



Welcome to Rabbit Ridge! I hope that your stay at Rabbit Ridge is enjoyable. We are so pleased that you have chosen to live at Rabbit Ridge and hope that your stay with us is a pleasant one.

Please understand that this is a very busy time for us. We will be cleaning, painting and doing repairs well into this month. We appreciate your patience during this very busy time.

A few guidelines...

Please, always remember to respect your neighbors. Loud music and partying are not acceptable. Quiet rules are enforced 24-hours a day, 7 days a week.

Please leave the protective mattress covers on your bedding. We encourage you to wrap the mattress with any additional protective covering before putting on your regular bedding. Additionally, please do not tamper with the placement of the bed.

--And last, please practice good safety by locking your doors and knowing where your keys are at all times.

**Please review all the materials in this Welcome Kit. You will need to complete the bottom half of this form and return this document via email to secure your move-in time slot.**

**Have a great year and good luck with your studies!**

Thanks! – Rabbit Ridge Management

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**PLEASE COMPLETE AND RETURN THIS FORM TO SECURE YOUR MOVE-IN TIME SLOT.  
PLEASE SEND IT VIA EMAIL TO: [jennifer@rabbitridgeproperties.com](mailto:jennifer@rabbitridgeproperties.com)**

\_\_\_\_\_ (name)

\_\_\_\_\_ (date)

**PLEASE INITIAL THE FOLLOWING LINE ITEMS**

I have viewed the Orientation Video and the General Maintenance Video.

I have read the orientation email (welcome kit), which contained the welcome letter, the Policies & Procedures and instructions for appliance use. It also includes a list of fines associated with any violations. If I do not understand a provision in the welcome kit then I agree to ask the management for clarification. I agree to abide by all rules and regulations found in the welcome kit.

I have read the Internet and Media Set Up form, which was included in the welcome kit email. I agree to abide by all rules and regulations found in the Internet Set Up form.

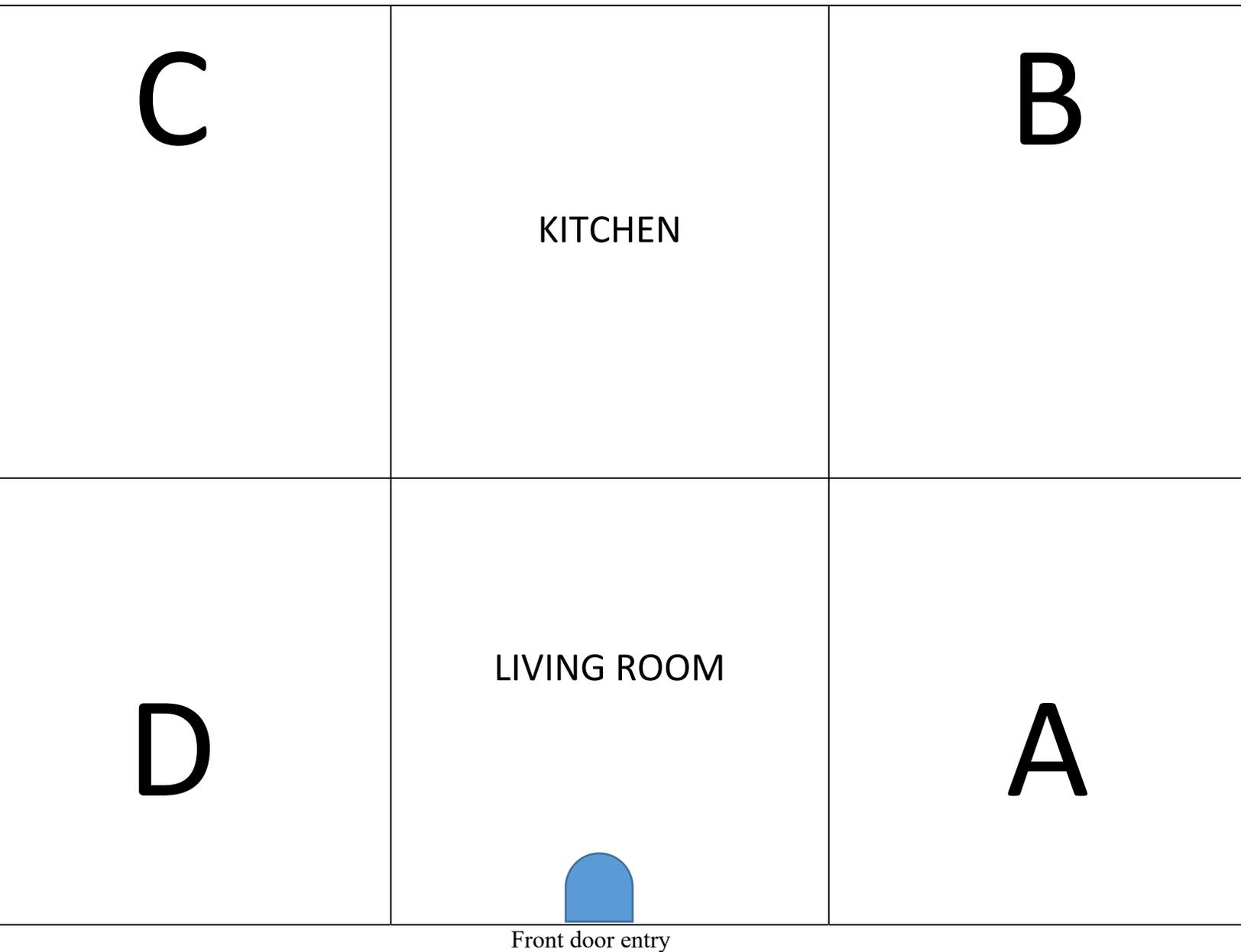
# Room Location

**2-bdrm & 4-bdrm tenants:**

It is imperative that you do not change bedrooms with your roommates. This can be addressed in September by contacting the office, but until then, please move into the bedroom you have been assigned. All billing and damage reports are based off of your assigned room number.

*FOR 2-BEDROOM UNITS, A IS THE FIRST ROOM BY THE LIVING ROOM, AND B IS THE BACK ROOM OFF THE KITCHEN.*

*SEE BELOW FOR ROOM LOCATIONS IN A 4-BEDROOM UNIT.*



The following statements are useful guidelines for operating the appliances in your apartment. Following these guidelines will reduce costly damage, repairs or replacement of the appliances.

If an issue occurs with any of your appliances, please email:  
<https://www.rabbitridgeproperties.com/maintenance-request>  
Rabbit Ridge Properties URGENT items only: After Hours 828-226-7299

### **Refrigerator/Freezer Use**

- Do not overcrowd the refrigerator or block cold air vents. Doing so causes the refrigerator to run longer and use more energy.
- The freezer compartment should be kept at 0 degrees or lower.
- A freezer operates most efficiently when it is at least 2/3 full.
- Leave spaces between packages, so cold air can circulate freely.
- Do not wash the ice container or bins in your dishwasher.

### **Oven Use**

- The oven function will not work if the time of day clock is not set.
- Remove all excess spillovers in the oven before starting the self-cleaning cycle, using hot soapy water and a cloth. Do NOT use oven cleaning products in the oven if you are using the self-cleaning cycle.
- Use care when opening the oven door after self-cleaning cycle. Stand to the side of the oven when opening the door to allow hot air or steam to escape.
- Do not force the oven door open. This can damage the automatic door locking system.
- Should an oven fire occur, close the oven door and turn off the oven. If the fire continues, use a fire extinguisher. Do NOT put water or flour on the fire.

### **Stove Top Use**

- Do not immerse or soak removable surface heating elements.
- Make sure drip pans are in place.
- Keep the drip pans clean and free of grease by washing in hot soapy water.
- Do not use aluminum foil to line any part of the appliance.
- Never leave the stove unattended when on.
- Do not use two elements to heat one large pan.
- Do not use a wok if it is equipped with a metal ring on the bottom.
- Do not cook foods directly on the cooktop surface without a pan.
- Do not use commercial oven cleaners on the exterior surfaces.
- Never clean a HOT surface.

### **Dishwasher Use**

- Dishwasher must be empty before operating dishwasher. Do NOT use the dishwasher if the disposal is in use, broken or clogged. Failure to do so will lead to flooding and extensive damage.
- Use only detergents labeled for dishwashing machine use. Do not over-fill the detergent dispenser.
- Do not block the spray arm tower with dishes. Leave the center of the machine empty and clear of dishes.
- Scrape away large pieces of food, bones, pits, toothpicks, burnt food, etc. before loading dishes.

### **Microwave Use**

- Do not heat whole eggs or sealed containers in microwave.
- If materials inside the oven should ignite, keep oven door closed, turn oven off, and disconnect the power cord, or shut off power.
- Do not put any metal objects in the microwave. This includes: metal foil, twist-ties, meat thermometers, skewers, metallic glaze or trim on dishware.
- Do not put the following items into the microwave for drying or otherwise: flowers, fruit, herbs, wood, gourds, paper, paper bags and newspaper.
- Regularly clean with soft cloth or sponge with soap and water. Do not use soap-filled scouring pads, metal scouring pads, abrasive cleaners, ammonia or oven cleaner. The turntable may be washed in the dishwasher.

### **Disposal Use**

- Be sure the disposal is empty before using the dishwasher.
- Use water while disposal is on. Allow the water to continue running for a few seconds after the disposal has been turned off.
- Leave the stopper in the drain when not in use to prevent utensils and foreign objects from falling into the disposer.
- Do not put any of the following items in the disposer: cans, bottles, bottle caps, glass, china, leather, stones or gravel, cloth, paper, rubber, string, feathers, clam-shrimp-oyster shells, rice, pasta, corn cobs, potatoes/skins, bones or any other item such metal, pottery, or plastic.
- Cut up melon rinds, fruit skins and fibrous husks like lima bean pods before putting them in the disposer.
- Do NOT overfill the disposer. Use the disposer in small increments.
- If an odor develops, run an orange or lemon rind through the disposer. A dozen ice cubes sprinkled with a little household scouring powder will also work.

### **Heating/Cooling Unit Use**

- If you turn the air conditioner off, wait at least 3 minutes before turning it back on. This prevents the air conditioner from blowing a fuse or tripping a circuit breaker.
- Do not use the air conditioner if the outside temperature is below 65 degrees. The inside evaporator coil will freeze up and the air conditioner will not operate properly.
- Do not change the temperature in large increments to cool the apartment; instead, move it just a few degrees at a time waiting a ½ hour before changing it again. The inside evaporator coil will freeze up and the air conditioner will not operate properly.

### **Laundry Center Use**

- Do not wash or dry items that have been previously cleaned in, soaked in, or spotted with gasoline, cleaning solvents, aerosols, kerosene, cooking oils, waxes, etc. Do not store any of these items near the dryer and do not add any of these items to a wash or dry cycle.
- Clean the dryer lint screen before EACH load. Do not operate the dryer if the lint screen is blocked, damaged or missing.
- Do not overload the washer. If overloaded, stop machine and the reduce load. (When control is set at the highest fill level, dry load level should not be higher than top row of circular holes in wash tub.)
- DO NOT put a comforter of any kind in the washer.
- If thumping noise occurs in washer, stop washer and redistribute load.
- Do not open the washing machine when it is running.

### **Toilet Use**

- Do not flush any foreign materials down the toilet, such as: tampons, paper towels, condoms, cloth, or large items.

### **Smoke Detectors**

- If a detector 'chirps' due to low battery, please call 828-226-7299 immediately for battery replacement. Do NOT remove any smoke detectors, under any conditions.

# **Rabbit Ridge Properties Policy & Procedures Manual (2022-23)**

## **Parking**

- Tenants are provided only one permit and are to display their registered permit at all times in the back window of vehicle. Failure to display your permit may result in towing at your expense.
- Tenants may park in any spot, as long as it is an “available parking spot”. An “available parking spot” can be identified by the two white lines indicating the spot.
- Parking in any spot other than one that has lines or a number will result in a minimum of a \$25 fine for the 1<sup>st</sup> occurrence, a minimum of a \$50 fine for the 2<sup>nd</sup> occurrence, and towing for the 3<sup>rd</sup> occurrence. Please note, towing may be the result for any of the parking offenses, the fines are only the minimum penalty.
- Doing any of the following will result in a fine or towing:
  - Parking in non-marked spots (no lines)
  - Double-parking
  - Parking on landscaping
  - Blocking a traffic lane
  - Parking in a no-parking-zone (striped area)
  - Parking in a handicap spot without the proper state-issued permit displayed.
- Visitors may park in any “available parking spot”. If a visitor parks anywhere other than a marked spot, they will be subject to towing at their expense.
- Only one vehicle per tenant is allowed.
- No other type of vehicle or item may be stored in a parking space without prior written consent of Landlord.
- Tenants may not wash, repair, or paint in the parking spaces or in any other common area on the premises.

## **Grills**

- Grills of any kind (gas, charcoal, electric, etc.) are not allowed anywhere on the premises of Rabbit Ridge.
- Any grill on the premises, other than those owned by Rabbit Ridge, will be removed from the property without return or compensation to the owner.

## **Fitness Room**

- The Fitness Room is for the use of tenants only.
- Tenants are not to allow any guest, visitor or family member to use the fitness equipment.
- Violation of this rule will result in eviction.
- Non-tenants caught using the equipment will be prosecuted.

## **Smoking**

- Smoking of any kind is forbidden inside the apartments of Rabbit Ridge Properties. Smoking inside an apartment will result in eviction.
- Remnants of any smoking materials will be referred to “cigarette butts”.
- Smoking is allowed outside the apartments; however, cigarette butts must be disposed of properly. Outside every apartment there are flower pots filled with crushed stone. These are to be used for the disposal of cigarette butts. YOU are responsible for cleaning out these receptacles.
- Cigarette butts are not to be left anywhere throughout the property, doing so will result in a \$25 fine. This includes the parking lot, picnic tables, stairwells, shared outdoor spaces, landscaping, gutters, rooftops, etc.
- Cigarette Pots are furnished by Rabbit Ridge. Please DO NOT remove them.

## **Smoke Alarms**

- Tampering/dismantling/removal of smoke detectors will result in a \$50 fine.
- If a detector ‘chirps’ due to low battery, please call 828-226-7299 immediately for battery replacement. Do NOT remove any smoke detectors, under any conditions.

## **Firearms & Explosives**

- Firearms and explosives are not allowed anywhere on the premises of Rabbit Ridge.
- Violation of this rule will result in eviction.

## **Drugs**

- Drug use or possession by tenant or visitor anywhere on the premises will result in eviction.

## **Appliance Use**

- The appliances (washer/dryer, etc.) are for the use of tenants only.
- Tenants are not to allow any guest, visitor or family member to use the appliances.

- Violation of this rule will result in a \$25 fine.
- Misuse of an appliance will result in tenant's responsibility to pay repair or replacement costs.

### **Landlord Right of Entry**

- The Tenant's right of possession of the premises is not exclusive. The Landlord retains 24 hour per day possessory rights in the premises and the Landlord may enter the premises without notice. The Landlord will attempt to enter and inspect the premises during normal business hours and upon reasonable advance notice to Tenant, but the Landlord is not required to give notice or to limit the time of day or night for entry. By way of illustration but not limitation, the Landlord may enter in order to protect the property or to insure against nuisance or illegal activity (whether suspected or actual), in an emergency, or for any other reason. The Tenant's consent is not required for the Landlord's entry. Landlord may remove summarily any person who is not a Tenant from the premises for any reason. Landlord is permitted to make all alterations, repairs and maintenance that in Landlord's judgment is necessary to perform. If tenant delays or does not allow work to be performed, a charge for the billable time of the service professional may be the responsibility of the tenant. If the work performed requires that Tenant temporarily vacate the unit, then Tenant shall vacate for this temporary period upon being served a notice by Landlord. Tenant agrees that in such event Tenant will be solely compensated by a corresponding reduction in rent for those many days that Tenant was temporarily displaced. If the work to be performed requires the cooperation of Tenant to perform certain tasks, then those tasks shall be performed upon serving 24 hours written notice by Landlord.

### **Trash**

- Trash is to be disposed of in the dumpster located in the middle parking lot.
- Do not leave bags of trash outside your door or in any other area outside your apartment, other than the dumpster as it will result in a \$25 fine.
- Do not leave trash in the parking lot or next to your car. There is a \$25 fine if anyone is caught leaving trash in the parking lot or by their car.

### **Pets**

- No cat, dog, bird, or other pet or animal of any kind may be anywhere on the premises of Rabbit Ridge; inside the apartments, or outside on the property.
- No fish tanks will be allowed without the Landlord's written consent.
- If an animal is found in someone's apartment, the result will be eviction in addition to a \$250 fine.
- There is a \$100 rent credit reward to anyone who reports that a pet is in someone's apartment. Your report will be kept anonymous. Reward will be paid only if the pet issue is confirmed by management and the result is eviction.

### **Keys**

- Please keep track of your keys and as a safety rule, always lock your doors. This is particularly important if you have roommates.
- If you lose your keys, (apartment or mailbox,) there will be a \$10 charge per key.
- Failure to return your keys upon the completion of your lease will result in a \$25 fee per key.

### **Internet**

- Do not conduct illegal file sharing or collecting actions.
- You are not permitted to plug in any equipment which violates any potential FCC regulations.
- Violation of these rules is subject to the fines and prosecution by the FCC and the service provider.

### **Subletting/Assignments**

- Failure to have approval by Rabbit Ridge for a sublet or lease assignment will result in a fine of \$500 for unauthorized tenancy.

### **Noise and Disruptive Conduct**

- Tenant or their guests shall not disturb, annoy, endanger or inconvenience other tenants of the building, neighbors, Landlord or his agents or workmen.
- Tenant or their guests shall not violate any law nor commit or permit waste or nuisance in or about the premises of Rabbit Ridge Properties.
- Lounging or unnecessary loitering on the front steps, public balconies or the common hallways that interferes with the convenience of other residents is prohibited.
- Drinking games of any kind (beer pong, quarters, etc.) are not allowed anywhere on the premises of Rabbit Ridge or in the apartments. Violation of this rule will result in a \$100 fine.
- The fine for the 1<sup>st</sup> occurrence of disruptive noise or conduct will range from a warning up to a minimum \$50 fine, or eviction depending on the severity of the noise/conduct.
- The 2<sup>nd</sup> occurrence of disruptive noise or conduct will result in a minimum \$100 fine, or eviction depending on the severity of the noise/conduct.
- The 3<sup>rd</sup> occurrence of disruptive noise or conduct will result in eviction.
- Noise will not be tolerated at any time, as stipulated in the lease. Quiet rules are in effect 24 hours a day/7 days a week.

**Rabbit Ridge Properties**  
**Schedule of Fees & Fines**

<b>Trash</b>	
Leaving trash outside of apartment	\$ 25.00
Trash left in parking lot	\$ 25.00
<b>Parking</b>	
1st Occurrence	\$ 25.00
2nd Occurrence	\$ 50.00
3rd Occurrence	Vehicle will be towed
<b>Unruly Conduct/Noise Disturbance</b>	
1st Occurrence	\$ 50.00
2nd Occurrence	\$ 100.00
3rd Occurrence	Eviction
<b>Smoking on premises</b>	
Smoking inside apartment	Eviction
Cigarette butts left on ground outside apartment	\$ 25.00
<b>Pets</b>	
Pets inside apartment (No pet should be on the premises)	\$250 + Eviction
<b>Loss of Keys</b>	
Per key	\$ 10.00
Non-return of keys (per key)	\$ 25.00
<b>Appliances</b>	
Appliance misuse - tenant's fault (this is a minimum charge; may cost more depending on damage)	\$10
Removal/Tampering of smoke alarm	\$50
<b>Subletting/Assigning</b>	
Sublet fee	\$75
Assignment	\$300/\$400
Unauthorized sublet or assignment	\$500 and Eviction
<b>Rent Issues</b>	
Late rent	5% of monthly rent cost
Bounced check	\$35
Non-payment of rent	Eviction & Full lease cost



## INTERNET & MEDIA SETUP DIRECTIONS

**Quick Start** – connect your devices and you will be online. For plug in - connect via Ethernet to the Ethernet port on the wall in your room. For Wi-Fi: you may acquire a standard wireless router, connect into the Ethernet connection, and lastly follow the router manufacturer's directions for an automatic type internet connection. You can then pair your devices to your Wi-Fi. **Do not use a modem or modem/router combo - this is not the proper device.** Please see below for more information if you have trouble connecting.

### General Internet Connection Directions-

1. Please be aware of the 'NETWORK ADMINISTRATION POLICY' seen in your lease agreement. Contact the property manager for a copy of this document.
2. We provide a 'wired' Ethernet jack for you. Please supply your own Ethernet cable.
3. The Ethernet jack in your room is Plug & Play. You simply connect your computer/device to the in-wall Ethernet jack, and you will be online. Sometimes, certain hardware/software requires a reboot after being plugged in.
4. For wireless, we recommend each person have their own 'wireless router'. Do not acquire a 'modem/router' – this is not the proper device. Your Ethernet jack will function with your wireless router; simply follow the directions issued by your device's manufacturer for an 'Automatic' internet connection. Please ensure you have a Network Name & a Password on your wireless router. **DO NOT SHARE YOUR PASSWORD – EACH ROOM'S ETHERNET JACK HAS ITS OWN BANDWIDTH, AND YOU WILL SLOW DOWN YOUR CONNECTION IF YOU LET OTHERS USE YOUR WIRELESS SIGNAL**
5. We will setup your wireless router for you, if needed. There is a onetime \$40.00 labor fee for this (first hour), due at the time the service is rendered. Using your 'wired' connection or smart phone, email us at: [ITSERVICES@CULLOWHEE.CO](mailto:ITSERVICES@CULLOWHEE.CO) for an appointment request.
6. We provide free phone and site support for your Ethernet connection.
7. **Certain online gaming functions/peer-to-peer functions may not be supported.**
8. You may share folders/printers with anyone on the property, if you obtain permission from that individual.
9. The network is equipped with a firewall, which provides security against certain online threats. You are still required to have a functional software firewall/anti-virus/anti-spyware program. Note, certain software issued to students/employees by their educational institution or employers may or may not have all that is required.
10. If you are receiving email via an email client (i.e. MICROSOFT'S OUTLOOK) ensure that you are utilizing all proper access addresses and port numbers. This information is provided by your email service provider.
11. For printers, wireless or wired, please follow the directions issued by the manufacturer. We will be glad to setup an appointment with your for their setup. There is a onetime \$40.00 labor fee for this (first hour); due at the time the service is rendered. Email us at the address given above for an appointment request.
12. Refrain from conducting illegal actions online. You are not permitted to plug in any equipment which violates any potential F.C.C. regulation.
13. If you are interested in additional upgrade options for internet services, please email us at the address given above.

### Streaming & Traditional Video Services-

Setup a streaming account with your preferred online video service(s), perform the steps above to get your device online, and then launch & login to your app(s). Please see below for more details. If you want cable TV, you can subscribe to this directly from the cable company – by calling (888) 855-9036 & giving them your full address. Your room is wired for cable and they can schedule a hook-up with you. We will setup your video device for you, if needed. There is a onetime \$40.00 labor fee for this (first hour); due at the time the service is rendered. Email us at the address given above for an appointment request.

1. You may have a smart TV with built in streaming. Modern smart TVs often have dozens of streaming services built in, simply setup their software - you may not need any additional hardware at all.
2. Enjoy multiple ways to stream your own content. Watch your content right from your phone, computer or smart TV or media streaming device.
3. Select one or multiple content provider(s). Netflix, Amazon, Hulu are the industry standards for movies and TV shows, but you can also choose from streaming sports services, streaming premium channel services, etc.
4. Pick the best streaming player for your needs. If you want a dedicated streaming media player, there are many great options: Amazon Fire TV, Roku, Apple TV, and many more.

### Setup Help-

If you have performed ALL the steps in this instruction set and are still having connection issues, please contact support during normal business hours, at the number listed below. Most problems are often localized to your device/setup. Setup issues can be diagnosed through a simple process by calling technical support. Site visits can be scheduled to resolve any potential problem with the property's network. In the event of needing additional support, or if reporting internet outage - whether during or after business hours - please leave a detailed message for our technicians. The circuits bringing internet to the property are monitored constantly. We will begin working on any problem brought to our attention via network monitoring & your call regarding an outage immediately.



Phone:  
**(828).508.1797**