



RESIDENT HANDBOOK

Welcome to your new community! We are excited to have you as a resident and look forward to getting to know you. Our mission is to provide an unsurpassed living experience through our dedication to customer service. To help make your experience a pleasant one, please read through the Resident Handbook to familiarize yourself with your community, important rules to remember, emergency guides, and important contact information. Please don't hesitate to stop by our office if you need any help or just to introduce yourself; we want to get to know each one of our residents!

Enjoy your new home and thanks again for choosing The Standard at Knoxville!

Welcome home!

Sincerely,

Your Management Team
The Standard at Knoxville



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OFFICE INFORMATION

The Standard at Knoxville
705 S. 17th Street
Knoxville, TN 37916
(865) 444-2150

For any after-hours emergencies, please contact the office number to be assisted by our after hours answering team.

Office Hours are:

Monday – Friday	10:00AM - 6:00PM
Saturday	10:00AM - 4:00PM
Sunday	12:00PM - 4:00PM

The staff in the office consists of the following personnel:

- Jessica Reigrut - Community Manager
- Christopher Catlett - Resident Services Manager
- Julian Tapia - Leasing and Marketing Manager
- Stephen Kilgore - Maintenance Supervisor
- Kendrick Pemberton - Maintenance Technician
- Bernard Bynum - Porter
- Spencer Canady - Porter
- Ashley Polcyn, Bailee Long, Chase Adams, Kaylin Fitzmaurice, Logan Creech, Stephen Gingrich, and Taylor Nichols - Community Ambassadors

RESIDENT PORTAL

The Resident Portal can be accessed through the property website and is your resource to find out about community events, send messages to staff, pay your rent, set up monthly recurring payments, or submit maintenance requests. If you have not signed up already please create a new account. It only takes a few minutes! Also, download the “Resident Portal” app by Entrata Inc from the App Store or Google Play Store.

RENTAL PAYMENTS

Rent installments are due on the 1st of each month, regardless of whether it is a holiday or weekend. Rent is late on the 5th of the month and a late fee equaling 10% of the balance due will be charged to your account. Payments are accepted in the form of personal check or cashier’s check in the office or credit card, e-check, or e-money order through the resident portal (processing fees may apply). We do not accept cash, however, we do accept electronic money orders. To pay with an electronic money order, print off the account code from the Resident Portal account and follow the



provided instructions. Please see the office for any questions about electronic money order payments. If paying by personal check or cashier's check please make sure your full name and apartment number are listed on the memo line. If paying after hours, please submit payment through resident portal or place payment in designated rent drop box.

RESIDENCE LIFE

The Standard at Knoxville is committed to building a community where people feel they belong and are cared for. Throughout the year we will be planning a variety of events aimed to help you have a well-rounded experience, become better acquainted with your roommates and neighbors, and to be involved in activities beyond your current routine. We highly recommend that you follow us on social media to stay informed about all upcoming events.

MAINTENANCE

Non-Emergency maintenance items can be submitted by logging in to your Resident Portal. All non-emergency requests will be completed between 10:00AM and 5:00PM Monday through Friday (excluding holidays). Any resident-caused damage to the home will be charged to your account after the work is completed. **Note that service requests entered through the Resident Portal may not be received until the following morning.*

Issues may arise after hours that require immediate maintenance attention. These are situations that present a danger to people or property and include: fire, leaking pipes, flooding, toilet issues in units that have only one bathroom, no heat or AC if temperature is below 50 or above 90, or no water/power to the unit. For after hours emergencies, please contact the office number to be assisted by our after hours answering team.

Maintenance Tips:

- Keeping a plunger on hand to take care of minor clogs. In order to keep the toilet from getting clogged, do not flush rags, paper towels, diapers, feminine products, etc. down the toilet.
- Know where the toilet's water shut-off valve is (look behind the toilet). If the toilet begins to overflow, turn the water supply off immediately. This can prevent possible damage to your home. Once the water supply has been shut off, contact your management team or submit a maintenance request for the service.
- A toilet that runs constantly wastes water. If your toilet is running non-stop, contact your maintenance team immediately.
- Never put grease, coffee grounds, vegetable skins, fruit pits, rice, or other items down the sink. Collect in a container and throw away in the trash.
- Clean up spills (even water) on flooring and carpet immediately before they soak in or cause damages.



- After bathing: (1) wipe moisture off of shower walls, shower doors, the bathtub and bathroom floor; (2) leave the bathroom door open until all moisture on the mirrors and bathroom walls and tile surfaces has dissipated; (3) hang up your towels and bath mats so they dry completely and (4) leave any bathroom fan on for at least thirty minutes after completion of activity.
- Run the Washer/Dryer and Dishwasher only when it is full to save water.
- Clean lint trap after each use and keep surrounding area clean and free of debris.

RULES & REGULATIONS

The Standard at Knoxville is committed to complying with all federal, state, and local fair housing laws. This means our staff has an obligation to treat each individual consistently. To do so, and to create a comfortable and exceptional community, we have established guidelines for everyone in our community to follow. Please do not ask for exceptions to these guidelines unless you have a disability that requires an accommodation. We appreciate your cooperation.

As a resident, you are financially and legally responsible for your behavior and its consequences and that of your guests on the property. This section is meant to address commonly asked questions and are not intended to cover all rules and regulations within the community. For a full list please review a copy of your lease and ask the staff if you have any questions.

Access:

- Keys- Each resident will receive one mail key and one access control key to the building and unit upon move in. If your key is lost, replacements will be provided for a fee of \$50 for door keys and \$25 for mailbox keys. In the event that you lose your bedroom key the replacement cost is \$50. Do not give your key or access fob to anyone else. If you have lost your key report this to the office immediately.
- After hours lock outs- If you lock yourself out after office hours, we can help you; Contact the main office phone number to reach the after hours call center. There is a \$50 fee for this service that will be charged to your resident account.
- Visitors/guests must be accompanied by a resident at all times. Residents will be held responsible for their guests' actions should damage be caused by a guest.

Unit:

- Resident shall not obstruct any ingress or egress points in the community. This includes storing bicycles or other personal property in common area walkway or area.
- No signs, flags, draperies, or other items shall be visible from exterior as community should have uniform appearance. Holiday decorations are permitted, but you must remove them within two weeks of the holiday.
- Keep all entries free of debris.



- We are unable to remove and store furniture. If a resident opts to remove furniture, they are responsible for removing, storing, and returning furniture in its original condition.
- Colored bulbs are not allowed in any exterior light fixture.
- Prohibited items – include but are not limited to, decals, stickers, street signs, dart boards, dangerous substances, firearms or dangerous weapons, drug paraphernalia, water filled furniture, generator, or gasoline.
- Lock windows and doors to your apartment at all times. Determine who is at the door prior to opening.

Amenities:

- Use of the Common Areas of the Facility including, but not limited to, the Clubhouse/Leasing Center, pool, golf simulator, study room, courtyards, and fitness center is for all residents and their limited guests.
- Residents with guests using these facilities must accompany their guests at all times. If a person using the facilities is 16 years of age or younger, that person must be accompanied by a guardian or sponsor who is 19 years or older. Guests may be prohibited at Landlord's discretion.
- If the noise from residents using the amenities disturbs other residents or if other incidents warrant, we reserve the right to modify the amenity and pool use hours or as otherwise deemed necessary.
- Equipment for certain amenities can be checked out during business hours at the office.
- Computer lab printing may be offered but residents are responsible for providing their own paper.

Safety:

- Barbeque grills are provided in outdoor Common Areas (if applicable). In accordance with the local fire code any other grills or hibachis are prohibited in units or on patios or balconies.
- Resident must not tamper with, interfere with, or damage any alarm equipment and/or installations.
- Smoking is prohibited in units, stairwells, building common areas, hallways, or as prohibited by local law. The term "smoking" means inhaling, exhaling, breathing or carrying any lighted cigar, cigarette, electronic/vapor cigarette, tobacco product or any other similar lighted product in any manner or in any form. A fine will be incurred of \$25.00 after the first documented warning and \$50.00 for each additional smoking violation. This includes guests in or on the grounds.
- Resident may not trigger the overhead sprinkler system in his or her Unit. Check the batteries in your smoke detector monthly.
- Fire warning devices and safety equipment are to be used only in case of emergency.
- Resident should not make any loud or disturbing noises which constitute a nuisance to other residents. Neither Resident nor Resident's guests may use the Common Areas, parking lots or grounds in such a manner that interferes with the enjoyment of other Residents.



- Large parties or gatherings must be registered with Landlord prior to event. Registration does not release Resident from lease violations.
- Obtain renters insurance or participate in the Landmark Student Property Damage and Replacement Coverage program. Keep inventory list of personal belongings.
- Let roommate know if you are going to be out of town for an extended period of time.
- Do not overload outlets by using a multi-tap connection. Make sure cords on lamps and household appliances are not split or frayed and that the wire inside is not exposed.
- Never leave cooking unattended.
- Report to the office any malfunction to devices, lights, access points, railings, etc.

Parking:

- Resident shall not park any motor vehicle at the Facility without first signing the Parking Addendum, registering vehicle, receiving a parking permit.
- Parking Decals must be placed on the bottom of your driver's side window. Make sure the decal is visible (especially if you have tinted windows) or your car may be accidentally towed.
- Resident shall park only in designated areas and shall not block other cars or park in front of the trash dumpsters. Resident shall not park on the grass, along curbs or sidewalks. If Resident's vehicle is found in any of these prohibited places, Resident's vehicle will be towed without warning and at Resident's expense.
- Lock doors to your vehicle at all times. Do not leave visible items in your car.
- Guest parking is not permitted.

Pets:

- We are a pet friendly community, but residents with pets must follow these guidelines. No pets will be allowed in Resident's Unit without prior written permission of Landlord. Approval must be granted in the form of an executed Pet Addendum prior to animal entering or residing on the premises. If a pet is found in Resident's Unit, resident will be found in violation of this policy and will be fined.
- Breed and weight restrictions apply. Contact the management office for pet requirements and restrictions. Pet deposits and monthly rent may be required.
- You must keep your pet on a leash and accompany the pet at all times. You must keep your pet on a leash.
- Animal visits or animal babysitting for unregistered pets is not permitted. All animals on property for any duration of time must be fully registered through the office.



Utilities:

- Water and sewage is provided by the Standard and included with rent.
- Electricity billing is serviced through SimpleBills. SimpleBills is third party system we utilize to divide electricity bills between roommates for residents to only pay their portion.
- Resident must keep all utilities to his or her Unit active and may not turn utilities off when leaving his or her Unit, even for vacation.
- Unless Landlord instructs otherwise, Resident must, for 24-hours a day during freezing weather, (a) keep Unit heated to at least 60 degrees Fahrenheit, (b) keep cabinet and closet doors open; and (c) drip hot and cold water faucets.
- All trash and garbage must be placed in the trash chute, bin, dumpster, or compactor located in the Facility. Landlord reserves the right to impose a charge of \$25 per bag/refuse per day for violation of this provision as well as for littering by Resident. Continued violation may result in additional fines.
- Cable & Internet is provided by a Service Provider to the Facility. Review network access policy in Community Rules & Regulations for more information. If you have issues with cable or internet please refer to the Service Provider handout provided in your move in packet for access, support, or troubleshooting information.

Important Numbers:

- Knoxville Police Department - Non-emergencies: 865-215-4010
- UT Police Department: 865-974-3114
- Fire Department: 911
- Poison Control: 911
- Hospital:
 - Fort Sanders Regional Medical Center: 865-541-1111
 - University of Tennessee Medical Center: 865-305-9000
- Towing - Sutherland Ave Towing: 865-525-0597



EMERGENCY INFORMATION GUIDE

The purpose of this guide is to provide guidance on the community fire safety and evacuation plans. Always remember, call 911 if your personal safety or the safety of another is at risk!

The building is equipped with the following equipment:

- Portable Fire Extinguishers – located in the living area under the sink in each apartment as well as in the clubhouse and public areas.
- Smoke Alarms – located in hallway and bedrooms of each apartment. Their function is to sound an alarm if smoke is present.
- Fire Alarm Pull Stations - Manual Fire Alarm activation point that requires human intervention. These are located in the corridors on each floor. Pulling a fire alarm in a non-emergency is illegal and may result in felony charges.

Fire/Emergency Reporting:

Please report any incidents to the office if you experience or witness: violence, criminal activity, vehicle accident, injury or other medical emergencies, electrical/mechanical concerns, fire, flooding or leaks, or pests/rodents. The office will ask you to fill out an incident report for our records.

Evacuation & Accountability:

In the event of an emergency where evacuation is necessary, remain calm and quickly exit the building using the nearest stairs, if applicable, and the nearest exit. Once outside the building, gather away from the building to clear area at least 500 feet away from affected building. Always move upwind of the building but be sure to keep streets, fire lanes, hydrants, and walkways clear for emergency vehicles and personnel. Review community site plan for emergency exit routes for your unit and designated meeting locations once you have evacuated the building.

Persons with disabilities or needing special assistance in the event of an emergency should locate the nearest exit and move to a safer location, if applicable. If unable to exit because of a disability, needing special assistance, or if you believe someone to be trapped in the building, call 911.

Fire Evacuation Plan:

The facility has a fire alarm system that will notify occupants of a fire emergency. When the alarm sounds an audible sound accompanied by strobe lights will notify occupants of an alarm. The fire alarm is monitored by a 3rd party who will contact the fire department. If you hear an alarm don't rush out into the hallway. Feel the door, if it is hot, use another way out. If the door is cool, check the hallway for fire and if no fire is



present exit the building using the nearest stairs, if applicable, and the nearest exit. Never use elevators in the event of a fire, use the stairs. Stay low as smoke and heat rises.

If you can't escape from your apartment, stuff wet towels, sheets or clothes around the door and vents to keep smoke out. Call the fire department and tell them where you are. If no smoke is coming into the room you're in, open a window slightly both at the top and at the bottom. Stay low and wave a bright cloth, towel or sheet out the window to signal your location.

If you discover a fire try to isolate the fire by closing doors as you exit the building, verbally notify those around you as you move towards exit, sound fire alarm by pulling the closest manual hand pull located next to each door, call 911, evacuate the building using the evacuation routes provided.

Medical Treatment:

If at any time you need medical treatment dial 911. If you need medical treatment while at the post evacuation designated meeting point, advise the nearest emergency personnel.

Weather-Related Emergencies:

Monitor radio and television broadcasts and be alert to changing weather conditions. Avoid unnecessary travel. To prepare for inclement weather, keep on-hand preparedness items that could include: first aid kit, battery operated radio, fully charged cell phone, flashlight, extra blankets, canned food and can opener, bottles of water.

Other Hazards:

Be alert for liquid or chemical spills within the community and notify the office to address issue immediately.

Do not interfere with any civil disturbance or demonstrations and notify local law enforcement.

Earthquakes occur without warning. If inside the building, duck under the nearest sturdy object and hold onto it until the shaking stops or stand flat against interior wall. Once shaking has stopped evacuate building immediately using the evacuation routes provided.

No security system is fail-proof. Even the best system can't prevent crime. We disclaim any expressed or implied warranties of security. The best safety measures are the ones you perform as a matter of common sense and habit.



EVACUATION ROUTES

1. **Proceed to the common hallways. Exit the doors with the emergency exit signs. Exit the door closest to your apartment. Proceed down the stairs to the nearest door leading outside.**
2. **If your emergency exit is blocked, do not return to your apartment. Use the emergency exit at the opposite end of the building.**
3. **If all emergency exits are blocked, return to your apartment and proceed to your balcony. Emergency Personnel will assist you off of the balcony.**
4. **DO NOT REENTER THE BUILDING FOR ANY REASON UNTIL CLEARED BY EMERGENCY PERSONNEL.**



DESIGNATED MEETING POINT

The designated meeting point will be in front of Clement Hall (across 17th street from the main lobby entrance).

Do not re-enter the building for any reason.

The Property Manager will conduct a role call to make sure that all residents are accounted for in the case of an emergency evacuation.

Please be patient and calm. It is our duty to make sure that all residents are accounted for in Emergency Situations.