

Repairs and Maintenance

During the term of the lease, tenants may require the services of our maintenance team. They may submit maintenance requests through the online tenant portal by logging in at www.ramshaw.com, or calling our office at 217-359-6400 or our after hours maintenance emergency line at 217-531-3338. We expect residents to personally handle some routine maintenance such as changing light bulbs, unclogging toilets, resetting tripped circuit breakers, clearing jammed disposals, etcetera. However, if a resident is unable to perform such tasks or feels the task is too dangerous, management will help to a reasonable degree. If maintenance or repairs are needed due to tenant carelessness, abuse, or neglect, residents will be charged for appropriate costs.

Subleasing

It is the responsibility of the tenant to sublease the unit, however the new tenant must apply with and be approved by Ramshaw Real Estate. Management must approve of all subleases and receive a copy of each sublease agreement. There is a \$250.00 fee for subleasing. If you are unable to do showings on your own, we require an additional \$200.00 deposit for showings. Each time one of our team members shows the unit \$20.00 will be deducted from the deposit. Leave all apartment-related materials (i.e. a copy of this tenant information packet, a copy of the lease, parking agreement, etcetera) with the sublessee. The original lease agreement with us is not changed, voided, or replaced by making a sublease arrangement. Tenants are responsible for transferring the unit and its keys to the sublessee. In certain circumstances, we require 24 hours to inspect the apartment between the tenant's move-out and the sublessee's move-in. However, tenants should do a walk-through with the sublessee prior to signing the sublease agreement. Please be advised that the security deposit, minus any damages, is returned to the original tenant. Per the Sublease Agreement, tenant may choose to accept a damage deposit from the sublessee to compensate for potential damages caused during their stay. All rents must continue to be paid to Ramshaw Real Estate as per the original lease. TIP: From experience, we have found that those who advertise immediately after Christmas break have the best chance of obtaining sublets for the summer semester at the most favorable prices.

Towing Policies

Management does not have the authority to tow vehicles parked in tenants' parking spaces; it is the responsibility of the tenant. However, tenants may contact the towing service to have the offending party towed. Please see signs posted in the building's parking area. If the car leaves before the towing service arrives, please call the towing company to cancel the service. Do not park in another tenant's spot, as they can request for your vehicle to be towed. Please see your lease for additional parking guidelines.

