do not congregate or party on the balconies or walkways. Do not use or store grills or flammable items of any type on balconies.
- Bicycles** Many locations have bike racks to store your bicycle. Bicycles may be kept below stairways, so long as they do not block walking traffic. Please do not park them on the walkways leading to doors, in the courtyard or on porches. You must have a permit, clearly displayed, on your bicycle in order to park on the premises.
- Trash** Trash must always be placed in plastic bags, sealed, and removed from the apartment regularly to avoid infestation and foul odors.
- Maintenance** Maintenance service requests can be submitted electronically on our website, e-mailed to Maintenance@WoodardProperties.com or you may call the office. If you have an after-hours emergency, you can call 434-972-1048 to have a maintenance technician paged.
- Thermostat Setting** The thermostat in the central area controls the temperature for the entire apartment. Therefore, it is important that all residents agree on a temperature range for the apartment. If a unanimous agreement cannot be reached by all residents in an apartment then it is assumed that they agree on a setting between the 'Comfort Range' of 68 - 72 degrees.
- Toilets** Should your toilet need to be unclogged, please try first to use a plunger (which is provided in the utility closet). Should Woodard Properties unclog your toilet, you will be charged \$55.00 during office hours and \$82.50 after office hours. There will be additional charges if we have to remove your toilet to unstop it.
- Fire Safety** Storage and/or use of supplemental heating devices, charcoal fires, and dangerous substances (kerosene, gasoline, etc.) are not permitted anywhere on the premises. Charcoal grills may be used on paved areas only. Please do NOT store anything in the utility/furnace closets.
- Smoke Detector** We will inspect the smoke detectors periodically. However, you may test your own at any time, and in the event yours does not work, please notify us immediately. If you have any loss of hearing which would require the installation/use of a special smoke detector, please notify us immediately.
- Pets** Pets are not permitted on the Premises (including pet-sitting for guests or family).
- Occupancy** Your suite or apartment/house is for occupancy only by the person(s) named on your rental agreement. Occasional overnight guests are allowed, but for no more than two (2) nights in any thirty (30) day period without prior written consent from landlord. If you have any questions in regard to this matter, please contact the office.
- Insects** Inevitably, insects find their way into many apartments. Prevention is necessary to avoid costly extermination. If you keep your kitchen and all other areas clean, we will exterminate your apartment at no charge. Ask us for details if you discover insects in your unit. Everyone in your apartment must sign an extermination request form, which is available at the office, before we can exterminate for insects in your apartment.

Insurance Insurance for protection of your personal belongings is your responsibility. We strongly recommend renters coverage and encourage you to see an agent of your choice.

Lock out If you are locked out of your home between 8:30 am and 5:00 pm Monday - Friday, you may borrow a key(s) at the office. There is a \$5.00 charge for borrowing keys. If keys are not returned within a 24-hour period, the locks will be changed and residents will be charged a minimum of \$100/per lock. If you need access to your home and we are not open, you may call a locksmith of your choice or wait until the office reopens.

Should you have other questions or concerns, contact us at the office at 434-971-8860.