



The Langdon Management Plan

Overview: Steve Brown Apartments (SBA) has been serving the Greater Madison community for more than 40 years. What began in the 80's as an organization focused on improving housing options for students has grown into a commitment to providing high quality housing for renters at all stages of life. However, our roots are in Downtown Madison and the individuals who live here. SBA is a highly visible member of the community with team members participating in numerous organizations such as SmartGrowth, Downtown Madison Incorporated, Madison's Central BID, and The Apartment Association of South-Central Wisconsin. We're also longtime supporters and advocates for Porchlight, The Salvation Army, The Madison Reading Project, The Road Home, The Beacon and many others. Our team is here. Madison has been our home for over 40 years. We work every day to make a positive impact.

Staffing/Team/Hours: Our main office is located at 120 W. Gorham St. and less than two blocks from the project at 126 Langdon St. Like many of our Downtown properties, the operations for The Langdon will be based there. Our regular office hours are 8:30-5:00 Monday through Friday and are supplemented by a 24/7 local call service for any emergencies. Any after-hours calls are responded to by a rotating group of Steve Brown Apartments staff and can be escalated in real time if necessary.

Day-to-day operations for the property will be managed by a team of Leasing Associates, Maintenance Technicians and Property Managers. This team will utilize our property management software to communicate with residents, respond to inquiries or concerns and administer all aspects of a resident's rental life cycle.

Security/Safety/Access Control: We take great pride in our assets and go to significant lengths to protect them. Details to include:

- Site lighting to the limit allowed by Madison Ordinance.
- Electronic access controlled exterior and garage doors.
- Security cameras through the building covering all means of egress/ingress and community spaces.
- Routine property inspections to ensure access points are secured.
- Nightly property inspections by private security firm.
- Increased security presence for known events (Homecoming, Halloween, Mifflin Block Party, etc).

It is also important to highlight that our project does not propose any community amenities that might be attractive to non-residents or conducive to large gatherings.

Move-In: Twenty-four-hour turnovers are an outdated concept and deliver an unsatisfactory experience for both the property staff and the residents. We've been operating in Madison and serving students for a long time and our team has seen many iterations of the student move-in. Over that time and with that experience, we've implemented several procedures to maximize the efficiency of move-in/move-out to make the experience a positive one.

- **Staggered Lease Dates:** First and foremost, we stagger our lease dates to allow for multiple days between a lease ending and a new lease beginning. This provides ample time for preparing the units between residents and it decreases the amount of activity on any given day.
- **Multiple Move-Ins:** In addition to staggered lease dates, we employ multiple move-in dates spread out across the month of August and, in some cases, into September. The result is a smoothing of move-in/move-out activity over a longer period which reduces the strain our residents, our staff and our neighbors.

- **Move-In Appointments:** On designated move-in or lease start days, we stagger the appointments to further dissipate activity. Move-In appointments and start at our Main Office to ensure financials are in order and all administrative work finalized prior to the issuing of keys.
- **Staff and Equipment on Hand:** Throughout the months of August and early September, we modify our office hours to ensure we have staff available at weekends to facilitate move-ins/move-outs. Our staff are available to help manage resident activity, respond to concerns and resolve any issues. We also ensure carts and dollies are available to facilitate efficiency for our residents.

Trash/Drop Off/Delivery: Understanding this is already a high traffic area, we've made some accommodations to our site plan to minimize the operational impacts of our project.

- Trash/Recycling will be collected in the parking garage and removed by our vendors via the east drive. We have several properties that are set up in this way and we work with our vendors to remove and return the containers to the parking garage.
- To facilitate drop-offs and deliveries, we've included a loading zone on the west side of the property. This area can be utilized by ride-shares, delivery drivers and other general short-term needs including move-ins/move-outs.

Community/Relationships/Responsiveness: In everything we do, our goal is to develop positive relationships and be a positive actor in our communities. We regularly communicate with MPD, MFD and other City services and have established relationships with those agencies because we've been a part of this community for 40 years. We understand this community and, more specifically, this neighborhood because we come to work here every day. We've staked our reputation on our ability to develop relationships, provide superior management and be responsible members of the community. We look forward to furthering that reputation with the delivery and operation of this project.

8. Damage caused by failure of Resident to report or repair an on-going problem or condition within the premises (e.g. leaking plumbing that subsequently damages walls or flooring).

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9. Unpaid fines for violations of health or safety codes, trash or recycling ordinances, or labor charges for trash separation and removal by SBA Management Services employees.

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10. Labor charges related to after-hours non-emergency maintenance requests.

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11. Cost of storing and/or disposing of personal property remaining in the apartment or on building premises after the Resident vacates. All items requiring additional disposal fees will be charged accordingly.

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12. Mitigation costs allowable under Chapter 704 of the Wisconsin Statutes, including, but not limited to, advertising costs, rental commissions, sublet fees, and/or showing fees.

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13. Charges for re-keying or changing locks, or replacing keys or access cards (including laundry cards) if all such keys are not returned at the end of the tenancy; unpaid charges for replacement keys and/or re-keying during the term of the tenancy, as a result of the loss of keys by Resident or other circumstances caused or created by the Resident, or as a result of a request for re-keying or keys by the Resident.

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14. Resident understands that they will be held liable for the cost of the labor and materials associated with removing and remedying any smoke damage or odor, related cleaning, painting, or other damages within the unit. This liability extends to whatever work becomes necessary as a result of smoking inside the unit.

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15. Repayment of any promotional offers or rental incentives/concessions extended to Resident.

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16. Holdover damages as a result of the resident's failure to vacate, after the expiration of the lease or termination of the tenancy by notice.

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17. It is agreed and understood that labor cost, per labor-hour, deducted from the security deposit, either for cleaning or repair work, will be charged at a minimum of \$55 per labor-hour, whether contracted to an outside party or performed by an employee of SBA Management Services. Total labor and material costs will vary according to task; there are no fixed charges. Estimates of or receipts for charges will be provided with security deposit settlements.

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The undersigned have read and understand the Non-Standard Rental Provisions stated above. Residents acknowledge that their initials next to each paragraph confirm that the Owner has identified each of the above provisions with Residents.