

COMMUNITY POLICIES

Community Housing Management desires to maintain an outstanding Apartment Community. We have established the following policies to make your residency with us more pleasant and comfortable. These Community Policies are in addition to the policies contained in your Lease and/or Occupancy Agreement. Your cooperation is greatly appreciated by Management and your neighbors.

HOUSEHOLD MEMBERS AND GUESTS

- 1) All Residents are responsible for the conduct of their household members and/or their guests. Residents should properly supervise their guests and/or other household members.
- 2) Only those individuals listed on the Lease are permitted to reside in the apartment. You must notify Management of any reductions in the household. All additions to the household must be pre-approved by Management, prior to occupancy.
- 3) Guests of the property are limited to 3 consecutive nights of stay within a 3 month period. Any length of stay beyond this timeframe must have the written consent of management.
- 4) Guests will not be permitted to occupy the unit while the resident is away.
- 5) No persons may play or remove items in dumpsters, storage areas, and laundry areas, near shrubbery, flower beds, signs, or entrances. No climbing fences, buildings, patio walls, railings, trees or playing on stairways. No bicycles, skateboards or other non-motorized, motorized or electric vehicles allowed in breezeways, on lawn, around entrances or exercise area.
- 6) The owners and Management Staff of the community are committed to providing you with a reasonably peaceful and quiet environment. However, please remember that you are living in an apartment community, so expect to hear some noise(s) when sharing common walls, etc. Do not allow music or other noise to be heard outside your apartment at any time.
- 7) Please be especially considerate of noise levels during the hours of 10 pm to 8 am.
- 8) Physically or verbally violent, threatening, or intimidating behaviors or acts by a Resident and/or his/her guests will not be tolerated.
- 9) Smoking is prohibited in all common areas including the leasing office, community room, laundry room, etc. If you live in a non-smoking Community please refer to your Community's Non-Smoking Policy.
- 10) Use of all recreational facilities shall be restricted to Residents. Residents may have guests provided that they do not interfere with the other Residents' use of the facility. All use shall be in accordance with posted rules which may be changed at the discretion of Management. All guests must be accompanied by a resident at all times. Knowingly allowing a person in your unit on the Banned list is not permitted.
- 11) Public consumption of alcohol, illegal drugs or gambling in breezeways, stairwells or any other part of the property is prohibited.

COMMUNITY APPEARANCE

- 1) Window treatments have been provided in the home and must be left hanging. Window screens shall remain in place at all times, except while being cleaned. Examples of unacceptable window coverings are foil, blankets and/or sheets, etc.
- 2) Awnings or other projections shall not be attached to the outside walls of the buildings. Residents may NOT install or authorize installation of a satellite dish anywhere on the property without written consent from Management.
- 3) Residents and/or guests shall not cut flowers, shrubs, trees or any other vegetation planted by management.
- 4) Private patios/balconies are for plants, seasonal decorations, and outdoor patio furniture only. Items such as trash or other storage items will not be kept on the patio/balcony. Residents are responsible for keeping patio/balcony clean and free of debris.
- 5) Common areas should be kept clear of clutter and personal belongings at all times.
- 6) Window boxes, flower boxes or similar items are not permitted to be installed on any window.
- 7) No sign, advertisement, notices, other lettering or flyers may be exhibited, inscribed, painted or affixed by any Resident or guest on or to any part of the exterior of the apartment, building or apartment community property.
- 8) Solicitors and salespersons are not allowed in the Community unless they have received prior approval from Management. Residents shall report all solicitors or salespeople to management immediately.

PLAYGROUNDS

(For Communities with a Playground)

- 1) Proper footwear must be worn.
- 2) No horseplay or inappropriate language is permitted.
- 3) All posted playground rules must be followed.
- 4) Please report any damaged equipment to the office.

TRASH/LITTERING

- 1) We take great pride in the appearance of our community. Therefore, we ask that you do not litter or allow your guests to litter.
- 2) Residents must not leave trash bags in common areas, breezeways, patios, etc.
- 3) Disposal of cigarette butts and/or other smoking material(s) on community grounds is prohibited.
- 4) Disposal of items such as mattresses, sofas, and other items that are unable to be placed in the trash receptacles on community grounds must have prior approval from Management. Items that are improperly disposed of will result in a fee for removal and may affect your residency.
- 5) Trash must be wrapped securely in a plastic bag, tied and deposited into designated receptacles.
- 6) Boxes should be completely collapsed before disposal.
- 7) Residents shall not dispose of hazardous materials at any trash receptacle or other location at the Community. Residents shall dispose of any refuse only in compliance with applicable laws.
- 8) All animal waste must be bagged in a plastic bag, tied and must be taken directly to the dumpster.

APARTMENT HOME GUIDELINES

- 1) Resident specifically agrees that no tacks, nails, or screws will be driven into the doors or woodwork.
- 2) Resident will not cause nor permit any action or conduct on the premises which could be a violation of any Federal, State, County, or Municipal Law or regulation. Nor will resident permit or conduct any action which will increase the premium cost or invalidate any policy of insurance carried by the Lessor.
- 3) Waterbeds, tanning beds, etc. are prohibited.
- 4) Resident agrees to use the apartment home for residential purposes only.
- 5) Telephone and cable are to be installed at the jacks provided. Additional jacks may not be installed without written consent of Management.
- 6) The Resident shall not make any alterations or repairs to the apartment or equipment, including, but not limited to, painting, wallpaper and borders.
- 7) During normal business hours, Management will admit a resident who has been locked out of his/her apartment home at no charge. After normal business hours a resident must call a locksmith if they are locked out of their apartment.
- 8) Keys or entry-access cards are not to be given to persons outside of your household.
- 9) You are prohibited from adding, changing, or in any way altering the locks on any door.
- 10) Residents are required to protect carpet from stains and vacuum regularly. If Management finds that the carpet is in disrepair the resident will be required to have the carpet cleaned at the resident's expense.
- 11) Washers, dryers and dishwashers cannot be kept in the unit. Additional Refrigerators and deep freezers may be allowed with prior written approval from Management. Additional monthly charges for utilities may apply. In units where hookups have been provided by the Lessor, residents must only connect a washer and dryer into existing hookups.
- 12) Residents must not block any window, hallway, stairwell, door, or exit in the apartment or in the building.
- 13) Miscellaneous charges are due and payable within (30) days of the completion of the service and/or repair.
- 14) All motorized scooters, wheelchairs and walkers must be stored in each resident's own apartment.
- 15) A resident may not be gone from their unit for more than 60 consecutive days unless for a medical reason.
- 16) No mail deliveries will be accepted at the office.

KITCHEN SAFETY

- 1) All residents should use caution in the kitchen, especially when cooking with grease. Foil is prohibited from being placed under the burner coils on the stove or in the oven.
- 2) Wipe the stove top off after every cooking session.
- 3) NEVER USE WATER on a grease fire, it will cause the fire to spread.
- 4) Store flammable items far away from the stove.
- 5) Never use the oven or stove to heat your home.
- 6) Do not dump cooking oil, poultry fat and grease into the kitchen sink or toilet bowl. You may place cooled cooking oil, poultry and meat fats in sealed non-recyclable containers and discard with your regular garbage.
- 7) Do not use hot water and soap to wash grease down the drain, it will cool and harden in your pipes or in the sewer line.

UTILITIES

- 1) Residents must maintain all utility accounts for which they are responsible for payment during the entire time of residency.
- 2) During inclement weather Residents should maintain a minimum temperature of 55 degrees Fahrenheit to prevent physical damage to the property and plumbing system.
- 3) Utility Account numbers and confirmation of Account set up must be provided to Management before the Move-In date and Annually.
- 4) Early termination of utilities will result in a Lease Violation.

VEHICLES/PARKING AREAS

- 1) Please park only in designated areas. Vehicles parked improperly are subject to tow at owner's expense.
- 2) Washing and/or repairing vehicles on the premises is not permitted.
- 3) No inoperable vehicles are to be parked on the premises, such as those with flat or missing tires, mechanical problems, and/or damage to the vehicle.
- 4) Vehicles that are illegal to operate, for example, those with broken windshield or headlamps, no current license plates, etc. are not to be parked on the premises and may be towed at the vehicle owner's expense.
- 5) Trailers, semi-trucks, school buses, boats, recreational vehicles, excavation equipment, or any other commercial equipment, may not be parked on the premises.
- 6) Parking lot entrances and crosswalks must not be obstructed.
- 7) Management is not responsible for the safety or security of any vehicles or any contents therein.
- 8) Only cars with the State permitted Handicapped license plates or placard are permitted to park in designated handicapped spaces.
- 9) Reckless driving or speeding will not be permitted by residents or their guests.

LAUNDRY FACILITIES

(For Communities with Laundry Room)

- 1) Laundry machines are available for Resident use only. A commercial laundry company maintains the operation and repair of the laundry machines. The name, address and telephone number of the commercial laundry company is posted in the Laundry Room.
- 2) Use of the laundry facilities are at your own risk. Management is not responsible for:
 - a) Any loss or damage caused by the operation of the machine.
 - b) Missing, stolen clothing or personal belongings.
 - c) Lost monies due to a faulty machine (Please notify the laundry company to report a faulty machine or lost monies).
- 3) Never leave clothing or personal belongings unattended. Be courteous and promptly remove clothing when completed. Clothing left unattended may be removed from the machines.
- 4) All lint must be removed from the lint basket after each drying cycle.
- 5) Do not dye fabrics in the machines.

MOVE-IN / MOVE-OUT / TRANSFERS

- 1) Residents must move-in or move-out during reasonable day time hours, so as not to disturb other residents.
- 2) Elevators are not to be propped open for any reason.
- 3) The Resident will be held responsible for any damage resulting from his/her actions and those of their guests.
- 4) Vehicles are not permitted on the lawns, walkways or other access areas.
- 5) Upon decision to Move-Out you must provide written notice.
- 6) Unit transfers will only be approved for households that are under/over occupied or for those that need a reasonable accommodation.

APARTMENT INVENTORY AND INSPECTION

- 1) Management will inspect the apartment upon Move-In, Move-Out and as often as necessary. Inspections are made to certify that the property is being properly cared for and will occur with or without the Residents presence after proper notice (minimum 24 hour notice). The apartment home is expected to be maintained with proper housekeeping, promoting health, safety and cleanliness, thus to be in similar condition as received at the time of move-in, with reasonable wear and tear.
- 2) If resident negligence or noncompliance with any of the Community Policies are found at inspection, the resident will receive a Lease Violation notice of the fail item(s) along with notice of the re-inspection date. The re-inspection opportunity is beneficial to the resident as it allows a grace period to correct the fail items and reach full compliance without penalty. However, if at re-inspection the resident has not properly addressed the fail items from the initial inspection, the resident will receive a Lease Violation.
- 3) The resident is responsible for compliance with all items contained in the Community Policies, including but not limited to the following:
 - a) Breaker panels cannot be blocked in any way.
 - b) Potential fire hazards cannot be stored in the unit (gasoline, propane, etc.)
 - c) Rugs, supplies, footwear, waste receptacles, umbrellas or other articles must not be placed on the common area stair case or common area staircase landing.
- 4) Residents are responsible to inform management of any unsafe or unsanitary conditions within the apartment home including, but not limited to the following:
 - a) Missing outlet and switch plate covers.
 - b) Plumbing concerns (damaged toilet or bathtub, leaking water, sewage, etc.)
 - c) Exposed wiring in any location.
 - d) Inoperable appliance.
 - e) Doors with broken or missing locks.
 - f) Windows with broken latches or locks.
 - g) Broken windows or surfaces with a cutting edge.
 - h) Vermin infestation.
 - i) Broken handrails on stairwells.
 - j) Chipped paint.
 - k) Mold.

MAINTENANCE

- 1) Residents will not attempt to repair any of the electrical, mechanical, or plumbing equipment.
- 2) All regular maintenance problems shall be repaired during regular office hours.
- 3) Routine maintenance requests must be called in to the leasing office or a written maintenance request may be put in the drop box at the office. A message may be left on the answering machine.
- 4) Do not call the emergency maintenance line after hours to report non-emergency repairs.
- 5) When a Resident calls the office to report a maintenance problem, it is considered consent by the Management to enter the Residents apartment to remedy the problem.
- 6) It is your responsibility to report, immediately, any accident or damage to water pipes, toilets, drains, fixtures, or other property in or around your apartment.
- 7) Residents are prohibited from storing any objects where it may block access to mechanical equipment.
- 8) No additional air conditioning, heating unit or similar devices may be installed, operated or used in any way.
- 9) Appliances are to be used in the manner for which they were intended. Any misuse, lack of proper care or acts of negligence will result in the Resident being charged for damage and could result in termination of residency.
- 10) **Please be sure to flush only toilet tissue down the plumbing lines.** Any repairs due to foreign obstacles or bulk items put down the plumbing lines will result in a charge to the Resident. Residents should not put paper towels, disposable diapers, feminine products, food, baby wipes, cotton swabs, etc. in the toilet. Even if the product says it is flushable, DO NOT FLUSH IT.
- 11) There is no charge for repairs or replacement parts UNLESS you or your guest negligently, intentionally or maliciously caused the damage. Failure to report a maintenance issue is considered negligence. Charges are due and payable within (30) thirty days following the completion of the repair.
- 12) The equipment closet containing the water heater and furnace shall not be used for any purpose other than that which it was constructed. No storage or rubbish, rags, papers, etc. should be stored in the equipment closet.

EMERGENCY MAINTENANCE PROCEDURES

- 1) **For Fire, Police, Medical or other Emergency Services please call 911.**
- 2) In the event of an after office hours maintenance emergency please call the emergency maintenance number and leave a voice message stating your name, apartment number, and type of emergency. If insufficient information is left on the message, staff may not be able to assist you or contact you. It is vital that you leave a message with all the required information.
- 3) In the event of a water overflow, please locate the shut off under your sink, at the base behind your toilet, or the utility closet if applicable before calling.
- 4) Listed below are examples of what constitutes a maintenance emergency.
 - a) No heat in the winter (below 55 degrees outside).
 - b) No air conditioning in the summer (above 85 degrees outside).
 - c) Flooding Water: Broken pipes, water running continually with no way to shut it off.
 - d) Unsecured apartment: Exterior doors that cannot be closed and/or locked.
 - e) Possibility of fire for electrical sparks or other hazards.
 - f) Stopped up plumbing in an apartment with only one bathroom. Attempts should be made to plunge.

FIRE SAFETY

- 1) In the event of fire contact 911 immediately. Management should be notified immediately.
- 2) Kitchen fires are very dangerous. Please take extra precautions to ensure that food and or pans do not remain on the stove without the presence of the Resident.
- 3) Storage of any materials adjacent to the hot water heater, HVAC, range or refrigerator creates a health and fire hazard and is prohibited.
- 4) Storage of dangerous chemicals or flammable materials is prohibited.

SMOKE ALARM POLICY

- 1) Working smoke alarms are installed in the apartment.
- 2) Management will maintain and periodically replace the battery to ensure its proper function.
- 3) Contact the office in the event of any defects in said smoke alarm, so that it may be corrected.
- 4) The resident is responsible for any damage to the alarm due to tampering with the device. Removal of the alarm and/or the battery is a violation of the health and safety codes.

MOLD FREE POLICY

- 1) Please remove any visible moisture accumulation in the apartment, including on walls, windows, floors, ceilings, and bathroom fixtures. Spills should be mopped up and the affected areas should be thoroughly dried immediately after the occurrence.
- 2) Use of exhaust fans in the kitchen and bathroom are required as needed to keep climate and moisture at reasonable levels.
- 3) Please promptly notify management of the presence of the following conditions:
 - a) A water leak, excessive moisture, or standing water in the apartment or common areas.
 - b) Mold growth in the apartment or in any common areas that persists.

FIRE EXTINGUISHER POLICY

(For Communities that provide Fire Extinguishers)

- 1) Please notify the office in the event it is not charged, missing or has been discharged.
- 2) In the event you or your guest discharges a fire extinguisher for a non-emergency reason a Lease Violation may be issued.

PEST CONTROL

1. Residents will be notified in advance for scheduled pest control.
2. Resident agrees to fully cooperate with pest control procedures.
3. Residents must immediately report any sighting of any pest, rodent or bed bug.
4. Precautionary measures must be taken if any furniture is moved out of a unit that has bed bugs.
5. The resident will not be reimbursed any costs for cleaning or treatment of personal items due to any type of pest infestation.
6. Check for bed bugs on luggage and clothes when returning home from a trip. Also, look for bed bugs or signs of infestation on secondhand items before bringing the items home.
7. Self-treating for any pest problem is not allowed.

DRUG FREE/CRIME FREE POLICY

- 1) The Resident, any household members, guests, or any other person under the Residents control, shall not engage in criminal activity, including drug related activity, at any location on or off the said premises. Drug-related criminal activity includes the illegal manufacture, sale, distribution, use, or possession with the intent to manufacture, sell, distribute, or the storage of or use of a controlled substance.
- 2) The Resident, or any member of the Residents household, will not permit the dwelling unit to be used for or to facilitate criminal activity, including drug-related criminal activity, regardless of whether the individual engaging in such activity is a member of the household or a guest.
- 3) The Resident, any household members, guests, or any other person under the Residents control, shall not engage in any illegal activity, including prostitution, criminal street gang activity, threatening or intimidating behavior, or battery as prohibited in current state statute. This also includes, but is not limited to, unlawful discharge of firearms on or off the said premises, or any breach of the lease agreement that otherwise jeopardizes the health safety and welfare of the landlord, his agents or other Resident's or involving imminent or actual property damage.
- 4) A single violation of any provision of this policy shall be deemed a serious violation. It is understood that a single violation shall be good cause for immediate termination of the lease. You cannot cure or remedy a breach of the drug-free/crime-free policy.
- 5) Unless otherwise provided by law, proof of the violation shall not require criminal conviction, but shall be by a preponderance of the evidence.
- 6) The use of any type of weapon, firearm or dangerous object is strictly prohibited within the boundaries of the property. If the discharge of a firearm or weapon is traced to your unit, the result will be immediate eviction.

I/we _____ have reviewed the Community Policies at the time of our Move In/Renewal and received a copy for our records. By signing below, I/We agree to abide by the Community Policies set forth in this document as a condition of the Lease Agreement.

Applicant/Resident Signature

Date

Applicant/Resident Signature

Date

Applicant/Resident Signature

Date

Management

Date

