



Resident Guide



welcome

home

your quick reference manual

provided by
 CARROLL
MANAGEMENT COMPANY

a warm welcome

Dear Valued Resident,

It is our pleasure to welcome you to your new home. We are delighted to have you as a resident of our community and we appreciate you giving us the opportunity to be a part of your journey.

Through genuine hospitality, reliable service, and considerable value, we are committed to making your home a comfortable and enjoyable one.

We would like to make certain that you receive the full benefits of living here in your community. This guide is meant to be your quick reference to helpful information about general management practices and policies and how to use and care for your apartment home and your community.

Should you have any questions or concerns, your on-site residents services team is ready to assist you.

Thank you for choosing RE Carroll Management Company to provide your housing needs. We look forward to providing you with a truly unique living experience.

Sincerely,

RE Carroll Management Company

Our Mission

The guiding principles of our decisions that ensure we stay true to our mission and to our residents are to:

- *maximize the profitability and long-term asset value of our multi-family business*
- *elevate our image through the recruitment of the most talented people in the industry*
- *be known for our commitment to leadership, our passion for high standards and a dynamic work environment that encourages team members to reach their highest potential*
- *ensure that our properties are safe and clean and the first choice for apartment living in our markets*
- *use aggressive strategic marketing to push technology and innovation in order to be the best in our industry*
- *set the highest standards in service and never forget that our residents are central to our success*

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Chapter 1 - General

1.1 Introduction

It is important for residents to familiarize themselves with the contents of this “Guide” in order to receive the full benefits of living in your community. Any questions or concerns should be directed to your on-site management team.

This Guide contains current policies and services applicable to residents. Management may update policies and services to better serve you. Any modifications or changes to the Guide shall be effective immediately and management will strive to give you prompt notice of such changes.

Whether you are a new resident at our community or have been living with us for some time, we’re glad you have chosen R.E. Carroll Management Company to provide your housing needs. The purpose of this Guide is to provide residents with a clearer understanding of general management practices and policies. It also provides helpful information about how to use and care for your apartment home and your community.

Below are some frequently asked questions that may help you during your residency:

What if I want to get a pet?

We allow up to two pets per an apartment with a combined weight limit of 80 pounds. We do not accept any aggressive breeds or any dog mixed with an aggressive breed.

*Please refer to the Pet Policy of your Lease for a more detailed list of breed restrictions.

How do I pay rent?

You may pay online with an e-check, credit card, debit card, or MoneyGram. Some communities may accept personal checks, certified bank checks or money orders for rent in the office; please refer to your lease for options available in your community.

*Please note that after the 5th of the month you can no longer pay with a personal check or e-check. All payments must be in the form of MoneyGram or with a credit card.

Communities that offer the option to make payments in the office will accept payments up to close of business on the 5th. Residents will

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still have the option of making their payment online to avoid a late fee until midnight on the 5th day of the month through the Resident Portal.

Who do I make my rent check out to?

All rent payments are to be made payable to the community in which you reside. Please refer to your lease regarding mandatory online rent payments for specific information on how your community accepts rent payments.

What happens if I get locked out of my apartment after hours?

To gain access to your apartment after hours, you will need to call a locksmith.

How do I put in a work order for maintenance?

You may submit a work order request by accessing the Resident Portal at any time, or by calling the management office during business hours.

What do I do if I have an after hours maintenance emergency?

If you have a maintenance emergency, please call your management office/clubhouse, wait for the prompt for emergency maintenance, then leave a message. Maintenance personnel will return your call as soon as possible.

1.2 Management Office Location & Hours

Management Offices are located in the Clubhouse at the main entrance of the community and will be open Monday through Sunday. The following are the regular hours for the management offices:

Monday through Friday	9:00 AM	–	6:00 PM
Saturday	10:00 AM	–	5:00 PM
Sunday (select communities)	1:00 PM	–	5:00 PM

Management offices will be closed on the following days:

- New Year's Day
- Easter Sunday
- Thanksgiving Day
- Christmas Eve (afternoon)
- Christmas Day

1.3 General Policies

Rent

Rent is due on the 1st of each month and late after the 5th.

All rent payments must be made via online payment or direct deposit online pursuant to the terms set forth in the lease. No cash payments or partial rent payments will be accepted by Landlord at any time.

All Residents will have access to the [Resident Portal \(website\)](#) by way of a personal login and password created by you. The resident portal is where all payments are to be made each month. All payments after the 5th of the month must include a late fee and must be paid by MoneyGram or Credit Card online in the full amount owed. On the 11th of each month, court papers are filed on anyone who hasn't paid rent at this point. Residents will be responsible for all associated fees. Please note that paying your rent late negatively affects your rental and credit history.

Returned Payment

As long as rent is paid on time, we accept electronic checks (e-checks) or personal checks depending upon the terms of your lease. If a check is returned for any reason, we charge a Non-Sufficient Funds Fee. After two NSF's, we no longer accept electronic/personal checks and all future payments will need to be paid by MoneyGram or Credit Card.

Resident Emergency Guidelines

Maintenance personnel are on call twenty-four (24) hours for emergencies. The on-call maintenance personnel only respond after office hours to emergency situations as listed in section 2.1. If you have a maintenance request that is not considered an emergency, please call the management staff during office hours or leave a message on the office voicemail and the request will be taken care of in order of priority.

1.4 Move-In Condition Inspections

A Management Team Representative will escort you to your new home and walk through it with you room by room, examining the exterior areas, as well as the interior areas. The purpose of this inspection is to learn immediately if you are satisfied with your home and to determine if anything was overlooked while preparing for your move-in.

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Should any deficiencies be observed, the representative will document the item immediately and refer it to the proper staff member(s) for prompt resolution. At move out, the Move-in Condition Inspection will also serve as a basis to determine if any damages occurred in the home during your residency and if warranted, charges may be imposed to correct the damage.

Any damages that occur during move-in or move-out caused by either resident or moving company should be reported immediately to the community office.

1.5 Gate Access

Gates are for vehicle access only and not for pedestrian use. Only residents will be issued a gate card. If the card is not returned to us at move out or is lost, stolen, or damaged, a replacement fee will be assessed. Use caution when approaching the gates. Only one car at a time may enter. If you try to follow someone else into or out of the community, the gate can hit your car. Should this occur and the gate is damaged, you will be responsible for not only the damage to your car but also for any costs incurred in repairs to the gate. Never obstruct the functioning of the gates. Some entrances may be monitored by cameras to ensure compliance with all rules for entrance into and exit from the community.

These systems are designed to allow only those users who are authorized to enter.

The following is a non-exhaustive list of prohibited activities:

- Do not allow children or pets near the gates.
- Do not enter through the exit gates.
- Do not walk through the gates.
- Do not push gates with vehicle.
- Do not piggyback (i.e., follow someone through the gate)

We will not be liable for any damages as a result of negligence of the vehicle's operator or mechanical malfunction of the gate.

The entrance gate is programmed to the phone number you provide to the management office. Press "9" on your telephone to open the entrance gate and let in your guest.

Gate Access Instructions

To Enter

To access an entrance gate, you will need to pull up to the first control box and wave the magnetic card that was issued to you upon moving in. Please make sure you face the side of the card that has the numbers listed towards the control box. The magnetic strip is located at the bottom of the card where the numbers are listed. The gate will automatically open and then shut once you have passed through. **DO NOT TAILGATE OR PIGGYBACK ANOTHER VEHICLE.** The entry gate will close immediately after one car passes and will hit any cars attempting to “follow in.” Gate cards may be used at all entrances.

To Exit

To exit the property, stop at the gate to allow the sensor to detect your car and open. Once you have passed through the gate, the gate will automatically close. As a reminder, **DO NOT TAILGATE OR PIGGYBACK ANOTHER VEHICLE** or your car may be hit by the closing gate.

Visitor's Entrance

All visitors will need to use the main gate located in front of the Clubhouse. Your visitors may enter using one of the following methods:

1. Directory Code (quickest method): Your visitor will go to the second control box. Here they will type in your assigned directory code.
 - Once your visitor has typed in your assigned directory code, it will automatically call the phone number you provided the office. Your phone will ring, which will allow you to speak with your visitor. There is a 60 second time limit for each call. To allow your visitor to enter, simply press the number “9” on your telephone. At that time, the phone call will disconnect and the gate arm will automatically open and close once they have passed through. For those of you with cellular phones, additional charges may apply pursuant to your agreement with your cellular provider.
2. Last Name (alternate method): Your visitor will go to the second control box. They will need to scroll through the

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alphabetized screen on the keypad until they reach your last name. They will hit the "CALL" button, which will automatically call the phone number you provided the office. To allow your visitor to enter, simply press the number "9" on your telephone to allow your visitor to enter.

Deny Access to Visitor

When you receive a call from a visitor, simply hang up the telephone to deny access to the property.

Gate Card or Access Card

If you have your cellular phone programmed into the gate panel and have it with you at the time, you may use the call system by looking up your last name and pressing the number 9 on your cell phone.

It is imperative that you have your gate card with you when entering the community access gate and an updated contact number in the system.

1.6 Apartment Access by Management

Management Office shall retain keys to each home. These keys are only used to provide access for routine and emergency maintenance service, including routine inspections. Lockout service may be available during Management Office Hours but not after Management Office Hours. After hours, a locksmith will need to be contacted at the expense of the Resident.

1.7 Home-Based Businesses

Home Based Businesses are not permitted at our communities. As stated in the lease agreement, use of the Apartment is for residential purposes only and in a manner so as not to disturb your neighbors. Violations could result in eviction due to Breach of Lease. Please contact the Management Office with any questions.

1.8 Conduct and Breach, Drugs and Unlawful Activity

Residents are responsible for the conduct of their guests, invitees including family members and any other persons affiliated with the residents while on community property. **Violation of the Lease and/or the Resident Guide by you or your family members, guests, and invitees, may result in termination of residency and immediate eviction.**

You or your guests will not engage in or permit your apartment to

be used for criminal activity including but not limited to drug-related criminal activity such as the manufacture, sale, or distribution of drugs. At any location, whether on or near the community, possession and consumption of alcoholic beverages must be in full compliance with local, state and federal laws and regulations and in accordance with any community regulations that may be set forth in the Guide or Lease.

Violation of the above shall be a material violation of the Lease and may be cause for termination of tenancy. A termination does not release you from your financial obligations under the Lease.

Objectionable Conduct

In the event Landlord feels that a resident displays objectionable conduct, Landlord reserves the right to terminate the lease agreement.

Objectionable conduct includes but is not limited to:

- a. Verbal or physical abuse
- b. Cursing and any other vulgar or offensive language
- c. Actual or implied threats
- d. Any form of intimidation, whether physical or verbal
- e. Refusing to leave either the Management Office or any common area facility/amenity immediately upon Landlord's request.

1.9 Noise/Quiet Hours

To secure the peaceful enjoyment of all Residents, Residents and any person(s) on the premises are asked not to disturb the peaceful enjoyment of the neighborhood. Excessive noise is prohibited in the Resident's apartment and the common areas of the community. For enforcement purposes, the term "excessive" means noise that, under the circumstances, is disturbing to the quiet and comfort of another person within the apartment complex area. Quiet hours are 11:00 PM to 8:00 AM, unless earlier times are stated by local ordinance.

Resident agrees that the implied warranties of fitness and habitability and the concepts of peaceful, safe, and quiet enjoyment are objective (not subjective) concepts and, as such, Resident agrees that Landlord's duties are based on these objective and reasonable standards. Resident agrees that the concept of peaceful, safe and quiet enjoyment (as generally defined by applicable common law) is not a guarantee that the Apartment will be perfectly quiet,

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safe or peaceful, due to the inherent nature of multifamily living environments. Resident agrees that certain everyday sounds such as walking, talking, cleaning and using common appliances and the occasional entertainment of guests will penetrate walls, floors and ceilings, and as such, Resident agrees that Landlord cannot guarantee that Resident will have a completely quiet and serene living environment.

1.10 Minor Violations

With the exception of severe cases, examples of minor violations include:

- Unauthorized commercial activities
- Pet Policy violations
- Unauthorized alteration to the home
- Unauthorized vehicle maintenance
- Poor interior or exterior sanitary practices
- Failure to allow maintenance personnel access to apartment for needed work
- Unauthorized RV or Boat storage
- Vehicles parked in the grass or on prohibited streets

Penalties for minor violations of the Lease or Resident Guide are as follows:

First Violation: The resident shall receive a courtesy letter from Management. A copy of the letter will be placed in the resident's file.

Second Violation: Management issues a letter of warning to the resident. Failure to comply with the letter of warning may result in termination of the resident's Lease and, if necessary, include a fine and/or eviction.

Third Violation: Three violations will likely result in termination of the Lease and eviction from your home.

1.11 Major Violations

Major violations of the resident's Lease or this Resident Guide may result in an action of eviction.

Major violations include without limitation, the following:

- Serious misconduct, including repeat minor offenses, involving any member of the household or a guest

- Inherently dangerous or criminal actions
- Domestic disturbances/spouse or child abuse
- Felony convictions
- Misconduct which results in injury or property loss to a neighbor
- Criminal activity by any member of the household or a guest
- Failure to pay rent
- Sublease or assignment of Lease without Management's consent
- Failure to comply with a letter of warning for any violation

1.12 Guest Policy

Residents may have visitors in their homes; however, visits of more than 3 weeks in a calendar year require written permission from Management. The Resident is responsible for the actions of all family members, guests and any other persons related to or affiliated with their household. Guests may not intentionally or negligently destroy, damage, or remove any part of the community premises. Please refer to pool rules for additional guest policies.

1.13 Fire Hazards

Residents shall not engage in any hazardous activity that might cause fire or present a fire hazard. A resident is responsible for all repair costs as a result of damage caused by their negligence or the negligence of any person on the premises with the resident's permission or implied consent.

- Please take care not to block exits (including windows).
- Gas grills, charcoal grills and portable outdoor fireplaces may only be used in accordance with local safety codes and regulations and at least 20 feet from any combustible structure.

1.14 Home Safety

Residents are responsible for testing smoke detectors and carbon monoxide detectors monthly. Detectors shall not be disconnected for any reason.

- Immediately report any smoke detector or carbon monoxide detector that does not work properly to Management.
- Do not store flammable materials in heater closets or near hot water heaters

1.15 Pest Control

Good housekeeping assists in the elimination of pests. Homes should be kept in clean and sanitary condition at all times. Residents

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shall immediately notify the Management Office of the presence of any pests or vermin. In the event that pest control treatment is necessary, the resident may be required to prepare the home prior to treatment.

A 72-hour advance notice will be sent to your home prior to treatment giving ample time to prepare and indicate entry information for scheduled service. Access to your home is imperative for maximum effectiveness of treatment and maintaining scheduled appointments.

1.16 Housekeeping

Each resident has a responsibility to ensure that their home is maintained in a clean, safe and sanitary condition. Instances of poor housekeeping resulting in unsafe and unsanitary conditions will be investigated by Management. Depending on the severity of the condition and the impact on the residents, the case may be referred to various agencies to assist the household in correcting these conditions. Persistent poor housekeeping may result in termination of the Lease and, if necessary, eviction.

1.17 Common Hallways and/or Breezeways

Common hallways/breezeways are a shared responsibility between and among the residents and maintenance personnel, as applicable. Common hallways/breezeways are not to be used for storage of **any kind**. Residents shall keep all hallways/breezeways, stairwells, and under stairwells free of clutter and personal belongings. Maintenance management is responsible for maintaining and cleaning hallways/breezeways and stairwells on a regular basis. If the resident becomes aware of any damage or inoperable light fixtures, they should contact Management immediately.

Chapter 2 - Maintenance and Repair

2.1 Service Request Procedures

Maintenance and Repair

In order for management to maintain the comfort and safety of your home, we ask you to notify the Management Office immediately when maintenance is required.

Service Requests may be placed by telephone, personal visit to the Management Office or through our website. A uniformed maintenance technician will leave a notification card after they have performed maintenance at your home.

It is the resident's responsibility to notify when there will not be an adult present. Maintenance technicians will not enter a home when an individual under the age of 18 is the only person present.

In the case of a life-threatening situation, resident should call the Police or Fire Department immediately and then contact the Management Office.

Procedures

When a service request is received by a management representative, a service request number will be assigned. The management representative will provide an approximate date and time the work will be performed. Requests will be taken care of in priority order.

There are three categories of service: emergency, urgent, and routine.

Category	Target Response and Resolution Time
Emergency	Respond within one hour both during and after normal business hours; work until resolved or until the severity of the request is reduced to a routine level.
Urgent	Respond within 8 business hours; completed within 8 work hours given the constraints of ordering parts.
Routine	Respond within two working days of receipt of call; completed within three working days.

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Emergency:

Failure or deficiencies in utility or structural systems that are an immediate danger or health hazard to residents, or threaten to damage property.

- Accidental lock-in of small children during office hours only. After-hours must be handled by the resident with local authorities at their expense.
- A breakdown, stoppage or loss of a critical system or equipment for which life or property may be endangered if the repair is not promptly accomplished.
- Breaks in water, wastewater or gas lines, detection of carbon monoxide, gas leaks, critical equipment failure (i.e., inoperable refrigerator and heating system), localized electrical outages, doors and windows that cannot be secured.
- If emergency cannot be resolved during the initial visit, the maintenance technician will stabilize the situation and finish the request as soon as possible.
- For homes with more than one bathroom, a clogged toilet is not an emergency. In a one-bedroom unit, toilets that are inoperable are considered an emergency.
- Clogged sinks will only be responded to as an emergency only if there is a threat of water damage. All other times it will be handled during normal business hours.

Urgent:

Service requests not categorized as an emergency but have the potential to create a substantial inconvenience to the household.

- Inoperable heating will only be considered an emergency when outside temperatures are fifty-five (55) degrees or cooler; inoperable cooling will only be considered an emergency when outside temperatures are eighty (80) degrees or hotter
- Contained water leaks
- One of two or more toilets or sinks are inoperable

- Partial power (e.g., no power in a single room)
- Inoperable Heating/Cooling when outside temperatures are outside the emergency category guidelines

Routine:

These items do not warrant the attention of an emergency or urgent category but need to be addressed within a reasonable amount of time.

- Leaking Faucets
- Screen Repair/Window Blind Replacement
- HVAC System that is working, but not performing to specification, or thermostat settings
- Garage Doors
- Annual Preventive Maintenance (please see policy for specifics)

Resident Maintenance Responsibilities

The resident is responsible for minor maintenance items such as:

- Plunging toilets
- Replacing light bulbs
- Resetting circuit breakers/ garbage disposal
- Removing foreign matter from the toilet, sink or bathtub drains
- Turning off water valve if toilet overflows

2.2 Trash and Recycling

The community provides a centrally located trash compactor for residents use. No trash shall be left around the compactor nor dropped down in the contained area. Management continues to keep watch over this area and will identify those residents not disposing of their trash properly. Cardboard is to be placed in the recycle bin provided near the trash compactor. Any bulk trash left

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will be charged to the resident.

2.2.1 Valet Trash Service

Your community may offer front door trash valet and recycling service. Below are the rules and guidelines that must be adhered to. Failure to follow these rules is in direct violation with your Lease Agreement and may subject you to fines and further action:

Pickup Days

Sunday – Thursday

6:00 pm – 8:00 pm

Please place the provided container with bagged trash outside your front door only between these hours. Only containers that are provided by your community are to be used.

8:00 pm

Service will begin at 8:00 pm and your trash will be removed

9:00 am the following morning

Residents are required to bring containers inside by 9:00 am the following morning, or be subject to a minimum \$25 fine for a first offense. Additional fines will be assessed for continuous violations.

Missed Service

For those Residents that miss service on any of the designated nights, it is your responsibility to bring trash to the designated compactor or trash dumpster OR keep the trash in your apartment until the next collection evening.

Placement Rules

All trash must be in bags and securely tied. Bags must be placed inside the container. **NO LOOSE TRASH WILL BE COLLECTED.** All boxes must be broken down and flattened or they will not be taken.

Recycling must be in a clear or blue bag and **PLACED ON TOP OF THE CONTAINER.**

Cleaning Trash Containers

It is the responsibility of each resident to keep his or her container

clean. There will be a \$25 charge if an additional or replacement container is needed. You must leave the container in your apartment when you move out.

Should any of these rules not be complied with, resident will receive a minimum \$25 fine for a first offense. Each offense after that will result in a minimum \$50 fine per bag.

Containers may be returned after a return fee is paid and with the resident's thorough understanding of the procedures for the service. If this problem continues, valet service for that resident will be terminated and disposing of trash will become the resident's responsibility.

2.3 Plumbing

The plumbing in your home should be treated with care. It is important that toilets and waste pipes not be used for any purpose other than those for which they were intended. No sweepings, rubbish, feminine products, baby products or any other improper articles should be put into toilets. Do not dispose of grease in drain systems; dispose of grease in the trash safely and properly. Use cold water when operating the kitchen sink disposal. The resident shall be responsible for any damage to the home caused by misuse of the plumbing system.

2.4 Smoke Detectors

Your smoke detector(s) has been thoroughly checked, and the unit(s) is working properly.

It is now your responsibility to check the detector weekly as suggested by the Fire Department. Press and hold in the red button on the unit and the alarm should sound. The smoke detector will begin to 'beep' periodically when the battery becomes weak. When this happens, the battery should be replaced.

Any malfunction or failure should be reported in writing immediately to the Business Office. Please be aware that if the smoke detector is damaged or removed from the apartment during your occupancy, a charge will be assessed to your account.

For the safety of you and your household, never disable the smoke detector(s) by any method – including the removal of the batteries.

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2.5 Home Alterations and Repairs

Residents shall make no alterations or repairs to their apartment home without prior approval of management. Please refer to the lease agreement for details.

Chapter 3 - Care of Homes

3.1 Mold Prevention

Molds are forms of fungi that are found naturally both indoors and outdoors. Moisture and humidity make mold overgrowth a problem in some buildings. Molds produce spores, which are released in the air and can cause allergy symptoms in some people, although most people will not be affected by mold in their environment. It is necessary for Resident to provide appropriate climate control, keep the Apartment clean, and take other measures to prevent and, if necessary, remediate mold and mildew from accumulating in the Apartment. Resident will be responsible for any damage caused by excessive mold in the home due to their negligence.

3.2 Satellite Dish

The Federal Communications Commission (FCC) allows residents who live in apartment communities to install satellite dishes in areas within their “leasehold space”.

The FCC defines “within the resident’s leasehold space” as those areas where a resident has exclusive control and is part of the apartment unit leased. This generally means areas like patios, balconies and terraces. Areas outside “the resident’s leasehold space” are called “common areas” – this would be areas such as the yard and the shrubbery that surround the apartment buildings, the roofs of the buildings, as well as the walkways and other common use areas of the apartment community.

We will assist residents who wish to explore the options of installation of a satellite dish. Installation of a dish is not for everyone since there must be an area within the leasehold that generally faces the southwest in order for the dish to obtain reception from a satellite video provider.

You are required to notify us, in advance, in writing, of your wish to install a satellite dish within the “leasehold space” and provide us with a copy of the satellite dish agreement. Before installation you must provide an opportunity for maintenance to inspect the area you plan to install the dish. After installation, you must notify us and provide an opportunity for us to inspect the installation for compliance with the installation instructions contained in the satellite dish brochure.

Drilling holes into the exterior of the building, balconies, patios or

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roof to install the cabling of a dish or affixing a satellite dish is not permitted. Equipment may not be installed in such a way as to interfere with access to the apartment for maintenance purposes, or to cause any safety hazards in or upon the apartment community.

The satellite dish may not exceed 39 inches in diameter nor can they extend out past the face of the balcony rail or be secured to the balcony rail.

Residents do not have a right to receive a signal, only a right to install a satellite dish under the FCC guidelines.

You, as resident, hereby agree to indemnify and defend Lessor and Managing Agent from any and all claims of liability that may arise out of the installation, maintenance or removal of the dish.

Upon termination of the Lease Agreement, all equipment must be removed and the apartment premises returned to the same condition, less reasonable wear and tear, as it was prior to the installation of the equipment. You, as resident, will be held liable for all cost to remove equipment.

Please refer to the lease for additional details.

3.3 Garage/Storage Unit

The storage of flammable, hazardous liquids, explosives, or material that would constitute a hazard to health or property, or drug or illegal substances or any other illicit materials is not allowed. No improvements or alterations of any kind are to be made without prior written approval from the Management Office.

Any power consumption cost in excess of \$25 per month will be charged to the resident for use of electrical connections within the garage/storage unit to power any appliances, including but not limited to: tools, battery operated vehicles/toys, refrigerators, freezers, or air conditioners.

3.4 Patios & Balconies

We ask that all residents keep their patio or balcony neat and clean. They are not storage areas for boxes, bicycles, appliances or any other type of household furniture or fixtures not generally used in patio areas. This includes trashcans. No article of any type should be hung from, suspended from, or attached to the patio/balcony and the railing around such except flowers. No clothes or towels may be

hung from patios or balconies.

Entryways/Exits

The sidewalks, entries, passages and stairways are for entering and leaving the apartment and the building. Bicycles, baby carriages, strollers, grills or any other personal property should not be left in the foyers, hallways, and stairways or on the walkways. Personal items left in such areas are subject to removal and disposal by management at any time without prior notice. This policy is for the protection, safety, and well-being of all residents and their guests.

3.5.1 Skateboards

Skateboards are not permitted in any part of the breezeways, stairs, tennis courts, or areas in which damage may be incurred.

3.5.2 Trampolines

Trampolines are not permitted in the community.

3.5.3 Playgrounds

Our playgrounds are intended for children under the age of thirteen to enjoy. Children under the age of ten must be accompanied by an adult at all times. Your safety is our first priority so please refrain from bringing glass containers to the playground area. Alcohol is not permitted and the playground area closes at dusk.

Please report any damage immediately to the Management Office so we may make the necessary repairs.

3.6 Outdoor Furniture

Only furniture intended for outdoor use is to be used outdoors. Vehicle seats or furniture intended for indoor use are not permissible for outdoor use or décor.

3.7 Window Coverings

Only window coverings with white or beige backing may be used to cover windows. Blinds are provided for each window within the apartment and must be kept in good condition at all times. Any resident damage to blinds noted by management will be at the expense of the resident. Resident will be charged the cost of the blind; however, the resident shall have the option of replacing the damaged blind within 48 hours themselves or pay a labor charge for maintenance to replace.

Items such as flags, sheets, blankets, cardboard, or other similar materials are not to be used to cover windows.

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3.8 Laundry

All homes are equipped with washer and dryer connections. In order to maintain the aesthetics of the property, hanging or placing laundry on the exterior of any building or lawn is not permitted.

A laundry facility may be provided at your community within the clubhouse area for private residential use. Rules for use of the laundry facility are posted within the facility. Any required repairs or problems should be immediately reported to management for resolution.

Chapter 4 - Miscellaneous

4.1 Renter's Insurance

Proof of renter's insurance is required before move in. Your community may provide renter's insurance as a courtesy and proof will not be required. Please refer to your lease agreement or inquire with the management office for more details.

Coverage

Residents are required to maintain a minimum coverage of \$100,000 in personal liability per occurrence. If you choose another insurance company, you must ensure that the community name is listed as a 3rd party and that the required personal liability amount is at the minimum required.

Courtesy Coverage (select communities)

Should your lease include renter's insurance coverage as a courtesy (no cost to the resident), this coverage will meet the minimum requirement of \$100,000 in personal liability per occurrence, as well as \$10,000 in personal content coverage. A \$500 deductible will be required by the resident upon submitting a claim.

The Master Policy Document, including further details on the coverage and claim submissions, is conveniently available for reference via the Resident Portal.

4.2 Care of Children

Parents are accountable for the conduct of their children. To ensure children's safety, residents and their guests, as well as management should report known violations to the appropriate authorities.

Children are not to play or loiter in the breezeway, hallway or stairway.

Parents are liable for damages caused by negligent or unlawful conduct of their children. Children under the age of 13 should not be left alone for an extended period of time.

4.3 Pet Policy

Management must emphasize that we have strict pet policies and every resident must abide by these policies. Any animal on the community must comply with the following policies. This includes visiting pets or animals being cared for by a resident on a temporary basis (pet sitting).

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Only the following pets are allowed within our community:

- Small caged birds (i.e. finches, parakeets, canaries)
- Fish (maximum of 50 gallon aquarium)
- Caged hamster, gerbil, white mice (no more than 15)
***Pet agreements are not required for the above**
- Domestic dog or cat that is mature, housebroken and trained in obedience. Breed restrictions apply.
***Requires a written and signed pet agreement**

Breed Restrictions: Dobermans, Chows, Pit Bulls, Rottweilers, German Shepherds, or any mix of an aggressive breed are not allowed. *Management has the sole discretion to accept or deny any pet(s) with or without cause.*

Additionally, the following rules and regulations pertain to pets:

- Pets are to be kept on a leash at all times when outside the apartment
- Electronic leashes are not considered a leash for community purposes
- Pets cannot be left unattended on patios or balconies
- Immediately clean up any soil or mess created by the pet
- Do not allow pet to create excessive noise or annoy other occupants of the building or surrounding neighborhood
- Comply with all local ordinances regarding pets
- Pets must have current inoculations
- No pet shall be permitted in the pool area or other recreational area

Resident agrees to indemnify and hold Lessor and their agents harmless from any and all public liability and/or property damage arising indirectly or directly from keeping of pet on the premises.

Permission to keep the pet on the premises may be revoked at any time if you fail to comply with the Pet Policies or in any way permit the pet to become a nuisance. Resident agrees to remove the pet within seventy-two hours of receipt of written notice from the Lessor. Any damages resulting from a resident having a pet on the property will be the responsibility of the resident. This would include, but is not be limited to, the cost of replacing carpet and pad.

4.3.1 Pet Fees/DNA Program

Please check with your community management office for specific information regarding applicable pet fees.

We pride ourselves in being a “Pet-Friendly” community. However, un-scooped dog waste has become a real concern for our community. Not only is it unsightly, but more importantly, it can be unsafe to other pets, children and the environment.

The process is very simple. Bring your dog to the office where you will swab your pet’s cheek with the provided kit. We will submit the DNA sample at which time a Registry will be created at BioPet Vet Lab.

Once the registry is complete, the DNA of any un-scooped waste found on the property will be matched to the registry of dogs. The matching pet’s owner will be fined \$100 for the first occurrence and \$150 each additional occurrence. As a last resort, if the fine is not paid, the rental agreement will be subject to termination. If you fail to register your pet, you will be fined \$200 and risk termination of your rental agreement, as well.

4.4 Parking

There are no assigned parking spaces at our community. Parking areas are for use of cars and light trucks only. Vehicles parked in front of any trash receptacles may be towed at the owner’s expense anytime. No other vehicles including but not limited to boats, trailers, and RV’s may be parked within the community without the prior written consent of the Landlord and must be parked in designated areas. Handicap parking spaces and the loading area adjacent to them are for handicap vehicles and drivers only.

Motorcycle Parking

Motorcycles are only to be parked in the parking lot and not

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permitted on patios, or inside an apartment. Motorcycles are to be parked in such a manner as to not impede other vehicles. Warm temperatures will cause parking lot asphalt to weaken and a barrier is required between the kickstand and the pavement to avoid any damage to the asphalt. A four by four inch (4" x 4") piece of wood is recommended. Any damage done to the asphalt as a result of not placing a barrier down will be at the cost of the resident.

Portable Storage Containers

Portable Storage Containers (PODS) are only allowed on the property with the understanding that they are only allowed to take up 1 parking space in the overflow parking area and are only allowed for a 3-day period.

4.5 Vehicle Repairs & Care

With the exception of minor adjustments, no vehicle repairs or maintenance shall be conducted on the property. Drainage of any automotive fluids on the property or common areas is strictly prohibited.

Car washing or performing minor adjustments to vehicles is allowed only in designated areas. With the exception of a designated automobile washing facility, use of outside water faucets are prohibited.

4.6 Telephone and Cable Service

The resident is responsible for telephone instruments, services, maintenance of wiring and any additional equipment. Cable and Internet services will also be the responsibility of the resident.

Telephone and cable services may be contracted at the sole expense of the Resident. Service providers vary with location, so please refer to the Resident Portal for contact information or check with the management office.

Satellite Dishes may be installed with written permission from the Management Office. There is a \$150.00 Security Deposit that is required and the equipment must not be attached to the roof or siding of the building. Proof of additional insurance coverage in the amount of \$100,000.00 is required. There is an additional addendum that must be signed in addition to the lease agreement that will cover the placement and use of the Satellite Dish.

4.7 Lockouts

Management does not provide Lockout Services after hours. If you are locked out after hours, you will need to contact a Locksmith at your cost. If you need to gain entry into your home during business hours, you will need to provide a photo ID to the Management Office before a spare key is issued.

4.8 Energy Conservation

The goal of energy conservation is to ensure that the essential needs of all residents are provided without waste. Residents are responsible for practicing energy conservation to avoid waste when possible.

The following tips are suggested for residents to conserve and reduce energy consumption without sacrificing comfort:

- Turn off all interior and exterior lights during daylight hours
- Adjust thermostats seasonally to reduce energy consumption
- Avoid the use of high-energy appliances between the hours of 1:00pm and 5:00pm
- Maintain temperatures within 75 to 80 degrees Fahrenheit range during the summer months and 65 to 70 degrees Fahrenheit during the winter months.
- Close all doors and windows when operating heating or air conditioning
- Use cold water to operate garbage disposals
- Reduce water heater temperature
- Run a full load in the dishwasher to save energy and water costs
- Avoid washing or drying of clothes during summer afternoon peak electrical demand period
- Keep refrigerator at medium temperature settings
- Report leaking water faucets as soon as possible

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- Do not block return air vents or radiators with furniture or drapes
- Limit the number of hours that ornamental holiday lights are in use

4.9 Freeze Warnings

During the winter, temperatures may drop low enough to freeze pipes. In an effort to minimize the risk associated with this, residents are asked to maintain temperatures and/or allow faucets to drip to avoid freezing pipes.

Winters can bring inclement weather that results in difficult pedestrian and vehicular travel. In order to best meet the needs of our community, priorities and regulations have been established for snow and ice management. Safety is our first priority when allocating resources.

Freezing weather and its effect on residential communities is unpredictable. We have an obligation to the apartments to take zealous precautions to prevent damages. In the event of any Freeze Warnings, we will alert the residents via Resident Portal, social media, as well as email. Please contact the office when you are planning to be out of town so in the event of an emergency, proper precautions can be taken and you can be notified.

PLEASE EXERCISE PERSONAL CAUTION WHEN WALKING OR DRIVING IN WINTER WEATHER CONDITIONS. HAZARDOUS AREAS MAY DEVELOP OR PERSIST EVEN AFTER REMOVAL EFFORTS OR CHEMICAL TREATMENT OF SURFACES. THERE IS NO SUBSTITUTE FOR GOOD JUDGEMENT.

In general, our snow and ice management priorities are:

- Main entrance/exit of the community
- Access to clubhouse, leasing office, and common area (ie: clothes care center, cardio center, mail kiosks, etc.)

We realize the importance of our residents arriving and leaving their apartment home safely. We encourage all residents to wear proper footwear for snowy and icy conditions, and to plan on taking extra time and use caution to reach your destination.

4.10 Exterior Decorations

Management encourages residents to show their spirit during various holiday seasons. Management is also concerned with neighborhood appearance and recommends having holiday decorations removed within one week of the holiday.

Electrical Outdoor Decorations

Residents are responsible to use only UL listed outdoor cords and appliances. All outdoor cords and appliances shall be connected to ground fault interrupter circuit. Residents must not use a receptacle inside the house to energize outside electrical devices.

No Advertising, notice or other lettering is permitted inside or outside the home. No awnings, antennas, satellite dishes (without written permission), screens or other fencing is permitted. All sidewalks, breezeways, and entrances must be kept free from rubbish, bicycles, motorcycles, boxes and other trip items. All areas must be kept in a clean, neat and orderly condition. No furniture is permitted within the entrance area to your home.

CHAPTER 5

Chapter 5 - Move Out

5.1 Notice to Vacate

A minimum 60 day written notice to vacate is required from Residents moving out. Please refer to your Lease for your appropriate required notice.

5.2 Abandonment

If during the term of occupancy, a resident abandons an apartment, management will send a letter to their emergency contact stating that unless a reply is received from them within seven (7) days, management shall consider the premises abandoned and may re-rent the premises. Abandonment will be considered to have occurred if a resident vacates a home without notice to management, removes possessions from the premises, and/or does not pay rent for more than fifteen (15) days after the date due.

5.3 Move-Out Procedures

To ensure a smooth move out and potential damage charges, please follow the guidelines listed below:

Keys

- On your scheduled move-out day, please return your apartment keys, mailbox keys, fitness center keys, garage keys, garage remote controls, and access cards to the office. Keys returned after midnight on the move-out date will be subject to a daily rent fee which will be deducted from your deposit (if applicable) or charged back to you (please refer to your Lease).

Move Out Information Sheet Completed

- Please be sure to complete the Move-Out Information Sheet to be returned with all keys. If you are in a roommate situation, each roommate will be required to fill out a separate sheet.

Move Out Inspection

- We will schedule a pre-inspection *approximately* 1 – 2 weeks prior to your indicated move out date. This pre-inspection will give you an idea of what charges may be assessed for any damages to your unit in advance of your move-out. It will also allow you a chance to correct any damages noted during the pre-inspection prior to your move out date.

- If you are in a roommate situation, pre-inspections are completed on an apartment basis - not by individual leaseholders.
- If you would like to schedule a walk through with management to check any corrected items you may have completed after the pre-inspection, it must be scheduled between 9 a.m. and 5 p.m. Monday through Friday (times are based on availability).

Unit Condition Expectations

- All furniture, debris and trash must be removed and placed in the appropriate dumpsters. At no time should furniture be dumped at the compactor.
- There must be no damage to the apartment beyond normal wear and tear.
- You are required to clean the apartment. This includes, but is not limited to, the oven, refrigerator, bathroom tub, toilet, floors, cabinets, carpet (vacuum), and all counter tops. If you have applied adhesive tape or stickers to windows, mirrors, shelving units, etc., these must be removed.
- Please DO NOT do anything to the walls in your unit (fill in picture holes, remove nails, etc.) Our maintenance staff will handle any repairs, paint, cleaning of drip pans, and carpet cleaning.

Satellite Equipment

- All satellite equipment must be removed from the patio or balcony. There will be a charge of \$25 to remove each piece of satellite equipment that is left on the patio or balcony.

Utilities

- You are responsible for all of your utilities through and including your move-out date, whether you are residing in your apartment or not. When disconnecting, the utility companies will turn the service back into our name. Disconnecting or changing name prior to move out may result in legal ramifications.

Refunds

- We will mail any refund owed within 30 days of move out or if the amount cannot be determined at that time, an itemized statement will be mailed detailing all damage.

5.4 Pre-Move-Out Inspection

In our ongoing efforts to ensure that we provide the absolute best in customer care for our residents, your community staff will be performing a pre-inspection on your home prior to your move-out date per your notice to vacate. This pre-inspection will give you an idea of what charges may be assessed for any damages to your home in advance of your move-out. It will also allow you a chance to correct any damages noted during the pre-inspection prior to your final move-out date.

An approximate date and time will be given in which a management representative will complete the pre-inspection. Management will make every effort to make this time as convenient for the resident as possible.

The process should take no more than 30 minutes for us to complete. Should you not be present in your home during this time, we will place a notification tag on your countertop stating we completed a move-out pre-inspection. Copies of your pre-inspection report may be obtained at the community office within 24 hours of the pre-inspection.

If you have a pet, please be sure to make arrangements for your pet in advance.

Please note that this pre-inspection does not relieve you from any liability of damages to your home after the pre-inspection has taken place. Any major damages to your home during your move-out process (i.e. furniture damaging door jams, etc.) will be assessed the customary fees per the terms of your Lease.

5.5 Final Move-Out Inspection

A final move out inspection is not necessary, unless the resident requests one, or if there were damages noted during the pre-inspection. Remember, any damage caused by movers will be at the expense of the resident.

5.6 Security Deposit Disposition

When you vacate your apartment and return all keys and passes

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to the Business Office, the apartment will be inspected by Management. You may be present for this inspection but are not required to be. It is our intention to refund all of the security deposit. However, any damages other than normal wear and tear and/or failure to perform terms of the lease may result in all or part of the security deposit being retained by management. Any unused portion of the deposit will be mailed to you within thirty (30) days after we have verification (including surrender of all keys and possession) you have vacated the apartment unless the damage cannot be calculated within 30 days in which case we will mail an itemized description of the damage within 30 days.

Please remember that you must provide the Management Office with your forwarding address.



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Revised March 2017