

REM COMMERCIAL

Property Management

Resident Handbook



WELCOME

REM Commercial, the managing agent for this community, and the staff welcome you. We wish to thank you for choosing us. It is our intent to make your stay with us as pleasant as possible. We have provided you and our other Residents with facilities that will make your living here convenient and enjoyable.

Together, you and our staff have a commitment and a responsibility to each other. To ensure your satisfaction, and the other Residents of your community, we ask that you carefully read this Handbook and keep it for future reference. It includes the rules and regulations that are part of your lease, along with ideas on the care of your unit.

If there are any questions about this Handbook or if other questions, problems or suggestions arise, feel free to place them in writing and send into our office.



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REM COMMERCIAL

Property Management

REM Corp.

Resident Handbook

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5321.05 Ohio Revised Code – Obligations of Tenant

A) A tenant who is a party to a rental agreement shall do all of the following:

- 1) Keep that part of the premises that he occupies and uses safe and sanitary;
- 2) Dispose of all rubbish, garbage and other waste in a clean, safe, and sanitary manner;
- 3) Keep all plumbing fixtures in dwelling unit or used by him as clean as their condition permits;
- 4) Use and operate all electrical and plumbing fixtures properly;
- 5) Comply with the requirements imposed on tenants by all applicable state and local housing, health, and safety codes;
- 6) Personally refrain and forbid any other person who is on the premises with his permission from intentionally or negligently destroying, defacing, damaging, or removing any fixture, appliance, or other part of the premises;
- 7) Maintain in good working order and condition any range, refrigerator, washer, dryer, dishwasher, or other appliances supplied by the landlord and required to be maintained by the tenant under the terms and conditions of a written rental agreement;
- 8) Conduct himself and require other persons on the premises with his consent to conduct themselves in a manner that will not disturb his neighbors' peaceful enjoyment of the premises;
- 9) Conduct himself, and require persons in his household and persons on the premises with his consent to conduct themselves, in connection with the premises so as not to violate the prohibitions contained in Chapters 2925 and 3719 of the Revised Code, or in municipal ordinances that are substantially similar to any section either of those chapters, which relate to controlled substance.

MOVING IN

General Information

After reviewing and signing the lease-related agreements, you will be ready to move in. Your Management staff will familiarize you with the community and apartment facilities. You will join the Management in inspecting your apartment to establish a record of its condition and to insure that it is satisfactory to you.

Moving in (or out) is permitted only from 8:00 a.m. through 6:00 p.m. at hours negotiated with the Management before hand. Consult with the Management on where to park the moving van or other vehicles during moving and how to dispose of boxes or other trash. You are not permitted to drive or park on any lawns at any time.

You will need to have all utilities that are your responsibility placed into your name prior to move-in and prior to issuance of keys for your home. The manager will call and verify that this has been completed before keys can be issued. Place **nameplates** only in places provided by Management. Please only install **telephones** in outlets provided by the Management. Home, work and auto license numbers should be registered with the Management in case of emergencies. Contact the local post office concerning mail delivery. Always use your complete return address, including unit number.

Rental Payment¹

In accordance with your lease agreement, rental payments are due on or before the 1st day of the month (see your lease). Late fees will be applied to all rents paid after the 5th of each month.

A service charge will be applied to all returned checks. Thereafter, only money orders will be accepted for rent payments. The amount of the charge is described in your lease or in a letter received from the Management, but is subject to change.

Keys & Locks

You are provided with keys upon move-in and are responsible to return them when vacating your apartment. These keys are to be used by you only. No one else may use your key or have duplicate copies unless written permission is received from the Management.

¹ This statement applies if checked by management

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Please remember to take your keys with you at all times. Consider getting an extra key, with Management approval, in case of a lockout. This will help to avoid service charges of \$50.00 for lockouts requiring assistance of the Management. A charge shall be assessed for any rekeying and/or replacement of locks including mailboxes (see your lease).

No additional locks or chain locks may be installed to the entrance door of your apartment. Management must have access to your apartment in the event of fire, accidents or other emergencies.

Insurance

The property owner's insurance does not cover your personal property or any liability. For this reason, we require that you obtain the appropriate insurance to protect yourself against vandalism, theft, etc. Apartment Renter's Insurance can usually be obtained at reasonable cost. Residents are responsible for damage caused by themselves, guests, children and others to their unit and property. Failure to have the appropriate insurance may result in damages, which will not be compensated by landlord or any insurance carrier of the landlord.

If you require an insurance company name, please ask your manage. As of January 2004, it is mandatory for all tenants to show proof of renters insurance prior to moving into an apartment. It is the tenants' responsibility to carry the insurance the entire duration of their stay in the apartment. If you fail to show proof of renter's insurance you will automatically be added to our group renter's policy. **You will be charged \$11/ month thereafter or until you show adequate proof that you have acquired it. The group policy does not cover your personal belongings.**

POLICY OVERVIEW

Conduct of Residents

We welcome and encourage you to enjoy every aspect of community life. However, the close proximity to your neighbors in apartment living presents some limitations. We ask that you be considerate and act in a way that will not disturb the quiet enjoyment of the premises by others.

- No **unnecessary noise**, such as stereos, TV, loud talking, parties, etc., after 10:00 p.m.
- No boisterous or obscene **social gatherings** inside or outside your home or premises.
- No noticeable **intoxication**.

- Please **be dressed** when coming out of your apartment (no gowns, pajamas, robes, etc.).
- Illegal drugs and/or firearms or fighting shall be reason for eviction.

Remember, you are also responsible for the actions of your guests and children, etc.

Negligence

You are financially and legally responsible for any damage to the property due to your negligence or that of your guests or children is the responsibility of the Resident. There is a minimum of \$100.00 charge for damage to the grounds that requires replacing trees, shrubs, grass, etc. Administrative, replacement and labor charges will vary relative to damage. No changes in landscaping are to be done by Resident unless approved in writing by Management.

Pets

Dogs, cats, reptiles and other animals are restricted from the premises at all times. This also applies to pets owned by visitors and guests. This policy is necessary to keep noise and damages at a minimum and cleanliness and safety at a maximum. We ask that you report any stray animals to your Manager in an effort to avoid harm from an upset or rabid animal.

Some communities may allow pets. If so it will be indicated in your lease and consent must be in writing from Management. In communities that allow pets, please use only designated areas when walking your animal. Remember to put all droppings in the designated containers. Failure to comply will result in you being asked to remove the pet from your home.

Service Animals/ Emotional Support Animals

Service animals and Emotional Support Animals are permitted on all properties with the property written doctor's prescription. They are also subject to the same pet policies listed above

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Guests

Please notify the Manager of any overnight guest and register any guest staying in excess of three days. Guest parking should also be arranged. Persons not listed on lease and/or application may not move in or cohabitate for any reason. Although a lengthy visit is perfectly acceptable, an overly extended stay will be considered a violation of your lease agreement and HUD regulations regarding subletting. You are responsible for the actions of your guests and their guests. Overnight guests are not permitted at all in Congregate Housing Facilities.

Community Appearance

We want to provide a comfortable, attractive and safe community for you and your guests to enjoy. All rules concerning community appearance are designed to help maintain these standards. We rely on you to share this responsibility.

- Blinds, shades or window guards are not permitted except those supplied or approved by Management in writing.
- All **curtains and draperies** facing windows must be white or off-white in color and hanging correctly.
- Nothing may be hung from, shaken from or placed on or **outside the windows** or doors.
- **No signs**, projections, advertisements, aerial, notice or device of any kind is permitted on the building, inside or outside without written Management approval
- No **swing sets, wading pools**, etc., without written Management approval.
- No **storage structures** may be built without written Management approval.
- **Clotheslines** are not permitted.
- **Mops, brooms** or other unsightly clutter must be properly stored when not in use.
- **Balconies** are not to be used to store belongings.
- Do not wash or allow **water from plants** to run over balcony.
- Toys and bicycles shall not be left outside overnight; left propped against the buildings, or is the cause of damage to lawns.

Any items found in violation of the above after 24 hour written notice has been issued will be removed by the Management and stored for 30 days or until Resident and Management can resolve the issue.

Hallways, Stairways & Entrances

These areas must always be kept clear and clean. Obstructions can cause hazards and violations of fire codes. Please make these recommendations your responsibility.

- No **smoking** in these areas.
- Do not use these areas for **storage** of any kind including bicycles, toys, doormats, garbage, etc.
- No **signs** on apartment doors unless authorized.
- No eating and playing in these areas.
- No **loitering** in these areas. Notify the Management of suspicious characters.
- Garden apartments, townhouses and duplexes must keep their **hallways or walkways clear** and clean.
- **Fire extinguishers** that are removed from halls without Management permission or to fight a fire will be replaced at the expense of the Residents of that building.
- **Damage to doors and entrances** controlled by Resident will be repaired at the Resident's expense.
- **Do not shake rugs** in hallways, entrances, or over balconies.

Eviction Notices

At times, we are placed in the unfortunate position of evicting a Resident. It is only when circumstances leave no alternative that we take this action. Some of the circumstances that could lead to eviction include:

- **Non-payment** of rent or continuous late payment.
- **Not abiding by the terms of the lease**, rental agreement and rules and regulations as stated in this Handbook.
- **Failure to correct problems** cited by the Management.
- **Abusive conduct** to Management or other Residents (including touching, striking, verbal abuse, etc.)
- **Conduct** of children, guests or family, which is abusive to property, Management, Residents or others.
- Tenants and other persons on the leased premises who are involved with **“drug offenses” or “controlled substances”** within the meaning of RC Chapter 2925 or RC Chapter 3719.

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Miscellaneous

- **Deliveries** are your responsibility and cannot be left in the Management office.
- **Waterbeds** are not permitted because of possible water or structural damage. Some communities may allow waterbeds with written Management permission and proof of Renter's insurance.
- Do not throw or allow anything to fall out of **windows**.
- Do not **open windows** during cold periods of the year. Residents doing so may be charged an additional heat assessment.
- The **roof** is off limits. Persons on the roof will be treated as trespassers.
- No **fireworks**.
- No **soliciting** is permitted. We request you report this immediately.
- No **ball playing** on the common ground areas within range of windows and walls.
- No **barbecuing** on balconies or within 25' of buildings.
- No **dishwashers** except those provided by the Management.
- No **cluttering of balconies**.
- No **washer/dryers** without written Management approval or if allowed in lease.
- **Furnace/water heater rooms** are not to be used as storage areas. Tenants are responsible to change the filters in their furnace.
- Do not dismantle or tamper with smoke alarms. This is a violation of most state's laws. Management will not be responsible or liable for problems arising from smoke alarms that have been removed or tampered with. Residents are responsible for maintaining the smoke detectors in their units, including replacing the batteries every six months. You should also check these monthly to make sure they are in operating order. Contact the Management if there are any problems or concerns with your smoke alarms.
- All units, at move in, were supplied with **screens** in good repair. It is the Resident's responsibility to take care of screens. Management will repair them at a charge to the Resident.
- It is the Resident's responsibility to contact Management if items are **missing from unit**.

Your Apartment

Redecorating & Alterations

Although using your personal tastes and discretion in decorating your living quarters is encouraged, we impose restrictions on alterations involving structure, walls and window coverings. Any changes in these areas are generally not permitted and are chargeable to you if written consent from Management has not first been obtained. See sections on "paint" and "walls, woodwork, doors, and windows." In some cases, a unit may have alterations for a handicap or disability. Discuss any concerns with the Management.

Sinks, Tubs, Commodes, Plumbing

To keep your sinks, tub and plumbing in the best of shape and good working order, please note the following:

- Do not dispose of **grease** in any drain. You will be charged to have this unclogged.
- Avoid allowing **hair, tissues or food** to enter drains. Clogging due to these items is chargeable to you.
- Do not use **drain cleaners** to unclog drains. Contact a plumber directly or our office and we will be happy to have a contractor come to your home for a fee.
- **Clean sinks and tubs** with mild soap and warm water. Occasional use of abrasive powders may be used on ceramic surfaces to remove stains.
- Periodically check for damaged or missing **caulking** around the tub, sinks and tile areas. Please inform the Management right away and file a work order of missing caulk. Water seepage can cause damage to you and your neighbor's apartment.
- **Water leaks** should be reported to the Management immediately. Turn main water valve off (clockwise) until repairs can be made.
- If **pipes freeze** or break, shut off water main and contact Management immediately! To prevent freezing during extreme cold, keep cabinet doors open so warm air can circulate and to leave water running slowly.
- **Stick-on decals** to prevent slipping in tubs (or other surfaces) are not permitted. Rubber mats are permitted.
- **After 5 days of occupancy, any unstopping of plumbing is at Resident's expense, unless there is a main line stoppage.**
- Residents who neglect to pay **utility bills** will be responsible for any damage caused as a result of no heat.

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- Clean your **toilet** regularly. This will insure a sanitary condition and maintain a stain free bowl.
- Never flush or place into toilet any **foreign materials** for which the toilet was not meant. This includes sanitary napkins, grease, food waste, paper towels, disposable diapers, tissues, combs, toys, etc. Please make sure your children are aware of these cautions against blockage, since you are responsible for any repairs required.

You are responsible for any clog caused by misuse of plumbing.

If your toilet overflows, take the cover off and push the rubber stopper down over the hole at the bottom of the tank. Shut off the water supply by turning the valve under the tank clockwise. Contact either a plumber of your choice or the Management.

All damages to and destruction of unit are chargeable to Resident. Repeated damage will lead to eviction.

Floor Care

We have installed non-wax, easy-to-care-for floors in most kitchens and bathrooms, although some may be carpeted. To keep them in good condition, regularly sweep or mop but do not wax them. Do not apply self-stick carpet or tile to floors. Always report loose tile or other floor damage to Management for repair.

Carpet Care

Keeping your carpeting in good condition is part of your responsibility. We have provided some guidelines and helpful hints for optimum carpet care.

- **Vacuum frequently.**
- **Shampoo carpeting** once or twice a year. Do not over-wet carpeting or leave any residue.
- **Plant containers** are never to be placed directly on carpeting.
- Avoid **cigarette burns** through careful use of ashtrays.
- Use **furniture coasters** to eliminate the possibility of furniture cutting into the carpet.
- Inform the Management of loose, buckled or otherwise **damaged carpeting** so that it can be repaired.
- Never **iron clothes** on carpeting. You will be charged for damage.
- Do not lay **personal carpet** over existing carpet due to potential damages to carpeting. Area rug and throw rugs are permitted.

Stain removal

- Food and beverages -- cold water and mild soap.
- Grease - cover with flour and vacuum next day. You may need to use turpentine or paint thinner if stain is still visible.
- Ink - place salt on stain and remove.

Damage to floor and carpeting beyond normal wear and tear is the financial responsibility of Resident.

Exhaust Fan

To help isolate cooking smells to your kitchen, use your exhaust fan when cooking. Also use your bathroom exhaust fan to remove excess moisture, which might cause damage over a long period of time. Clean your exhaust fans periodically for safety.

Counter Tops

Your counter tops will remain in good condition if you follow these simple recommendations:

- Never use a **sharp knife** directly on counter tops.
- Always wipe off substances that may leave **stains** quickly. Although stain resistant, the counters may be stained by grape juice, etc.
- Use **hot pads** when appropriate.

Inform Management of damaged counter tops. Counter top damage beyond normal wear and tear is the financial responsibility of Resident.

Ceilings, Walls, Doors, Woodwork & Windows

Any of the following may be permitted with written permission from the Management. The Resident is responsible for restoring any changes they made to the apartment back to its original condition. The Resident will be held financially responsible for changes or repairs required by Management to return the apartment to its original condition.

- Molly bolts or toggle bolts.
- Wall coverings, including mirrors and pictures.
- Wallpaper.
- Wall coloring (see painting).
- Self-sticking decorations.
- Swag lamps.
- Hanging planters.

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Mirror or cork tiles are not permitted under any circumstances.

All curtains and draperies facing windows must be white or off-white in color. Make sure that the bottoms of the curtains are one to three inches above the baseboard-heating units. Blinds, shades, awnings or window guards are permitted only if supplied or approved by the Management.

APPLIANCES

Air conditioning

Air conditioning is not authorized unless supplied by the Management. Authorized air conditioning units must be installed properly, as specified by the Management. No through-the-window air conditioners are allowed without written permission from the management. If your apartment is equipped with air conditioning, direct any questions about its care or operation to the Management.

Garbage Disposal

Your garbage disposal will provide lasting convenience and be nearly problem-free if you follow these suggestions:

- **Read the owner's manual.**
- **Use COLD water** to keep blades cool and better eliminate greasy substances.
- **Do not overload** disposal.
- **Never grind corn husks, artichokes, onion skins, banana peels, coffee grounds, celery, potato skins, bones, stringy substances, seafood shells, cigarettes, glass, plastics, metal, leather, etc.** These can severely damage the unit.
- A tray of cold ice cubes ground in your disposal will **clean debris** stuck on the sides and the blade.
- Do not use caustic **drain cleaners**. Deodorize with lemon rinds, orange rinds or baking soda.
- If your disposal is **overloaded or blocked**, the safety overload will shut the motor off. Clear the blockage and push the red reset button on bottom of disposal. If the disposal is humming but not rotating, shut power off manually before clearing the blockage.
- **Never put hands in disposal.** Call Management if you unable to get your disposal to work

- **Dispose of foods while disposal is running and water is running.** Do not fill disposal full, then turn on. Put items in disposal, once all is not visible and you hear no grinding, allow water and disposal to run 30 more second to clear lines then shut off.

Refrigerator

Clean your refrigerator, inside and out, with warm water and mild soap. Leaving an open box of baking soda in your refrigerator will help deodorize it.

Unless your refrigerator has a self-defrosting feature, defrost approximately every two months or when 1/4" of frost has accumulated.

Never use sharp objects like an ice pick or knife to remove frost. Clear out freezer and place a pan of hot water inside or an electric defrost device. Frequent defrosting will insure maximum efficiency. For apartments with a refrigerator provided, contact the Management regarding repairs or problems.

Range

It is important to keep your range clean, both for sanitary reasons and for safety. To avoid the danger of grease fire and the inefficiency caused by clogged valves, frequently clean your oven with a high-quality oven cleaner. Lift the range top and clean under burner area. Your range hood should also be kept clear of grease build-up. For apartments with a range provided, contact the Management regarding repairs or problems.

- Because of danger of fire, do not use **aluminum foil** to cover drip pans.
- No other appliances other than agreed upon or supplied by Management, shall be permitted on premises.
- Do not use matches to light burners. Stove burner should light automatically without the use of matches. If clogged, call Management for assistance.

Dishwasher

Clean your dishwasher, inside and out, with warm water and mild soap. For apartments with a dishwasher provided, contact the Management regarding repairs or problems.

Services

Requesting Maintenance

It is our privilege to serve you. We strive to meet all of our responsibilities to you as quickly, efficiently, and courteously as possible. Some service calls can be eliminated by first consulting this Resident Handbook. If you are still in need of assistance:

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Contact your manager in writing or by phone, or if unable to reach Manager personally after hours, call the designated number that was given to you upon move in.

If you need service after hours and an emergency does NOT exist, please wait until regular hours to request service when possible as a courtesy to your service crew and their families. This maintenance will be taken care of within a two-week period.

If you are NOT satisfied with the service rendered or have other concerns, please feel free to contact the Manager in written form.

EMERGENCIES DEFINED

Never hesitate to call immediately for items, which constitute an emergency, such as:

- Gas fumes.
- **Fire** or fire hazard such as loose electrical wiring.
- **No heat** when outside temperature is 65 degrees or below.
- **Water leakage** that could damage property.
- Malfunctioning **elevator**.
- Backed-up drains (toilets if only one in the unit, main drains). Other drain problems can wait until normal business hours.

Residents in some units, as indicated in your lease, are required to provide their own routine maintenance. This does not include furnaces and appliances furnished by the Management.

Electricity

Electrical service will work consistently (barring area power failures) if you take care not to overload circuits by using too many appliances on the same circuit, using higher wattage bulbs than recommended, etc.

In the event the power in your apartment fails, check your breaker box. Rather than fuses, your breaker box has on/off switches for each circuit. Simply check if any are in the OFF position and press the switch ON again. If the power still fails, call your Manager immediately.

Painting²

Your apartment is normally repainted every five years. You must move all furniture and personal items in order to have this completed. A neutral color scheme has been provided to afford the greatest flexibility in decorating. Residents may repaint with written Management approval. A form is available from the Manager showing acceptable paint colors. You are responsible for changing the color back to its original color upon move out.

Rubbish

We ask that Residents take extra care to properly dispose of all rubbish in an effort to keep community appearance and health standards high. Please respect the following recommendations:

- Place rubbish in **plastic bags** and fasten securely.
- **Locate dumpster** or other receptacles and leave rubbish bags only at these designated areas, never on your balcony or patio areas.
- Rubbish should be placed **inside the dumpster**, not along side, with the lid shut.
- Small children should not be permitted to take trash out or play around the dumpsters.
- Flatten boxes before disposing of them.
- Large rubbish (tires, furniture, etc.) should not be left by or in dumpsters. Contact your Manager for special removal procedures. You are financially responsible for charges to remove your large trash items.

Pest Control

Pest problems can happen anywhere. It is extremely important to promptly report any signs of pest problems to the Management during regular business hours. Your Management provides pest control services and will attend to the problem without delay.

You can reduce the potential for infestation by not allowing garbage, dirty dishes, dog food, dirty clothing, open food, unrinsed pop bottles, etc. to accumulate. Pest problems caused by poor housekeeping can be charged to you and will lead to eviction if it continues.

2 This statement applies if checked by management

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Snow Removal³

If your lease indicates that snow removal is the Landlord's responsibility it is removed when it reaches two inches or more. Check Management regarding re-parking procedures for snow removal. It is your responsibility to keep sidewalks and drives, etc. clear if you reside in a townhouse, single or duplex. A mutual effort will provide the necessary safety and convenience for all Residents.

FACILITIES

NOTE: *Not all amenities are offered at each location*

Laundry

Your laundry facility should provide a neat, clean and convenient environment in which to wash clothes. Please follow these guidelines to keep the laundry area in good condition for you and all the Residents.

- **Follow posted rules** for operating machine.
- Always **remove clothing from machines as soon as you are done**, clean the area and turn off lights as you leave.
- Never **dye** fabrics in these machines.
- Do not leave **children unattended** in laundry room
- Use **low sudsing detergents** only.

No washers or dryers are permitted in your unit unless appropriate hook-ups and vents are already provided.

We cannot be responsible for any damage caused by these machines. If there is a problem with the laundry equipment, inform the Management.

The Management reserves the right to prohibit use of the laundry facilities to any Resident not complying with these guidelines.

Swimming Pool If Applicable

The swimming pool is both popular and potentially hazardous. You must be familiar with the rules posted at swimming areas and available through the Management and strictly abide by the). In the interest of safety and the enjoyment of others, the Management may deny access to anyone not conforming to the rules.

³ *This statement applies if checked by management*

Tennis Courts If Applicable

We invite you to enjoy the sport and exercise of playing tennis. However, the Management cannot accept responsibility for injuries on the courts. Please use caution and common sense while utilizing these facilities.

- Limit play to 45 minutes if others are waiting.
- Tennis shoes only are permitted on the court.
- At no time are bikes or anything else that might cause damage the court surface permitted on the courts
- No food or smoking is allowed on courts.
- Observe posted court hours.

Management may prohibit use of courts by Residents and guests when deemed appropriate.

Community Rooms If Applicable

Community rooms are a convenience made available to Residents for private functions involving other Residents of your development. You can reserve the use of a community room by contacting Management. No parties are permitted for those living outside the development.

No alcoholic beverages are allowed on the premises. You will be informed of the specifics regarding rental fees, damage deposit and other policies. The Management cannot accept responsibility for any mishaps that might occur.

Steam, Sauna & Exercise Rooms If Applicable

These facilities are provided for your health and enjoyment, but please exercise caution, since you use these facilities at your own risk. Before starting an exercise program, consult your physician. Please observe the following rules to maximize your enjoyment and safety.

- No **food or beverages** should be taken into rooms.
- No **smoking**.
- Persons suffering from high or low blood pressure or heart disease should not use **steam and sauna** unless advised by a physician.
- **Children under 15** must be accompanied by an adult.

Management may restrict the use of these facilities for misconduct.

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VEHICLES

Rules & Regulations

- Park only in **designated or assigned areas**.
- **All cars must be driveable** with current license tags or are subject to being towed at owner's expense. No storing vehicles.
- **No repairs** to motor vehicles are permitted on premises without written Management approval.
- **Five miles per hour** speed limit must be observed.
- No **beeping horns** unless absolutely necessary.
- No **driving across lawns** or common areas other than driveway and parking lot or space.
- Residents and guests are not permitted to park or drive **motorcycles and mopeds** on development property. Parking spaces for motorcycles, mopeds, boats, trailers, campers and other recreational vehicles may be permitted with written Management approval.
- Use and storage of Resident's or other person's vehicle in and about the premises is solely at the risk of the vehicle's owner.
- All vehicles **must be registered** at manager's office.

Refer to your lease for other rules and regulations regarding vehicles.

Safety

The safety of your children and those of all our Residents is of genuine concern to your Management. It's each family's responsibility to ensure that their children understand and follow community rules. Inform children of what you and the community expect in regard to noise, play areas, property care, etc. Do not play in the parking lots, laundry rooms, and unattended pool area or around rubbish containers.

Do not leave toys and litter on the grounds. They should never ride their bicycles on tennis courts or roam the common ground areas at the front and rear of buildings. There is no loitering in public entrances, hallways, stairwells and elevators.

Caution them about hardball play near buildings. Check with your Manager to see if there are designated play areas or playgrounds nearby. Please accompany your children to play areas. Management cannot be held responsible for injury of children. You are financially responsible for any damage to the property by your unattended children and guests.

Insurance

Refer to "Insurance" on page seven.

Vacations

A few simple measures can help assure that your property will remain safe during your vacation. We recommend the following:

- **Advise** the Management of when and how long you will be gone.
- **Turn off or unplug** all electrical appliances, TV's and stereos.
- **Put away** all unwrapped food and empty garbage containers.
- **Lock** all windows and doors. Reinforce sliding doors with wood slats.
- **Connect a timer** to a light so it will go on and off, giving the appearance of someone being there.
- **Advise** mailman, paper carrier and other deliveries to hold until your return
- Turn heat down or air conditioning off before leaving.

Resident Handbook

SENIOR CITIZEN, HANDICAPPED & ELEVATOR BUILDINGS

Rules & Regulations

The rules and recommendations found in this Handbook apply to persons inhabiting these facilities and their guests

- In case of **fire**, do not use elevators.
- **Smoking** is only permitted in designated areas or your apartment. No Smoking is permitted in buildings or grounds where the property is designated a non-smoking property.
- The **lobby** is a waiting room. Please do not loiter or lounge in the lobby.
- Do not bring **grocery carts** from stores into the building or onto development premises. Small personal carts are permitted.
- Please do not crowd around the **mailroom** waiting for the mailman. Do not open boxes until the mailman is finished sorting and depositing the mail.
- No **parking** is allowed in front of the building at any time. These lanes are fire lanes. Drivers dropping off or picking up passengers must stay in their cars. Visitors must park in designated areas.
- All **guests** must be out of the building by 10:00 p.m. unless they are staying overnight with the Resident.

Intercom

Some developments may not have two (2) way communication

Every apartment has a two-way voice and buzzer communicator connected to the lobby entrance. For your safety, make sure you can identify the individual who is calling before letting him/her in. Residents in the lobby should not let anyone at the door in. Let guests ring for the Superintendent or Manager.

Trash Compactors

There is a trash compactor chute on every floor in buildings that have compactors.

- Everything put into the compactor must be placed in a **plastic or heavy paper garbage bag**.
- **Do not place** loose glass, aerosol cans, needles, magazines, or newspapers down chute.
- Pour **no liquids** of any kind into compactor chute.
- Do not place any **large objects** (such as packing crates or cartons) in the compactor.
- Do not dispose of any lit or **smoldering materials**.

The Superintendent or Manager will be glad to discuss with you the proper operation of the compactor and the method for disposing of large items.

Emergency Pull Cord

The emergency pull cord can be a lifesaver, but we will assess a charge to all Residents who negligently activate the emergency alarm. You are responsible for the actions of your guests and will be assessed if they activate the alarm. The charge will be \$5.00 up to 12:00 Midnight, and \$10.00 between 12:01 a.m. and 6:00 a.m.

Resident Handbook

Confirmation of Receipt of Resident Handbook

Resident Name: _____

Resident Number: _____

Address: _____

By signing this document, I (we) verify that the Manager/Assistant Manager has reviewed the lease, Resident Handbook, utility transfer (if applicable) and move-in inspection, etc. with me (us).

I (we) agree to abide by the lease rules and regulations and other documents executed, which have been supplied to me (us) at the time of move in.

It is understood Management has agreed to:

Mail Rental Statements to you by the 1st of each month.

Repaint your apartment every 5 years (under normal conditions).

Provide snow removal.

_____/_____/_____/_____
Witness Date Resident Date

_____/_____/_____/_____
Witness Date Resident Date

_____/_____
Management Date