WELCOME

On behalf of the entire Management team, we would like to thank you for choosing a Centerspace community for your new home. It is our pleasure to have you here and we look forward to providing you an exceptional experience while you live in your new home.

The goal of this handbook is to provide you with important information, and to answer some of the basic questions you might have. We want to make your stay at a Centerspace community as pleasant and easy as possible. If you have any comments, or suggestions for how we can better serve your needs, please do not hesitate to contact us by mail, telephone, email, or through your resident portal.

This handbook is a supplement to your lease. *It is important that you read your lease carefully, and that you become familiar with all the terms and obligations in the lease and any attached addendums you have signed*. If there is any conflict between this handbook and your lease, then the terms of our lease will prevail.

COMMITMENT TO FAIR HOUSING

- We are committed to the fair and ethical treatment of everyone at our apartment communities and strictly adhere to all Federal, State, and local Fair Housing Laws. We will not discriminate in the leasing and management of our communities on the basis of race, color, ancestry, religion, age, gender, national origin, familial status, marital status, sexual orientation or physical or mental disability. We will extend the same courtesy and fair treatment to all persons to ensure full enjoyment of our communities.

COMMUNICATION

- Community-wide notices are communicated in a variety of methods. Possible options may include: email, text message, resident portal communication, posted notices at building entrances, and/or a hard copy at your door. It is important to provide the onsite Management staff with your email address and cell phone contact. In the event of an emergency, notifications may be sent via hard copy notice rather than by email. For important events such as snow removal, please watch for both an electronic notice via email and/or a hard copy notice at your door and/or building entry.

DEPOSITS

- Your deposit amounts are indicated in your lease. Upon move out it will be returned, or you will receive a notice in accordance with state laws. Deductions for unpaid rent, fees such as court costs, late fees, unreturned keys, cleaning, carpet cleaning and/or damage to your home beyond normal wear and tear will be made from your security deposit. Deposits cannot be applied to rent.

PAYMENT OF RENT

- **Rent is required to be paid on or before the first calendar day of each month**. We will not send you an invoice or a bill for your rent. If rent is not received by close of business on the third day of the month, it is a violation of your lease and a late fee will be automatically charged, and an eviction action may commence.

- Please keep in mind that each Leaseholder is responsible for paying all rent and other sums due under the lease, and not just a proportionate share. If one Leaseholder leaves, then the remaining Leaseholder(s) must still pay all rent and other sums due under the lease.

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- **Acceptable Forms of Payment –** Rent and other payments must be made electronically. You can set up a recurring and/or one-time payments through our resident portal. Payments can be made by:
    - electronic transfer of funds (ACH)
    - credit card
    - Walk-In Payment System (WIPS) – Walk in payment systems (WIPS) are available at select retailers. The WIPS system allows those without bank accounts to pay in cash at the WIPS location and your account with us will be credited. We do not accept cash payments in our Management offices. The leasing office team at your community can tell you where the closest walk-in payment system location is in your area.

- **Insufficient Funds –** If an electronic automatic draft is rejected by your bank, you will be charged a returned payment fee along with the late fee noted above. Multiple incidents of nonsufficient funds will require payment in the form of certified funds via the WIPS program.

- Your security deposit cannot be applied toward your obligation to pay rent. You must pay your last month's rent on time. Your security deposit, less any applicable charges for cleaning and damage will be refunded to you after you move in accordance with state laws.

RESIDENT PORTAL

- **Centerspace Resident Portal –** When you began the process to become a Centerspace Resident, you set up your online portal. Through the portal you can: submit a maintenance work order, make a payment (recurring and/or one-time), view your lease and communication, as well as stay informed about community events and information.

UTILITIES

- It is the responsibility of each resident to contact the necessary utility companies prior to moving into your apartment to establish service. Failure to do so will result in a fee, which will be billed monthly until the utility transfer has been completed.

- Are we creating a new document for each property for utility transfers that goes with the welcome letter? Below are the utility companies that you will need to contact to set up an account and to commence service:

Failure to transfer utilities to your name will results in a monthly penalty of $50.

- Arrangements to allow the utility company access to an apartment to initiate service are the responsibility of the resident(s). Resident(s) are also responsible for paying any deposit that a utility company may require.

RENTER'S INSURANCE

- Our insurance does not cover the loss of or damage to any of your property, in the event of fire, theft, water damage, or similar event. We require all residents to carry renter's insurance for their household. You were provided the specific requirements when you leased your apartment. Failure to provide proof of coverage will result in a monthly fee by Centerspace which does not provide any insurance coverage. Your policy must cover damage to our building and surrounding

apartments in the event you cause a fire or flood. Additional coverage for your personal belongings is strongly recommended.

OCCUPANCY GUIDELINES

- The Fair Housing Act permits reasonable occupancy guidelines to be determined and applied by apartment size, provided the guidelines are non-discriminatory and applied uniformly to all individuals. To assure a quality lifestyle for all our residents, we have established occupancy guidelines for the maximum number of persons that can occupy each apartment type. This is typically two persons per bedroom plus one additional person per apartment home. We apply these guidelines at the time you decided to rent your apartment at this community. If you experience a change in household size that puts the number of persons outside the guidelines for your community, please contact our Management team so they can assist you with future housing plans.

OCCUPANTS AND GUESTS

- Except for the residents listed as Leaseholders or additional occupants on your lease, no other person may live in your apartment without prior written authorization by the Management team. It is a default under your lease if anyone else is permitted to live with you without our consent. If you would like permission for another person to live in your apartment, then please contact the Management team at your community. If we believe you have additional persons living in your apartment who have not applied, we may ask that person to provide proof of occupancy elsewhere (for example: copy of lease or utility bill).

- Your guests are permitted to stay in your apartment for up to ten (10) consecutive days without the prior written consent of the Management team.

- Please keep in mind that you are responsible for the acts of your guests and other occupants. Guests are expected to abide by provisions outlined in your lease agreement as well as this handbook.

QUIET ENJOYMENT OF OUR COMMUNITY

- The designated "**Quiet Time**" is from 10:00 p.m. to 8:00 a.m. Please help us create a peaceful environment for all by abiding by the quiet hours.

- Please immediately dial 911 to report any fire, smoke, suspected criminal activity, serious injury, or other emergency involving imminent harm.

EMERGENCY ACCESS & EGRESS

- Emergency access and egress are critical during an emergency such as a fire. During a fire, timing and quick response are essential to save lives and property. Effective emergency access ensures that fire trucks can reach a building in time to extinguish the fire. Unobstructed emergency egress ensures that building occupants can exit a building to safety. These definitions help clarify the concept of emergency access and egress:

    - EMERGENCY ACCESS: Pertinent facilities and equipment always remain available and unobstructed to ensure effective fire detection, evacuation, suppression, and response.

    - EMERGENCY EGRESS: A continuous and unobstructed way to travel from any point in a public building to a public way. A means of egress may include horizontal and vertical

DRAFT

travel routes, including intervening rooms, doors, hallways, corridors, passageways, balconies, ramps, stairs, enclosures, lobbies, courts, and yards. For safety reasons, NEVER place furniture or any objects directly in front of the windows that block the egress. Walkways within the home must be easily accessible with a 36-inch clearance.

CRIME-FREE HOUSING

- No Resident, occupant, guest, or any other person may engage in any illegal activity (or in any act intended to facilitate an illegal activity), including without limitation any drug-related illegal activity, on or near the community. “Drug-related illegal activity” includes without limitation the illegal manufacture, sale, distribution, purchase, or use of a controlled substance, the possession of a controlled substance with intent to manufacture, sell, distribute, or use a controlled substance, and the possession of drug paraphernalia.

- No Resident, occupant, guest, or any other person may allow the apartment (or any other portion of the community) to be used for (or to facilitate) any illegal activity, including any drug-related illegal activity, regardless of whether the individual engaging in such activity is a Resident or authorized occupant.

- No Resident or occupant may engage in the manufacture, sale, or distribution of illegal drugs at any location, including but not limited to the community.

- No Resident, occupant, guest, or any other person may engage in acts or threats of violence, including without limitation the discharge or brandishing of a weapon, assault, intimidation, criminal gang activity, or any other act that jeopardizes (or threatens to jeopardize) the health, safety, or welfare of another person.

- **We will consider any violation of any of these crime-free housing provisions to be a serious violation that constitutes a default under your lease and will be grounds for termination of your lease**. Unless otherwise required by applicable law, proof of violation shall not require a criminal conviction, but shall be by the preponderance of the evidence.

- We may exclude from the community any person who, in our judgment, has violated the law, violated your lease (including any of these community rules), disturbed any Resident, guest, occupant, or neighbor, or who refuses to show photo identification and establish identify himself or herself as a Resident, authorized occupant, or invited guest.

- Residents, occupants, and guests are not permitted to loiter in the parking areas or common areas of the building(s).

COMMON AREAS

- The amenities at the community are for the use of Residents only. Guests must be accompanied by the Resident they are visiting.

- All community areas must be used with care and must be used in accordance with all posted rules and guidelines.

- Alcohol is not allowed in the community areas without our prior written permission, including the pool area.

- When using the amenities at the community, you are responsible for keeping those amenities clean and free of debris.

DRAFT

- Personal property should never be left in any common areas. The Management team may, without notice, remove and dispose of any personal property that is left in any common area.

- Stairwells, hallways, and other corridors may be used for entry and exit. For the safety and quiet enjoyment of our residents, congregating in these areas is prohibited.

- Rollerblades, skateboards, scooters, or bicycles are prohibited from use in any indoor common areas (including stairwells, hallways, corridors, community room, fitness room, etc.), in any parking garages, or on any outdoor steps, railings, courtyards, patios, balconies, or decks. Please avoid excessive noise and be courteous to other Residents when using such items. You will be responsible for any damage caused by using such items.

- We work hard to maintain the grounds at your community in a neat and attractive manner. Please show respect for the landscaped areas by keeping them free of litter and minimizing foot traffic in areas that are not designated walkways.

- **Community Rooms (If applicable)** - The Community Room may be reserved for a private event. Please ask the Management team for specific details. When not reserved, the Community Room may be used during the posted hours. Please keep the areas clean and avoid excessive noise to preserve the enjoyment by all residents.

- **Fitness Room (If applicable) -** The fitness room may be used during posted hours of operation. Dry shoes must be worn at all times when using any exercise equipment. Exercise equipment must be wiped down after each use. Please keep the exercise equipment clean and free of debris. Posted rules are in each fitness facility.

- **Playground (If applicable) -** The playground may be used during the hours set forth on our posted signs. Children using the playground must be accompanied and supervised by a responsible adult. Please avoid excessive noise and be courteous to Residents living nearby.

- **Guest Suite (If applicable) -** Some of our communities have a guest suite available for out of-town guests or visiting family members. The cost for the use of the guest suite varies by property. Please inquire with the Management team for specific details regarding the guest suite.

- **Pools and Hot tubs (If applicable) - SWIM AT YOUR OWN RISK. NO LIFEGUARDS ARE ON DUTY.**

    - We strive to have seasonal pools open from Memorial Day to Labor Day. Pool may be closed without notice at the discretion of the Management team.

    - The Management team reserves the right to suspend pool use privileges of occupants or guests if any associated rules are violated. Furthermore, should the violation cause any damages which results in additional expense incurred by the Management team, the occupant will assume all financial responsibility for repairs or other damages.

    - Posted age limits, rules, regulations, and warning signs must be observed.

    - All guests must be ~~registered with the Management team and~~ accompanied by a Resident (limit of two (2) guests per household at a time).

    - Proper swim attire must be worn at all times; no cutoffs or thong bathing suits permitted.

DRAFT

- We appreciate the use of ear buds when listening to your device. Radios, stereos, etc. must be kept at a low volume so as not to disturb others and kept a safe distance from the water. These must be battery operated and not plugged into any electrical outlet.
- No running, horseplay, or diving into the pool area.
- The following items are not permitted in the pool area: glass items, rafts, recreational flotation devices, scuba, or snorkeling equipment.
- Pets are not allowed in the pool or pool area.

TRASH

- The proper disposal of trash is necessary for the cleanliness of the community, the prevention of hazards, and the prevention of pest problems. Do not leave any trash in any hallway, common area, patio, deck, or balcony. Trash left in hallways or on balconies may be removed by our staff and you will be assessed a $25 penalty for removal.
- Trash dumpsters are provided to dispose of your trash. **Do not leave trash beside the dumpster; this includes, but is not limited to: mattresses, box springs, televisions, sofas or furniture of any sort, etc.** Failure to comply with this policy will result in the assessment of a disposal fee. If you need to dispose of a larger item, contact the Management team and they will contact our hauler to provide you an estimate of the cost for removal and make the necessary arrangements.
- Cardboard boxes must be broken down and flattened before being placed in the dumpster (or recycling).
- All dumpsters must be used with care and in accordance with posted signs.
- Most communities have recycling service. We strongly encourage you to recycle. Help us make our community more environmentally friendly. If you have any questions about recycling, visit the resident portal.

ANIMALS

Animals are not permitted (including mammals, reptiles, birds, fish, rodents, amphibians, arachnids, and insects), even temporarily, into the apartment or otherwise onto the community without our prior written consent. If we allow you to have an animal in the apartment, then you must first sign a separate Animal Addendum to your lease, get your animal approved and pay any applicable deposits and fees

Many Centerspace communities require a DNA sample from your dog to be kept on record. We trust our dog owners to clean up after their pets/animals, however, when that does not happen, the feces will be sent for testing to match to the offending animal and owner. A fine will be assessed according to the terms of the Animal Addendum.

If your dog(s) tend to bark excessively, we may ask you to kennel or crate them when you are away from the apartment. Delete this because the addendum likely has more on the general conductBoth places is fine for me

NO SMOKING

Effective in 2021, all Centerspace apartment communities are smoke free. E-cigarettes, vaping, and the use of hookahs are also prohibited.

DRAFT

- You may not smoke (or allow others to smoke) in your apartment (including any balcony or patio) or in any common areas.

- You may not smoke (or allow others to smoke) in the hallways, stairwells, entries, community areas, or anywhere else at the property.

- Smoking must be done off premises or on main drives in townhomes communities.

REQUEST FOR REASONABLE ACCOMMODATIONS/MODIFICATIONS

If you or a member of your household has a disability and feel there is a need for a reasonable accommodation/modification for that person to have equal use and access to the community, please contact your Management team for the request form you will need to complete BEFORE the accommodation/modification can be approved. Advise your Management team if you need assistance in completing the form. Your request will be responded to as soon as possible and within thirty (30) days. Should you feel the response you receive was not made in a fair manner, you can appeal the decision.

MAINTENANCE AND CARE OF YOUR APARTMENT

- **Service Requests –** Centerspace takes pride in providing the best possible service to our residents. If you have a service request, or need to report a maintenance or safety issue, please use the Resident Portal.

  Non-Emergency Service:
  Telephone:

  Emergency After hours:
  On Call Maintenance:

- **EMERGENCIES – Contact the On Call Maintenance Team in the event of the following after business hours:**
  - Fire or life safety issue (evacuate and call 911)
  - Gas smells or carbon monoxide alarm (evacuate and call 911)
  - No electricity
  - Active leaks (plumbing, sewer back up, or building (e.g., roof or window)
  - Plugged or malfunctioning toilet with only one toilet in the home (always shut the water off to the toilet if it is overflowing)
  - No heat with outdoor temperature below 60 degrees
  - No AC if it is more than 85 degrees in your apartment (current SOP on Home states 85)

- **Contact Us -** The Management team should be notified promptly if you discover: (a) malfunctioning or inoperable security, alarm, or detection devices, (b) malfunctioning water fixtures, clogged drains, clogged water/sewer lines, overflowing sewage, uncontrollable running water, or water leaks, (c) broken or missing locks, latches, or screens, (d) electrical problems, (e) malfunctioning appliances or exhaust fans, and (f) any other condition that poses a hazard to property, health, or safety. In the event of fire, smoke, gas leak, explosion, or in-progress crime, please call 911 and then the Management team.

- **Moisture/Mold Control –** To prevent any moisture or mold concerns, your cooperation is required to: (a) immediately remove and dry all visible moisture that accumulates in your apartment (walls, floors, ceilings, windows, bathroom fixtures, kitchen fixtures, drains, etc.); (b) immediately clean all spills and leaks, and dry the affected area; (c) always use exhaust fans in your kitchen when cooking; (d) always use exhaust fans in your bathroom when running water; and (d) keep the temperature and humidity in the apartment at reasonable levels; (e) keep

windows, sills, and window jambs clean to prevent mildew. You must immediately notify the Management team of any water leak, mold growth, excessive moisture, or standing water in your apartment or in any community area at the property. You must immediately notify us of any malfunction of any part of the heating, air conditioning, or ventilation system in your apartment. You must not disconnect or disable any exhaust fans in your apartment.

- **Fire Sprinkler System (if applicable) –** Never touch or hang anything from the sprinkler heads in your apartment or in the common areas of the property. Do not tamper with valve assemblies or fixtures that are commonly found in stairwells or hallways. (added per Shane) If you notice any moisture near any sprinkler head, or if you suspect that a sprinkler head is damaged, please contact us immediately.

- **Heat Control –** You are responsible for taking reasonable steps to help prevent the waste of heat, as well as frozen water pipes, in your apartment. During cold weather make sure all vents in your apartment are open and not blocked, so that heat may radiate and circulate efficiently, and do not adjust your thermostat below 62 degrees. Do not block baseboard heaters with furniture or long drapery. If the water pipes in your apartment freeze, you are responsible for any resulting damage.

- **Light Bulbs –** The replacement of light bulbs within the apartment is the responsibility of each resident. Replacement bulbs need to be of the same type and wattage. We recommend that you keep spare bulbs on hand.

- **Candles & Kerosene Lamps –** Do not use candles or kerosene lamps in your apartment at any time. Only battery powered lighting may be used for lighting if electricity is interrupted or terminated.

- **Flooring Care –** You are responsible for the care and maintenance of the flooring in your apartment. Immediately and thoroughly spot clean any spills. Use coasters under the legs of heavy furniture. Use plastic floor protectors under rolling chairs.

    - **Vinyl Flooring:** Clean all vinyl floors on a regular basis using a mild detergent. The vinyl floor in your home does not require wax: please DO NOT wax your vinyl floor. Area rugs with rubber backings may discolor flooring and are prohibited.

    - **Carpet:** You are responsible for the daily care and maintenance of your carpet. To maintain its good condition, we offer the following suggestions:
        - Do not use large amounts of water when shampooing as it may cause brown water stains.
        - Excessive shampoo or soap can also cause a residue buildup, which results in rapid re-soiling.
        - Food and beverage spots should be cleaned up quickly by using club soda. Grease can be removed by covering the spot quickly with flour and vacuuming the following day.
        - To remove ink, cover the spot immediately with salt, scoop up the salt and repeat the process until clean.
        - For tough spots, apply additional salt and leave overnight.
        - Vacuum carpets at least once a week to maintain their condition. Upon request, we will contact our carpet cleaner to clean your carpet at your expense.
        - At move out, you may be required to provide a paid receipt for a professional shampoo of your apartment carpet. Please see Community Manager and/or your lease for specifics at your community—feel like we need something more concrete

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- **Screens–** Window screens are not a safety mechanism and will not serve as a barrier to prevent falls. Do not sit or stand on window ledges or lean against screens.

- **Plumbing – Modifications to any plumbing fixture, pipe, or supply line is not allowed without prior written consent from the Management team.** We have provided drain plugs or baskets for each sink and bathtub. If any drain plugs or basket is missing or broken, please contact us for a replacement.

    - **Best practices for plumbing functionality:**

        - Do not pour grease into any sinks, bathtubs, showers, or toilets.
        - Do not flush paper towels, facial tissues, diapers, sanitary napkins, tampons, or food down toilets.
        - Remove hair from sinks, showers, and bathtubs on a regular basis.
        - Do not use Drano, Liquid Plumber, or other similar products to clear or unclog any drains in your apartment. These products damage the fixtures and pipes and create a hazardous condition for both you and service personnel. If any of your drains or toilets are clogged, and if you cannot remove the clog using a plunger, please contact us.
        - Use shower curtains when taking a shower. Water on the bath floor could damage the flooring or flood the downstairs unit.
        - The sewer system has been designed to adequately handle all normal use. The following items are considered chargeable damage to the resident:
            - large accumulations of paper
            - disposable diapers
            - Wipes, this includes flushable wipes
            - Sanitary napkins, tampons, etc.
            - Deodorant cans or bottles
            - Combs, toothbrushes, brushes, etc
            - Pouring grease into the toilet
            - Any other foreign object that has been dropped or flushed into the toilet by residents or their guests.

    - **Toilet Overflow –** Should your toilet overflow, turn off the water supply via the shutoff valve immediately. The shutoff valve is the small faucet handle located on the wall near the base of the toilet, typically on the left-hand side. Turn the valve handle clockwise to shut it off. It is recommended to invest in a household plunger to deal with clogged toilets quickly and effectively.

    - You are responsible for the expense of all plumbing repairs and service calls resulting from your negligence and/or failure to follow these rules.

- **Electrical –** Locate the electric service panel in your apartment and familiarize yourself with the breakers and their service areas. Check breakers in the electric panel to see if they need to be reset before calling in an electrical service request for a power outage.

- **Stove/Oven –** Cooking food should never be left unattended. Use potholders or oven mitts when removing items from the oven or stovetop. The heating elements remain hot for a period of time after they have been shut off. Do not touch any of the heating elements on either the stovetop or oven after using until they have completely cooled off. Do not keep anything flammable (e.g., towels, newspapers, etc.) on or near the stove. Clean your oven on a regular basis. If something is spilled when baking in the oven, clean it as soon as possible. This is the easiest way to keep your range in good condition and avoid cleaning charges upon vacating. Before cleaning the

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oven, turn off the circuit breaker for the stove. Make sure the oven is empty before using self-cleaning mode (if applicable). Do not spray oven cleaner directly on the cooking elements. Clean the burner pans on your stove on a regular basis. Do not use sharp utensils or tools to clean the oven or burner pans. Remove and clean the vent filters on your stove and/or microwave at least monthly. Do not line the burner rings or bottom of the oven with aluminum foil. This can create a fire hazard.

- **Microwave –** The door to a microwave should not be opened when it is running. When removing hot food from your microwave, be careful to avoid burns by using potholders or oven mitts. Do not use your microwave to heat items that are in metal or foil containers, or that have metal or foil covers or wrappers. These items may damage your microwave, or cause it to malfunction, creating a safety hazard.

- **Refrigerator –** Clean your refrigerator regularly with a mild detergent, preferably baking soda and warm water. To avoid damage sharp utensils or tools should not be used to clean the freezer or refrigerator. Make sure to not overload the refrigerator or freezer compartment as limited air flow can cause uneven cooling and can lead to spoilage. Dispose of expired food promptly and clean all appliances regularly to keep the apartment in a sanitary condition and to extend the life of the appliances.

- **Garbage Disposal – Do not pour kitchen grease in the drain, pour it into a can only and dispose of the grease in the trash once it has become solid.** Only use your garbage disposal with a strong flow of cold water. Do not turn off the disposal or the water until the grinding is completed. Do not grind fibrous materials (such as cornhusks, artichokes, onionskins, celery, etc.) or overload the grinding chamber. Periodically grind ice cubes and peelings from citrus fruits to freshen your drain. Disposal cleaners are also available to purchase. If your disposal does not work, try pushing the red reset button at the bottom (or side) of it before calling for service.

- **Dishwasher –** Dishes should be scraped clean of food and rinsed prior to loading in the dishwasher. Overcrowding of dishes, cups, glasses, and silverware prevents proper water circulation and may result in less than satisfactory results. Do not cover the center hole in the lower rack. Only use dishwasher detergent products. The disposal should be emptied before the dishwasher begins it cycle. Run hot water in the kitchen sink to prime the dishwasher for more efficient cleaning.

- **Laundry Machines –** Do not overload washing machines or dryers. When drying clothes, remember to clean out the lint tray after each use. This will increase efficiency and decrease hazards. Common area laundry machines are for the use of Residents only.

- **Countertops (Granite or Laminate) -** Promptly clean off any substances that may leave stains. Never place hot objects or chop food directly on the counters. Do not use strong chemicals to clean the surface. Warm water with a mild liquid soap should be utilized as the cleaning solution. Never use steel wool, scouring pads or other abrasive items for cleaning.

- **Stainless Steel Appliances** – Clean water and wiping is the safest cleaning practice. Only use a soft cloth for wiping. Abrasive items like scouring pads or steel wool will permanently damage the appliance. Only utilize stainless steel specific cleaning solutions and always rinse with warm water. Tip: when shining with stainless steel cleaner or polish, apply the product to a soft cloth and wipe with the grain of the stainless steel. This will help prevent streaks and unsightliness.

- **Keys/Locks -** You are not permitted to change any existing locks (or install new locks) in your apartment. If you need to have a lock replaced or fixed, please contact us so we can make the arrangements.

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- We will supply one apartment key/fob to each resident listed on your lease. For your protection, we will not issue a key/fob to any person who is not listed as a Resident on your lease, and who does not show us proper identification. Do not duplicate any keys that we provide to you. If you need an extra key/fob, please contact us. You will be charged our standard minimum fee for all lost keys/fobs and other access devices.

- **Lock outs –** The Management team will not let anyone into your apartment who we cannot identify to our reasonable satisfaction, and who is not listed as a Resident or authorized occupant on your lease. If you need assistance in accessing your apartment home after office hours, there will be a lock-out fee assessed to your account. Residents will be charged for damages associated with the above items as well as for labor and supply costs for any repairs of resident caused damage.

PARKING AND VEHICLES

- **The maximum speed limit in all parking areas of the community is 5 mph. You must drive responsibly and with due care.** Please watch for pedestrians.

- **Vehicles -** All vehicles must be registered with the Management team to record the make, model, color, and license plate number of each vehicle that will be parked at the property by each Leaseholder and by any other authorized occupant. If you get a new vehicle, be sure to update our records.

    - If your vehicle leaks any fluids, you must immediately clean the affected area, and you will be responsible for any resulting damage. You will be charged if we clean the affected area for you. You will also be charged for any necessary repairs to parking surfaces damaged by your vehicle.

    - We are not responsible for any loss or theft of, or damage to, any vehicles (or the contents thereof) parked at the property. It is a best practice not to leave any valuables in your vehicle.

- **Parking –** If your community requires a parking permit sticker or hang tang as authorization for your vehicle, it is your responsibility to make sure it is properly displayed at all times. If a replacement fee may be charged if a permit needs to be replaced.

    - Neither you nor your guests may drive into the enclosed parking area (e.g. garage) unless we first grant you the right to use a specific enclosed parking space through a separate Parking Addendum to your lease. You are responsible for maintaining your parking space. Please keep your space free of all debris and personal property. Do not throw garbage from your vehicle on the ground, please use the provided dumpsters.

    - You must park motorcycles, scooters, motorized bicycles, and other fuel-powered vehicles in designated parking spaces. They are not allowed inside your apartment, in any building (other than a garage), or on any patio, courtyard, deck, or balcony.

    - You may not park any boats, trailers, or recreational vehicles at the community without prior written consent by the Management team.

    - We do not allow storage of any items in your parking space, detached garage, or underground parking. It is for use by your motor vehicle only. Storage may be available to rent at your community, please contact the Management team for details.

DRAFT

- **Guest Parking –** It is your responsibility to inform your guests of the parking rules for the community, and to inform them that they cannot park in any restricted parking area. Guest parking is 24 hours.

- **Towing –** We want to avoid towing any vehicles and need your cooperation. Vehicles in violation of these policies will be towed. Parking violations include but may not be limited to the following:

    - has a flat tire or other condition rendering it inoperable
    - is leaking fluids, or poses a hazard
    - is on jacks, blocks, or has wheel(s) missing
    - has no current license or no current inspections sticker
    - takes up more than one parking space
    - belongs to a resident or occupant who has surrendered or abandoned the apartment
    - does not belong to a resident, an authorized occupant, or an invited guest
    - is parked in a marked handicap space without the legally required handicap insignia
    - is parked in a space marked for manager, staff, or guest at the office
    - blocks another vehicle from exiting
    - is parked in a fire lane or designated “no parking” area
    - is parked in a space for other resident(s) or unit(s)
    - is parked on the grass, sidewalk, or patio
    - blocks garbage trucks from access to a dumpster
    - obstructing parking for maintenance, snow removal, or other necessary building operations

Snow Removal – At some of our communities, Management has contracted with an outside vendor to remove snow from the parking lots and sidewalks of the apartment community. Snow will be removed as quickly as possible once it exceeds two (2) inches in accumulation. Please use extreme caution when walking on areas where new snow has fallen, thawing and freezing occurs, and/or conditions are not ideal. In locations where snow accumulation is significant, all vehicles must be moved in order to properly clean the parking surfaces. In these locations, you will be notified of the parking lot plowing by posted flyers and/or via email or message notification so you can move your vehicle(s). Plowing vendors will not plow around vehicles which have not been moved. Therefore, if you fail to remove your vehicle, it will be towed at your expense. It is never our desire to tow vehicles, so be mindful of adverse weather conditions and make every effort to move your vehicle upon request. Please notify the office if you will be out of town and will be unable to move your vehicle.

FIREPLACE

- **Do not leave your home with the fireplace burning, even if it is a fully sealed gas unit.** Whether your fireplace is gas or wood-burning, always make sure the damper is open before starting a fire. Gas fireplaces should be ignited immediately upon the gas being turned on. If the fireplace is wood burning, always use a fireplace grate. Do not use any flammable liquid or accelerant when starting the fire. Keep the fireplace screen closed until all embers are cold and wait at least 48 hours before disposing of the ashes. Clean a wood burning fireplace between each use. Electric fireplaces can be lit with the flip of a switch located near the fireplace.

SMOKE DETECTORS, CARBON MONOXIDE DETECTORS & FIRE ALARMS

- **Tampering with or disabling any smoke or carbon monoxide (CO) detector is strictly prohibited.** For your safety, upon discovery that a smoke or CO detector is non-functional and requires maintenance, notify Management immediately to provide any maintenance necessary to make the smoke detector or CO functional.

DRAFT

- It is **your responsibility** to check and test the smoke and carbon monoxide detectors in your apartment on a regular basis to confirm that the detectors are operable and functioning properly. If a smoke detector is battery operated (or has a battery backup), then you must replace the battery in each detector as necessary during the term of your lease. If batteries are found missing or a smoke detector is disconnected, you will be in violation of your lease and this could result in a fine. Please immediately notify us in writing if you cannot fulfill your obligation to test the smoke and carbon monoxide detectors and replace batteries. Our team will not be able to assist you with a battery change after regular business hours.

- If you have a fire alarm pull in your home or on the property and it is pulled causing a false fire alarm, you will be responsible for the fee charged by the local fire department.

- Fire alarm pulls may not contact the local fire department. Please evacuate and call 911 and then the On Call Maintenance in the event of a building fire alarm.

STORAGE OF PERSONAL PROPERTY

- Personal property may not be stored in hallways, stairwells, or other common areas of the property. We may, without notice and without warning, remove and dispose of any personal property that you leave in a common area.

- You may not use any patio, deck, or balcony as a permanent storage area. Clothing, bedding, or linens are not permitted to be hung on your deck or balcony. Please help us keep our community looking great – use only furniture and items intended for outdoor use on your patio or balcony.

PAINTING & DECORATING

- Your apartment has been cleaned and redecorated prior to move-in. We have purposely selected a very neutral color to allow each resident the opportunity to add individual complimentary colors through the addition of personal furnishings. We do not allow any decorating alterations to the original color and design of your apartment unless approved in writing by Management. Adhesive shelf paper and/or wallpaper are not allowed as it destroys the original finish and cannot be removed without causing major sheetrock damage. Additional carpet can be added under special conditions at your expense; however, this would require written permission from Management.

- The decorating of your apartment begins inside the door or your apartment. Please refrain from placing any items on the hallway side or outside of your apartment door.

COMMON AREA ENTRANCES

- sFor the overall safety of your community, entry doors to the building(s), apartment doors or common area doors(e.g. pool, laundry rooms, etc.) are not permitted to be propped open at any time.

GRILLS OR HEATERS

You may not use any heaters, fireplaces, or fire pits on your patio, deck, or balcony. This prohibition includes all such items, regardless of whether they are fueled by natural gas, wood, or charcoal. Electric grills may be used on your patio or balcony, provided the local fire code does not prohibit this practice. Please see the Management team at your community for locations on the property that are approved for propane grill usage.

Resident agrees to comply with the local fire codes in relation to the use of propane barbeque grills. Absent a local fire ordinance, the minimum acceptable policy for use of barbecues prohibits the use of

DRAFT

any grill, hibachi, or smoker within 20 feet of the building or overhang. Any person violating fire code of failing to comply with the grill policy is subject to a fine and is in breach of their lease.

WINDOW COVERINGS

Every Centerspace apartment is provided window coverings. No other window coverings may be installed without our written authorization. Window coverings must be properly maintained throughout the term of your lease. If you hang draperies, be sure that the property provided blinds (and not the drapes) are visible from outside the building. This is important in maintaining a uniform exterior appearance at the community.

SATELLITE DISHES

You may not install a satellite dish in your apartment (including on any balcony, deck, or patio), or elsewhere at the property without our prior written consent. If we allow you to install a satellite dish, then you must first sign a separate Satellite Dish Addendum to your lease.

HOLIDAY DECORATIONS

International fire code permits only the use of artificial trees in apartments. Trees must be positioned away from heat registers. The decorating of your apartment begins inside the door or your apartment. Please refrain from placing any items on the hallway side or outside of your apartment door.

PEST CONTROL

An approved pest control operator treats the community on a regular basis. If you need additional pest control assistance, please contact your property management staff.

We recommend that you do **not** purchase items/furniture from thrift, pawn, or any second-hand sources as these items have been found to be the primary cause of pest infestation.

PACKAGES

Select Centerspace communities have package lockers. Carriers will deliver your packages to the package locker and you will receive a notification of delivery. Included in your lease is a Package Addendum that will provide you the specifics of that system at your community. There may be a penalty assessed for failure to retrieve packages in a timely fashion. This is necessary due to limited locker space and a high volume of package received. Centerspace will not be held responsible for any lost, stolen, missing, or undelivered packages.

ABANDONED PROPERTY

Arrangements to remove all personal property from the apartment and garage on or before the end of your lease is the responsibility of the resident(s). We will remove, store, and dispose of any abandoned property in accordance with applicable law. You are responsible for all costs and expenses we reasonably incur if we do elect to remove, store, and dispose any abandoned property.

SECURITY DEPOSIT REFUND

- Your lease and applicable law govern the application or return of your security deposit. We may deduct from the deposit amounts to cover unpaid rent, cleaning costs, and damage. We will provide you with an itemized list of any deductions.

DRAFT

- An accurate forwarding address for each Resident listed on your lease must be provided prior to your move from the property. One refund will be issued, if applicable, to all Leaseholders.

- Please keep in mind that you have not vacated your apartment until you return all keys to us. All keys must be returned by 12:00 PM on the last day of the term of your lease. You are responsible for your utilities for the apartment through the last day of your notice period.

- For leases with multiple Residents, we will not refund any portion of your security deposit if one Resident moves out before the end of the term. The departing Resident must make arrangements with the remaining Resident(s) for recovery of the departing Resident's portion of the deposit.

- **Improper Notice**: If you break your lease without fulfilling the contracted term, you will be required to give a 60 notice and pay a penalty equal to two months' rent. Some limitations apply. The lease agreement outlines the details.

MILITARY PERSONNEL

You may terminate the lease (if you are the sole Leaseholder) or may be released from your obligations under the lease (if you are one of multiple Residents), if you enlist, are drafted, or commissioned into the United States Armed Forces. You may also terminate the lease (if you are the sole Leaseholder), or may be released from your obligations under the lease (if you are one of multiple Residents), if: you are a member of the United States Armed Forces or reserves on active duty, or a member of the National Guard called to active duty for more than 30 days in response to a national emergency declared by the President; and you receive orders for a permanent change-of-station, receive orders to deploy with a military unit or as an individual in support of a military operation for 90 days or more, or are relieved or released from active duty.

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