



THE BRADEN FELLMAN RESIDENT GUIDE

First and foremost, Braden Fellman would like to welcome you to your new home. We're glad you've chosen to live in one of our beautiful communities, and we hope that we've done everything we can to make the transition into your apartment go smoothly.

One way we're trying to simplify your move-in is with this Resident Guide. Inside this guide, you'll find all the information you need to know to seamlessly integrate into your community. From safety information to pet policies, you'll find the answer for just about any question you could have about your new apartment! If any questions remain after digging into this comprehensive guide, feel free to contact your Property Team.

Once again, welcome to your new home, and thank you for choosing Braden Fellman.

My Information

Unit Number

Mailbox Number

Community Information

Pool Code

Gated Parking Code

Gym Code

Valet Trash

Door Code

Property Team Phone Number

Please know that some of the information, amenities, and/or services in this guide may not apply to you or to your community. Check with your community team and consult your lease agreement if you have a specific question about a community policy, amenity, service, program, or living requirement.

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YOUR LEASE, SIMPLIFIED

At Braden Fellman, we know that leases can be overwhelming. That's why we've listed some of the most important information about your lease below. Make sure to reference the table of contents for any additional information on these points.

RENT PAYMENTS

Rent can be paid through the online portal. Details on accessing the online portal can be found on page 12.

Rent is due on the 1st of the month and partial rent is not accepted.

The resident is responsible for the payment of all utilities.

Late rent will result in a 10% late fee following the end of the grace period, on the 5th of the month.

Returned checks have a \$30 fee in addition any other fees that would apply

LEASE AGREEMENTS

If you decide not to renew your lease or decide to break your lease early, a **60-day notice in writing** is required.

Proof of renter's insurance is required on the day of move-in.

You can terminate your lease early, but additional charges will be incurred. More information about this process can be found on page 21.

You may not sublet your apartment, have unauthorized guests, or have unauthorized pets. This includes listing your unit for short-term rental (Airbnb or similar) or having a roommate who is not on the lease.

While we do everything in our power to keep you and your community safe, we unfortunately cannot guarantee that you will be unaffected by crime. We do have procedures in place to protect you and your belongings, which can be found starting on page 16.

We provide apartments as is at the time of your lease signing. We cannot add any features to your apartment other than disability accommodations.

CARS AND PARKING

A valid Braden Fellman parking decal is required to park on the premises. The decal must be clearly visible and placed in the front window. Please make sure not to put the decal behind window tinting which could obscure it.

Parking is available on a first come, first serve basis.

Parking rules must be followed. For more specific information, visit page 11.

RESIDENT RULES

Residents claim all responsibility for their guests.

Residents will be responsible for any pest infestation that occurs due to their actions.

The heating, ventilation, and HVAC system must be used correctly.

Satellite dishes and grills are not allowed in or outside of the apartments.

Balconies, patios, hallways, and walkways are not to be used for storage and they must be kept tidy and clean. We allow only a reasonable amount of plants in pots, chairs and a table.

Good housekeeping is required. Trash bags should not be left outside of residents' doors.

Pets must be appropriately leashed and picked up after.

Emergency maintenance is available for after hour work orders. Additional information about maintenance and emergency repairs can be found on page 14.

Repairs should be immediately reported by using the Maintenance Request on the Online Portal.

YOUR HOME

Your home sweet home, your humble abode, or su casa; whatever you call it, welcome! We can't wait for this new apartment to become a rejuvenating place for you.

DECORATING

At Braden Fellman, we encourage you to make your space feel like home. In order to maintain a welcoming community and preserve your apartment's condition for future residents, here are a few guidelines to follow:

Windows can only be covered with curtains, drapes, blinds & shades.

Celebrating the holidays with a wreath? Don't use screws or nails in your doors; instead, use an over-the-door hanger.

Signs, flags, and lights are not permitted on exteriors or in exterior-facing windows.

Residents are free to paint or add accent walls, but make sure to color-match your original walls and return them to their previous condition before move-out to avoid charges.

You are encouraged to hang decor within your apartment, but make sure that no large holes or damage is left behind to avoid move-out charges. Adhesive strips/hooks are always a great option.

PATIOS & BALCONIES

We love to see a personal touch added to your patios or balconies. However, as these are publicly visible spaces and/or common areas, we must ensure they remain clean, tidy, clutter free and welcoming to all residents. Here are a few guidelines for decorating your outdoor space:

- Limit your patio decor to well maintained outdoor furniture and live plants in pots.
- No rugs, towels, laundry, clothing, appliances or other items shall be stored, hung or draped on railings or other portions of balcony or patio.
- Do not use your outdoor space to store any items including, but not limited to bikes, kayaks, or boxes.
- Grills or cooking appliances are a fire hazard to our communities and are not permitted.

TRASH & RECYCLING

At all Braden Fellman properties, only bagged trash and broken down boxes should be disposed of in your dumpster or trash compactor. Never leave trash on the ground in your community or outside the dumpster, as doing so could result in a fine. If you have any bulk/oversized trash items, please contact a bulk trash removal service or take them to a local waste facility. Contact your community team for recommendations.

VALET TRASH

Depending on which Braden Fellman community you live in, your building may offer a valet trash service. We're pleased to provide this service to reduce time and hassle for our residents. To check if your community has valet trash, please refer to your lease.

Valet trash pickup service will operate 5 days a week, excluding major holidays. On days when trash service does not operate, please use your community's dumpster or compactor to dispose of trash. Contact your community team for your trash pickup schedule.

While there is no limit to the number of bags that can be collected they all must fit into the container provided. Trash bags on the ground will not be collected.

Always dispose of overweight/hazardous items (broken glass, electronics, etc.) directly in the dumpster/trash compactor.

Cardboard boxes should be broken down flat and placed next to your trash container for pickup.

Failure to comply with valet trash service guidelines could result in a fine or lease violation. If you are having problems with your trash pickup service, let your community team know and contact the customer service line for the 3rd party valet trash service provider.

PACKAGE DELIVERY

Most Braden Fellman properties do not accept packages on behalf of residents. If you live at a property with a package solution, please know that we cannot assume responsibility for the packages accepted on your behalf, and we can return packages if they are not picked

up promptly. If you are unable to retrieve a package, let your community team know ahead of time or arrange for a neighbor to pick it up for you.

ENERGY SAVING TIPS

At Braden Fellman, we not only care for our residents' living experiences but also our role in preserving the environment. To help residents reduce their environmental impact (and costs) we've listed some tips for saving water, lowering utility bills, and improving sustainability in your home. Please notify your property team if you notice any of the following:

- Exterior windows or doors not closing correctly
- Moisture or water in your utility closet
- An air filter that needs to be replaced
- No airflow coming through the vents when the HVAC system is on
- Report any dripping or running faucets, toilets, and showerheads

DON'T FLUSH THESE

To avoid any plumbing issues, the following items should never be flushed down your toilet (or put down your drains/garbage disposal):

- Household Trash: plastic of any kind (including bags), paper towels, fat/cooking oil/grease, cat litter, cigarette butts, coffee grounds, fruit stickers, disposable mops, duster heads, paint, chemicals, solvents, or toys.
- Personal Care Products: bathroom/baby wipes (even the "flushable" ones), diapers, bandages, wrappers, condoms, cotton balls/swabs, dental floss, facial tissue, feminine hygiene products.
- Medical Supplies: hypodermic needles, medications, vitamins, supplements.
- If it is discovered that the flushing of these items led to a maintenance issue, the tenant may be billed for maintenance work. Even if an object is small, and even if it says "flushable" on the package, if the item is on this list, please don't flush it.

PEST PREVENTION

Pest control services are included at all Braden Fellman communities, however we ask that residents keep their homes clean in order to increase pest control effectiveness. If you believe that pests are present in your unit, please submit a work order through the online portal. Listed below are tips to keep pests outside of your home:

- Be mindful of food waste and food storage to prevent bug infestations.
- If your community offers valet trash service, keep trash bags closed and drop them in the container during scheduled pickup times. If not, keep trash bags in a container with a lid and take them to your community's dumpster as soon as they become full.
- When showering, use the bathroom exhaust fan to keep your home dry.

PET POLICY

Braden Fellman is happy to offer a home to you and your pet. Per your lease, management should be notified of any pets that will be living in your home. Pets should always be leashed when in community areas (except in our community dog parks), picked up after, and well behaved. Never leave your dog unattended outside your apartment.

In general, we welcome any animal sold at pet stores into our community. No exotic pets are allowed. We ask that fish tanks are limited to 25 gallons to mitigate flood risk.

NEW PET REGISTRATION

If you had a pet at the time you signed your lease, you should have already signed a pet addendum. If at any point you need to add a pet to your lease, you'll need to contact a staff member so we can email you the addendum. Every pet living with you must be documented with our office and up-to-date on vaccinations and flea medication.

YOUR COMMUNITY

When you live with Braden Fellman, your apartment isn't just your home - it's your retreat. We strive to curate a neighborly, accommodating community that each and every resident will be happy to come home to. We do have a few rules, but they're just in place to make sure nobody steps on someone else's toes while creating their home-sweet-home.

SMOKE-FREE LIVING

It's common knowledge that smoking and vaping can lead to serious health complications, but the lingering effects of smoke or vapor from tobacco or nicotine products can last longer than a lease. Braden Fellman bans smoking and vaping inside any building on all of our properties. We ask that you make sure you and your guests abide by this rule, and we enforce it for our Team Members, subcontractors, and vendors, too.

COMMON AREAS & AMENITIES

We provide and maintain common areas to enhance the experience of all residents. Please be courteous—while these areas are part of your home, remember that they are also part of your neighbors' homes, too.

We ask that you observe any rules from your lease or posted in your community.

Always accompany children under 16 as they use the provided amenities.

Keep noise to a minimum and remember to use headphones when listening to personal music devices.

If you notice any equipment around the community that isn't working properly or needs to be replaced, no need to take matters into your own hands. Let your property manager know and they'll take care of it for you.

GATED ENTRY SYSTEMS

At many of our communities, we provide gated access to the building and amenities. If your community has a controlled access system, please keep these tips in mind:

Cars must enter or exit one at a time. Tailgating can damage both your car and the gates, inconveniencing all community members.

Always close gates and doors fully behind you, and do not allow anyone to follow you through. If you lose your key, fob or access card, your property manager can help you get a new one. A replacement fee may apply.

While controlled access helps us keep our communities safer, remember that it's still important to lock your car and apartment doors and keep valuables hidden.

PARKING POLICIES

To make sure there is adequate parking for our residents, we do enforce booting/towing on our properties. If you are registered for parking with your community, you will receive a Braden Fellman decal. It's important that you attach this decal in a visible location on your front windshield to avoid being booted or towed. A few more tips about parking in our communities:

Parking spaces are not reserved and operate on a first-come, first-served basis.

If you happen to lose a decal or damage it beyond recognition, let your community team know so they can set you up with a new one.

Do not park anywhere that is not a marked parking area or where you could disturb the flow of traffic. Make sure you only take up one parking space per car, or your vehicle could be towed to ensure ample parking for all residents.

No car maintenance work should be done in the community parking areas.

Make sure to keep your preferred contact and vehicle information updated through the portal, as our team periodically sends out warnings about towing, giving you the opportunity to move or decal your vehicle.

BREEZEWAYS & HALLWAYS

Breezeways and hallways are a shared community space that are vital to all residents, so it's important that we treat them with respect. Here are a few tips to keep in mind as you walk through your breezeways and common hallways:

Remember that storing items in the walkways is a fire hazard. Any items left out may be disposed of at the expense of the resident.

Be mindful of your noise level as you travel through the hallways.

Breezeways and hallways should not be used as social gathering places.

NOISE COMPLAINTS

As residents of our communities have differing schedules and lifestyles, it's important to be respectful of your neighbors' needs so that everyone can enjoy their home. A few things to keep in mind:

Be mindful of community quiet hours (Monday - Friday 10:30 PM to 7:00 AM & Saturday/Sunday 11:00 PM to 7:00 am).

Braden Fellman is not able to resolve neighborly disputes. We ask that you respectfully and peacefully try to resolve issues directly with your neighbors. If you are not able to resolve the issue and feel it needs to be escalated, please contact 911.

YOUR TEAM

At Braden Fellman, we want our residents to feel at home and taken care of when living in one of our apartments. That's why we have a team designated to each neighborhood whose focus is on making your experience more enjoyable. If you have any questions or concerns, you can reach a member of your property team during normal business hours.

DECATUR

(404) 377-5251

VIRGINIA HIGHLAND • MIDTOWN • COLLIER

(404) 876-6420

EAST ATLANTA

(404) 378-6412

MATTRESS FACTORY

(404) 659-7988

LENOX • MORNINGSIDE

(404) 321-1381

OAK POINTE

(404) 688-6257

RESIDENT PORTAL

The online resident portal is your resource for paying rent online, submitting maintenance requests, signing lease renewals, and more. You can log in to your resident portal by going to bradenfellman.com and selecting the Resident Login option under the main menu.

Once you've set up your account, it's important that you keep your contact information updated in the portal so that we can reach you in case of emergencies.

MAINTENANCE REQUESTS

The fastest way to get your maintenance concerns addressed is always by **submitting a request through our resident portal**. **If your maintenance concern is an emergency please call the emergency maintenance number to report the concern**. If you have a question about your maintenance request, call your property team and they will be happy to help.

When our maintenance teams come out to make repairs, they will be dressed in Braden Fellman gear and will place a door hanger on your door so you know your home is being serviced. If they have to make additional trips, they will keep you updated on your estimated time of completion. Here are some things you can do to help ensure a quick and positive maintenance experience:

Remember you can make a request through your online resident portal, by calling your property team or by contacting the emergency maintenance number.

When making a request, provide as much information as possible about your issue and attach photos whenever possible. This helps our team get the work completed in one visit.

Make sure to note any special instructions you might have about your alarms, pets, etc. If you're not at home when maintenance is scheduled to come by, please secure your pet(s) in a separate room or crate.

If you receive a survey link once your maintenance request has been completed, we would greatly appreciate any feedback on how the process went. If the maintenance request fell short of your expectations, feel free to contact your property manager with any specific comments.

QUICK FIX TIPS

While your maintenance team is standing by to work on any issues you might have, knowing how to take care of a few items in your home can save you a little time. Here are quick fixes for some routine issues:

If an outlet in your home isn't working, it's possible it may be controlled by the lightswitch. Try flicking on a nearby lightswitch and see if it powers up.

Lost power in your kitchen or bathroom? Check to see if your outlet is controlled by a ground-fault circuit interrupter. These types of outlets will have a red reset button - simply push it to restore power.

If your garbage disposal is clogged, make sure to turn it off before you try unclogging it. Then, find the reset button on the bottom of the disposal under the sink to get it up and running again.

If you spot a leak, you can turn off the water using shut-off valves on the pipes behind your toilet and under your sink to reduce leakage until maintenance can address the issue. Be sure to let us know anytime you shut off your water.

If these quick fixes don't work, or if you feel you may cause further damage, place a maintenance request right away.

24/7 MAINTENANCE HOTLINE

Braden Fellman knows that emergencies don't always happen during business hours. That's why we offer 24/7 emergency maintenance service. Emergency maintenance is available from 5 PM - 8:30 AM on weekdays, and all day Saturday and Sunday.

If you have an emergency request during business hours, please alert your property team as usual.

If you notice a non-emergency maintenance issue outside of business hours, you can submit a ticket through the resident portal and we will address it as soon as we are back in the office.

If you do have an **emergency** maintenance request after hours, contact our emergency maintenance team at **404-886-4179**. Please note that this number is only for emergencies. Below are the items we consider an emergency and will work to take care of immediately:

- Fire, flooding, or major leak
- Gas leak
- Major plumbing issue or non-working toilet (if only one toilet and resident has already tried plunging)
- No water
- Heat not working, when outside temperature is below 55° F
- A/C not working, when outside temperature is above 85° F
- Broken refrigerator (not cooling)
- Exterior locks not working properly
- Broken smoke detector or fire alarm

YOUR SAFETY

GENERAL COMMUNITY SAFETY

Braden Fellman takes your safety seriously and we take the utmost precaution to make our communities as safe as possible. Still, you should always be aware of your surroundings and on the alert for unsafe situations. A few best practices for your safety:

If you see any illegal activity, call 911 first. Once the situation is under control, please feel free to update your community team. While we try to take precautions to protect our residents, we are not able to handle illegal behavior and offenders directly.

Keep valuables and bags out of plain view in your car or your home. Record serial numbers and values of electronics and cash, in case you need to file a renters insurance claim.

Let your community team know of any malfunctioning locks, doors, or lights out in community building areas.

Never open your door for unexpected guests. We do not welcome solicitors in our communities - if you encounter any, let your community team know.

KEYS & ALARM SYSTEM

If at any time you happen to lose your keys, call your community team during office hours to purchase replacements. Any rekeying requests will involve a fee.

Some of our homes come with alarms already installed. If you don't have an alarm and would like to add one, reach out to your community team first. Once it's installed, remember to give your management team any codes or key copies in case they need to get in your home during an emergency.

POWER/ELECTRICAL FAILURES

If you experience a power outage due to severe weather, or power loss, here are a couple ways to proceed:

- Check with your neighbors to see if the problem is affecting them. If the power is out in your entire building, call your utility company to report the outage.
- In the meantime, avoid opening your refrigerator and freezer, and check your phone or battery-operated radio to get updates on area-wide outages.

GAS LEAKS

Sometimes when appliances grow older or pipes wear out, gas leaks can develop in residents' homes. Although our maintenance teams inspect homes often to prevent gas leaks from occurring, we want you to have the following info readily available in case you run into a gas leak inside your home:

- If you smell a rotten-egg odor, be careful not to turn on/off any devices that could create a spark (like a light switch, electric appliance, computer, or flashlight).
- Don't try to find the leak yourself. Leave your building immediately, call 911, and then place maintenance request.
- Stay away from your unit until the gas company or emergency personnel let you know it's safe to return.

FIRE SAFETY

Most fires can be prevented with a little extra care when it comes to cooking, using a fireplace, and lighting candles. The key to protecting yourself is fire prevention and awareness, so here are some simple fire safety precautions for you to follow:

- Escape Plan & Fire Extinguisher
 - Establish an escape procedure with your family or roommates so everyone knows what to do in case a fire breaks out.
 - As part of your plan, explore your home and community to familiarize yourself with all possible exits.

- Determine where the closest fire extinguisher is, and know how to use it. (Remember PASS: Pull the pin, Aim, Squeeze the trigger, and Sweep back and forth at the base of the fire.)
- In the event of a Fire
 - If you or anyone in your community experiences a fire, exit immediately and then call 911. If you know someone who might be inside, let the fire department know—but never go back into the building yourself.
 - Before rushing out of your apartment home, feel the door to see if it's hot. If it is hot, try to find another door or safe way to exit the apartment.
 - If possible, as you leave, close all doors behind you to slow the fire from spreading.
 - If your planned escape route is too smoky to exit, stay where you are and stuff the doors and vents around you with wet towels, sheets, and clothes to keep the smoke out. Then call the fire department to let them know where you are.
 - Open any windows and wave a bright cloth, towel, or sheet out of the window to let others know where you are.
- Kitchen Fires
 - Never put water on a grease fire. Try covering the pot with a lid, using a towel to extinguish the flame, or putting flour onto the fire. If your first attempt doesn't work, leave immediately and call 911.
 - After cooking with grease, allow it to cool and then pour it into a heat-resistant container before tossing it into the trash can. Never pour the grease directly in your trash can or down your drain.
- Candles & Smoke Detectors
 - We allow the use of candles, but be sure to blow them out when you leave a room and keep them safely separated from anything that could catch on fire.
 - If your smoke detector starts beeping at regular intervals, that means the batteries are running low; please place a maintenance request immediately so the maintenance team can replace them. And, if you notice any detectors aren't working, call your maintenance hotline right away.
 - Do not remove the batteries from your detectors at any time.
- Fireplaces
 - If you have a fireplace in your home, make sure to check with your property manager that it is operable before attempting to light it.

- Before lighting a fire, make sure the flue is open— and don't forget to close it again once the fire is completely out.
- Use a fireplace screen to keep sparks inside, and never burn trash or anything that could fly out of the fireplace.
- Never leave a fire unattended, especially when children are around.

WEATHER SAFETY

While we can't prevent the weather Mother Nature might send your way, here are some tips to safely weather a storm or other climate-related conditions. If bad weather is headed your way, make sure you're staying informed and checking the latest updates from your local authorities. Remember these two terms:

- Watch (Hurricane, Tornado, etc.): Conditions are possible— time to start preparing your home and getting your evacuation/safety plan in order in case a warning is issued.
- Warning: Conditions are expected or present—time to complete all preparations and evacuate the area if instructed by local authorities.

FREEZE WARNING

During the colder months, it's possible that there will be a freeze warning. To keep you and your homes safe from the elements, here are some best practices:

- Let your faucets drip lightly to prevent pipes from freezing. Once temps re-enter the non-freezing zone, make sure to turn faucets back off so you can save water.
- If a pipe does break in your home or if water begins to seep inside, call your community management or the 24/7 maintenance hotline if after hours.

FLASH FLOODS

Flooding can happen as the result of excessive rain or as an after-effect of a hurricane/tropical storm. Here's what to do if there is flooding in your area:

- Avoid walking, standing, or driving through floodwaters. Just six inches of moving water can knock a person down and one to two feet of water can move a vehicle.

- Move to higher ground as quickly as possible. Move your vehicle to higher ground if you are on a 1st-floor parking level or parked in a flood zone.
- Take pictures of damaged property for your insurance purposes.

TORNADOES & SEVERE STORMS

Tornadoes and severe storms often strike when we're not expecting them. As you take cover, here are a few ways to protect yourself and your home:

- Secure or bring outdoor furniture, plants, and decorations inside to prevent them from blowing away.
- Turn off and unplug computers, televisions, and other electrical equipment so they aren't damaged by a voltage surge.
- If a tornado is coming, take cover in an interior hallway or room on the lowest floor of the building. Small interior rooms, like closets and bathrooms, are usually the safest.

YOUR LEASE

If you would like to review your lease at any time, you can access it on your Resident Portal. If you don't see it there, get in touch with your property team, who can share it with you.

RENTERS INSURANCE

We require renters insurance for all tenants. If your name is on your lease you must have active coverage. Your insurance must cover a minimum of \$100,000 of coverage for each resident on the lease.

Personal liability coverage is a condition of tenancy. Personal liability coverage offers you protection if you are legally responsible for causing damage to someone else's property or are being sued.

If you're unsure about how to get renter's insurance, contact your Property Team for assistance.

LEASE RENEWAL

When your lease term is approaching, you will be sent a renewal option. These are typically sent several months ahead of your lease expiration date, so you have time to address any concerns and make your decision.

If you choose not to accept your lease renewal, you must submit a notice to vacate with 60 days notice ahead of your move-out date, per your lease agreement.

WHAT TO EXPECT FOR MOVE-OUT

We never want to see our residents go, but we understand sometimes goodbyes are in order. Here's a list of what to expect when your move-out day comes - more information will be provided by your property team as your move-out approaches:

- Make sure you have given the property team 60 days written notice to vacate.
- You must schedule a move-out inspection with a member of your property team, at which time damages and move-out fees will be assessed. At the time of the inspection, please have all personal items removed from the apartment.
- General cleaning is required. A move-out charges checklist and cleaning instructions will be emailed to you prior to your move-out. You can also reference your move-in package for a checklist of potential fees applied to cleanliness, damages, and left behind items.
- After your move-out inspection, a property manager will share any assessed damages. If you believe there is an error in your charges, please contact your property team.
- Keys, mailbox keys, and FOBs must be turned in for us to process your deposit.

EARLY TERMINATION

In regards to early termination before the agreed upon period, your lease requires the following:

- 60-day written notice signed by management. If you must exit before 60 days, you will be charged for improper notice (2 months rent).
- Upon acknowledgement of your 60-day notice, your tenant ledger will be charged an early termination fee of 1 month's rent.
- Your security deposit will not be refunded upon early termination, in accordance with your lease agreement.
- If you were granted any rental concessions (move-in specials), those amounts will be charged to your ledger upon early termination.

- Your account balance, including any charges pertaining to early termination, must be settled on or before your move-out date, to avoid liquidated damages (2 months rent) being charged in lieu of the early termination fee (1 month's rent).

If you have questions regarding early termination, you may contact your property team.

FAIR HOUSING

Braden Fellman is committed to complying with all federal, state, and local fair housing laws. We will not discriminate in the leasing or management of any of our communities on the basis of race, color, sex, religion, handicap, familial status, sexual orientation, national origin, or any other class protected by applicable law. Braden Fellman will apply the same community guidelines and policies to all residents and therefore, cannot provide or require one set of rules for certain residents and another set of rules for other residents, unless in the event of reasonable accommodation.