



# Resident Handbook & Community Policies

## **Welcome to Your Windmark Residential Community! We Are Here to Serve You!**

There's a lot to be said for apartment living. Nothing else comes close to the convenience and the lifestyle. Our management and facilities team members are here to serve you. If you have a request for service or need information, please call, email or visit us. Should a serious maintenance problem arise when the office is closed please call our emergency maintenance line. You can also submit maintenance requests via our resident website.

### ***Changes to this Handbook***

*These policies may be modified from time to time. Unless local law provides otherwise, violations of these policies will constitute a breach of your lease. If there is a conflict between these policies and the lease, the lease will govern.*

### **Your Community Common Areas**

We work hard every day to make your community a pleasant place to live. You can help by keeping your balcony, patio and breezeway tidy and free of clutter. Be sure not to obstruct any common areas, including lobbies, hallways and stairwells. Collect all your personal belongings when you leave the pool or other common areas. Please refrain from littering in the common areas of the community.

You must obtain approval before making any changes to your apartment home's exterior appearance. The installation of any appliance, antenna, or other equipment is prohibited. You may install a satellite dish, subject to our approval, applicable law and community policies, including those policies set forth in this Resident Handbook.

Please contact the office if any light bulbs in your hallway or any exterior light bulbs need replacing.

### **Community Considerations**

When you live in an apartment it is important to be considerate of your neighbors. One of the easiest things you can do to help avoid disturbing your neighbors is to keep your stereo and television volume low. You are responsible for the behavior of all of your occupants and guests. If you have friends over, please avoid loud voices and noise – day or night. You agree not to interfere with the quiet enjoyment of other residents by allowing loud noises or sounds to emanate from your apartment.

### **Smoking**

Many of our communities have been designated as being smoke-free. We will comply with local smoking laws, as such laws relate to the common areas at the community. If smoking is allowed in your apartment home, we ask that you be considerate of your neighbors and refrain from allowing the level of smoke coming from your apartment to become bothersome to others. Please refrain from smoking in the lobbies, hallways, elevators and stairwells and do not dispose of cigarette butts in common areas, including areas with mulch. If your community restricts smoking in your apartment or other areas of the community, e-cigarettes, including vaporizers, are also restricted.

### **Concierges**

If you live in a high-rise building, you may have a concierge on duty. Concierge personnel are required to announce your guests prior to each visit, even if the guest is familiar to them. Our management personnel are not permitted to allow any of your guests into the building on an ongoing basis, nor will they be permitted to release your apartment number or telephone number to your guests. The concierge is there to assist you; however, the concierge may need to refer your maintenance issues and other complaints to other qualified personnel.

### **Flyer Distribution/Solicitation**

Except in areas designated for such purpose, you are not allowed to post or distribute flyers, notices or any type of advertising on or under doors, in common areas, on cars or anywhere else in the building or throughout the community. Any such display must comply with local laws. Door to door solicitation is strictly prohibited.

### **Parking/Traffic Control**

If your community offers parking, you are allowed to use the number of parking space(s) identified on your Move-in/Move-out Inspection Form. If we do not assign you a parking space, parking at the community is on a first come basis.

To better accommodate our residents, we have implemented rules concerning parking. Register your vehicle with the office. If you get a new vehicle, please let us know. Keep your vehicle registered, licensed and in good operating condition. You may not use any parking space for recreational vehicles, boats, storage pods, trailers or similar non-passenger vehicles unless we have a designated parking area for such vehicles.

Whether your parking space is on a first come basis, or you have an assigned garage or parking space, it may only be used for parking a passenger vehicle. You may not use any parking space for storage of any kind. Vehicles, including motorcycles, are not allowed to be parked on the grass, in front of dumpsters, or in any other area not appropriately marked for vehicle parking. No one is allowed to park in a marked handicap space unless the legally required handicap insignia is displayed in the vehicle. Vehicles must be parked “head in” only and show current license plates, state inspection stickers, and registration, as well as the parking sticker, if any, provided by us. You may not use any parking space to park a vehicle that is inoperable, leaks fluid onto the pavement, is unsightly, is a safety hazard, or has an expired license plate or vehicle inspection sticker. You may not use any parking space to wash or repair vehicles, to change oil in vehicles or for any purpose other than parking. Please check with the office if you wish to perform minor repairs on your vehicle at the community. You agree that your use of any parking space will be at your own risk. If you violate any of these parking policies, your car may be towed without notice and at your own expense. The Landlord is not responsible for any damage caused to your vehicle.

Only electric vehicles are permitted to park in spaces with electric charging stations.

You must also obey all traffic signs and traffic control devices throughout the community and in any parking facility. Please consult the office for any special parking or traffic regulations.

### **Recreational Vehicles/Remote Controlled Devices**

Unless otherwise permitted (via signage) in designated areas of the community, the use of any unauthorized recreational vehicle or remote controlled device is strictly prohibited. Examples include, but are not limited to, ATVs, bicycles, skateboards, roller blades, scooters, skis, drones, etc.

### **Pets/Animals**

No animals are permitted at the premises at any time without community office approval and payment of all the applicable pet fees and deposits. Your community may have a policy that is more restrictive than the policy described below, including a “No Pet” policy.

If your community allows pets, you must abide by the community’s pet policies. Please check with the office to see which pets are allowed and which are prohibited, as well as to find out about any additional deposits, fees, and other charges that may be associated with the privilege of having a pet in your community. We may, at our discretion, deny any animal if we believe it to be aggressive or a threat to others. We may also request a photograph of your pet/animal

for your resident file. All animals must be screened through petscreening.com. A petscreening.com profile is required. All animals must be up to date on vaccinations. We do not allow litters of puppies or kittens at any time. No more than 2 cats or dogs allowed per unit.

Prohibited pets include reptiles, rodents, farm animals or exotic or wild/feral pets.

If you or an occupant has a disability that requires the assistance of an animal, please contact the leasing office.

All pets and assistance animals must have required licenses, and tags and all inoculations must be current. If you decide to acquire a pet or need an assistance animal after your move in, contact us beforehand to make arrangements, pay the required fees, if any, and sign the appropriate lease documentation.

Your pet/assistance animal must be on a leash and under your control at all times when walking through the lobby of the building and throughout all other common areas in the building and in the community, including hallways, elevators and parking areas. Never leave your animal on the balcony or patio unsupervised or while you are away. You are responsible for any damage and injury your animal may cause. If, at any time, we believe your animal is annoying, bothersome, a nuisance, or a threat to any person or animal, we may require you to remove it from the community. All cats and dogs must be kept indoors and not roam the property. If your community has a dog park, you must follow the dog park rules.

You are responsible for immediately picking up and disposing of all animal waste. Allowing an animal to relieve itself on a balcony or patio is strictly prohibited. Please comply with any local Sanitation and Health Department ordinance that prohibits pets in the pool area.

You are responsible for all costs we incur to repair damage, remove odors or treat for pests such as fleas and ticks.

If fish tanks are allowed at your community, they cannot exceed 40 gallons and they must be properly supported.

The policy described herein also applies to pets/assistance animals belonging to occupants and guests who may be visiting the community or staying with you, even on a short-term or temporary basis.

### **Laundry Facilities**

To ensure the washers and dryers are working when you need them, please follow the posted operating instructions carefully and treat the machines with care. If any of the laundry machines are not working properly, please let us know immediately, so that we can call for service.

Do not put plastic items in the dryer, always clean the lint screen before every use, and refrain from overloading the washing machine or dryer. Do not leave your clothes unattended as we are not responsible for loss or damage to personal items and clothing.

**Recreational Facilities**

We want you to enjoy our recreational facilities. Only you, your occupants and guests are allowed to use the recreational facilities. You agree that you, your occupants and guests will abide by all rules and regulations for the use of the recreational facilities and that you will avoid conduct that we deem inappropriate or disruptive. You, your occupants and guests assume all health risks and all risks of personal injury, death, property loss or other damages that may result from the use of the recreational facilities and release us from liability for injury or loss. Because we need to consider the enjoyment of all our residents, we reserve the right to deny the privilege of use to anyone for violation of any rules or policies applicable to the recreational facilities. It may also be necessary to occasionally close facilities for maintenance.

**Swimming Pool**

Swimming pools are for use by residents and their guests only. Please limit your guests to no more than two at a time and accompany them to the pool. Please understand if we ask unaccompanied guests to leave. All minors under the age of 14 who are in the pool area must be accompanied by an adult or a person with a lifesaving certification. Lifeguards may not be available at all times. If a lifeguard is on duty, all bathers must comply with the lifeguard's instructions and rules. People with infectious diseases, inflamed eyes, a cold, nasal or ear infections, open sores or bandages of any kind are not permitted in the pool. Glass containers are not allowed in the pool area. Please help keep the pool area clean. Proper pool attire, such as bathing suits and swim trunks, is required. Bathing suits and swim trunks must be appropriate. Children who are not yet toilet trained must wear special swim diapers. Additional pool policies and hours are posted by the pool. For safety reasons, do not swim alone.

**Trash Removal/Recycling**

Trash dumpsters are conveniently located around the community. If you live in a high-rise building, trash chutes are located throughout your building. If a dumpster or chute is full, please use another. Place all trash in the dumpster or chute, not on top of it or around it. Use of the dumpsters or chutes for anything other than normal household waste is prohibited. Combustible items present a fire hazard and should be disposed of according to instructions located on product packaging. Mattresses, furniture and other large items should not be placed in the dumpsters or chutes. Contact the office for assistance in disposing of any large items. Do not store trash on your porch, balcony or in the hallway unless it is in an approved container provided by the community and is serviced regularly by the community or a third-party vendor. We are committed to sustainability and green practices. If recycling receptacles are provided at your community, we strongly encourage you to use them. At some communities, you may be required by local laws to recycle certain items. We reserve the right to pass through any fines or other costs associated with your failure to comply with such requirements.

**Package Delivery**

Not all communities accept packages on behalf of residents. Some communities have "self-service" package rooms or use a third-party vendor to provide package delivery/notification services and many communities impose restrictions on the size, weight or other characteristics of the packages they will accept. If your community accepts packages for residents, you

authorize us to accept packages on your behalf. Once the delivery company has notified you that it has delivered a package for you to the office, you, or someone else named on your lease, must pick up the package within two business days. If the package is not picked up within this time period, we reserve the right to charge you a reasonable storage fee or to return the package to the sender. Please note that you may be asked to confirm your identity when picking up packages. You assume all risks associated with authorizing us to accept packages on your behalf. Whether we accept packages on your behalf, rely on a third-party vendor, or provide self-service package rooms, you agree that we are not responsible for lost, misplaced, stolen or damaged packages.

### **Employee Requests**

Our management team is here to make your apartment living an enjoyable experience. However, staff members are prohibited from performing errands or personal business on your behalf.

### **Courtesy Patrol/Access Gates**

We may, from time to time, provide courtesy patrol services at your community and/or your community may have limited access gates. If we do have courtesy patrols or access gates, such measures should not be interpreted as providing additional security or protection from criminal activities. Courtesy patrol officers primarily assist the community in handling after-hours resident issues, locking up the community's facilities, and monitoring parking lots to ensure compliance with parking rules and regulations. Access gates primarily function as a control on traffic flow through the community. Please remember that gates are mechanical devices that can malfunction.

### **Criminal Activities**

As a reminder, always keep your doors and windows locked and be aware of your surroundings, especially at night. As you can appreciate, no one can ensure your personal safety. However, by being alert and taking sensible precautions, you can minimize the likelihood that a criminal act will occur. If you have been the victim of a crime, suspect a crime is occurring on the property, or notice anything unusual or suspicious, please contact law enforcement authorities immediately. Once you have notified law enforcement personnel, be sure to also notify the office.

### **Vehicle Theft and Vandalism Precautions**

Please consider these simple tips to help prevent vandalism or theft when parking your vehicle. Always lock your vehicle. Never leave the keys in an unattended vehicle and do not hide a set of keys inside or outside of your vehicle. Do not leave valuables in plain sight. Do not keep your vehicle registration and title documentation inside the vehicle. Do not affix your name and address to your keys. If your vehicle is vandalized or broken into, please contact law enforcement personnel. Once you have notified law enforcement personnel, be sure to also notify the office.

### **Your Apartment Access**

If you wish us to allow service or delivery people into your apartment when you are away, you must give us written permission in advance. Keep in mind that members of our staff are not available to accompany your invitees to your apartment.

### **Keys, Access Cards, Remotes, and Locks**

We supply each resident with an apartment key and a mailbox key. We may also provide remotes and other access devices. Extra keys or replacements can be provided for you at a minimal cost. You are not allowed to change your locks or install a security system without our permission.

All keys and other access devices must be returned to the office when you vacate your apartment. Please notify the office immediately if any key, access card or remote is lost, damaged or stolen. Please keep all doors, windows, and other openings, such as sliding glass doors, locked at all times. If you happen to find yourself on the wrong side of your locked door, you may call the office for help. Depending on the after-hour services provided at your community, you may need to call a locksmith, at your expense. If your community offers after-hours lock-out service, there may be a charge to you for this service.

### **While You Are Away**

We recommend some simple tips before leaving on a trip or vacation. Uncollected newspapers and an overflowing mailbox may indicate that you are absent. It is a good idea to cancel your newspaper delivery and request your local post office to hold your mail while you are away. If you use social media to communicate with others, be cautious about advertising your absence from home. Dispose of your garbage and unwrapped food in your cupboards. Close and lock all windows and doors. Ensure your coffee maker, toaster, and other countertop appliances are unplugged or off.

To avoid frozen pipes while you are away in the winter, please set your thermostat to at least 50 degrees Fahrenheit. If a rent payment is due while you are away, please make arrangements to ensure timely payment. As a reminder, you can sign up for automatic recurring rent payments and you can also make payments via our resident website, [My.EquityApartments.com](http://My.EquityApartments.com).

### **Fire Prevention**

We urge you to make a regular inspection of your apartment for potential fire hazards. Please take the following precautions to help eliminate fire hazards. Immediately replace worn or frayed cords, plugs or wiring (or have them repaired by a qualified electrician).

Rearrange lights and other fixtures or appliances to minimize use of extension cords and avoid overloading outlets with too many appliances or plugs. Do not smoke in bed and do not empty ashtrays into wastebaskets. Never leave burning candles unattended. Do not leave food cooking on the stove or in the oven unattended. Never throw water on a grease fire; rather, pour baking soda or salt into the pan to extinguish the fire. Do not store any combustible goods or materials that could increase the risk of fire or damage in your apartment or in any storage space. If your apartment has a wood burning fireplace, please refrain from overloading the fireplace with too much wood. Do not use the fireplace as an incinerator to burn paper or other items not intended for burning in a fireplace.

In case of a fire, call 911 first, and then, once you are safe, call the office.

Please note the location of fire extinguishers around your community. Your apartment may be equipped with one or more smoke detectors and/or carbon monoxide detectors. You should test each smoke detector and/or carbon monoxide detector on a monthly basis and immediately replace dead or low batteries. Please call the office immediately to report smoke detector and/or carbon monoxide detector malfunctions or deficiencies. Neither you nor anyone else is allowed to remove, tamper with or disable any smoke detectors or carbon monoxide detectors in your apartment.

If your building or apartment is equipped with automatic sprinklers, please refrain from hanging items from the pipes or sprinkler heads, as this can damage the sprinkler system and cause flooding. You are responsible for any damage caused by tampering with or hanging items from any such sprinkler system.

### **Residents with Disabilities**

We are firmly committed to the principles of Fair Housing and the needs of residents who are disabled. If you or any occupant in the apartment, as a result of such disability, require an accommodation to our rules, policies, practices or services, or a physical modification to the apartment, the common areas in the building, or on the community grounds, please contact the leasing office for assistance.

### **Privacy Policy**

We understand that your personal privacy is very important to you. In the course of your residency with us, we may collect Personal Information from you. We will take reasonable measures to maintain your Personal Information in a secure location and will limit access to Personal Information to only those who have a business reason for having such access. We do not sell your Personal Information.

### **Insurance**

With some exceptions, all residents are required to maintain at least \$100,000 in personal liability insurance. More details concerning this requirement are set forth in your lease. In addition, it is strongly recommended that you obtain renter's insurance to cover the contents in your apartment, garage or storage space.

### **Roommates**

Unless local law provides otherwise, everyone who lives in your apartment must be named on your lease. Check with the office if you wish to acquire a roommate after moving in. Only those persons listed in the lease may reside in the apartment.

### **Walls**

Other than hanging pictures, you may not decorate, install any fixtures, major appliances, devices, or signs, or make alterations or other additions to your apartment without our permission. Any decorations, alterations, additions or fixtures that you make will be made at your expense in accordance with our standards and specifications. Unless we agree otherwise, they will remain a part of the apartment after you move out. Any decorations, alterations, additions or fixtures that are made without our permission will be removed at your expense.

You will not, without our permission, install or use any electrical equipment that will overload the existing wiring installations in your apartment or building or interfere with the use of electrical equipment wiring facilities by other residents.

Please do not use sticker-type hangers, as the adhesive is difficult to remove from the wall. We prefer you use slanting nail type hangers. If you have questions about items that are heavy or difficult to hang, please call the office. Mirror tiles, contact paper, wallpaper and other wall coverings with adhesive backing are not permitted. You are responsible for all holes and other damage caused to the walls of your apartment during the term of your occupancy.

### **Windows**

Your apartment may have drapes, miniblinds, and/or vertical blinds. Please be sure the louvers are in the open position when opening or closing the blinds to prevent damage. Please also ensure that there are no continuous loop pull cords on any mini-blinds or vertical blinds and do not tie any such cords together.

Loops pose a safety hazard to small children. If any of your pull cords are looped together, please contact the office.

If you wish to install your own window coverings, you must first obtain our written permission and return the property's window coverings in the manner specified by the management staff. All drapes, shades and other window coverings must have a white backing. This provides a standard appearance from the outside. Except as otherwise permitted by law, signs in windows are not permitted.

### **Floors**

Care and maintenance of your carpet is your responsibility. The carpet should be vacuumed frequently. If you have spots on your carpet, call the office first before attempting to remove them and we will suggest the best method. Tile floors should be cleaned with mild soap and water.

If your apartment has hardwood or tile floors, you must provide area rugs or carpeting for at least 75% of the floor area of the apartment, excluding kitchens, baths and closets. Any wall-to-wall carpeting or area rugs that are affixed to the floor may only be installed with the use of adhesive strips or a method that will not mar or deface the floor. You are responsible for any damage to the floor caused by your installation of area rugs or carpeting.

### **Cabinets, Doors and Woodwork**

Cabinets and woodwork should be cleaned with mild soap and warm water. Paneled accent walls, if any, should be cleaned and polished using products specifically formulated for use on paneling.

### **Lights**

All lighting fixtures are in good working order when you move in. It is your responsibility to replace light bulbs as needed.

### **Balconies, Patios, Hallways, Breezeways, and Stairways**

Please keep all balconies, patios, hallways, breezeways, and stairways free of items such as furniture not intended for outdoor use, mops, rugs, and towels. Do not hang flags or other

items from balconies or windows. Installation of free-standing screens and awnings on balconies or patios is not permitted. At our discretion, we reserve the right to require you to remove any items from your patio/balcony or any common area such as the hallways, breezeways, stairways, etc.

Fire regulations require that hallways, breezeways, and stairways be kept clear at all times. Do not use these areas for storage. Keep bikes, strollers, and other personal property, out of these areas.

If you wish to cook outdoors, please do so only in the specified areas of your community. Outdoor fireplaces, heaters, firepots, fire rings, and other similar devices are not allowed on patios, porches, balconies or other areas within the premises. Barbecue grills may also be prohibited. Please contact the office prior to installing or using a grill other than those provided by the community.

Balconies are designed to accommodate no more than a few people and small outdoor furniture. Please ensure that you do not over-crowd your balcony with too many people and/or items. Do not hang, shake, or dispose of any articles, including trash or cigarette butts, from the windows, doors, porches, or balconies. Do not place anything on exterior windowsills or balcony railings.

### **Storage Areas**

You may be provided with additional storage space with your apartment. Do not place any items considered to be hazardous, toxic or harmful or that may increase the risk of fire or damage to the apartment building or community in your storage space. You are responsible for obtaining a lock for your storage space, if necessary. You agree that your use of any storage space will be at your own risk.

Please note that only spaces designated by the community as storage areas are to be used for storage. Areas such as hot water heater closets, furnace closets, garages, etc., are not designated storage spaces and therefore should not be used for any type of storage.

### **Satellite Dishes**

You may install a satellite dish for your apartment only within your exclusive use area, in an allowable manner, subject to applicable law and community policies, including those set forth in the Resident Handbook. If you wish to install a satellite dish, you must comply with the following rules and restrictions:

The satellite dish may not exceed one meter (approximately 3.3 feet) in diameter. The dish may only be placed on your patio, balcony or inside your apartment, and may not, under any circumstances, be installed on, or affixed, attached or clamped to any exterior building walls or roofs, or any windows, patio or balcony railings or posts. In addition, a dish that is placed on a balcony or inside the apartment may not protrude outside a window or over a railing, even on a temporary basis. Dishes may not be placed in or protrude into any common area of the community. Drilled holes of any kind are not permitted on exterior walls, window frames or balcony railings without our prior written consent. Ways to feed the wire into the apartment from outside without drilling holes include a flat cable under a doorjamb or windowsill, or a magnetic or suction device attached to a window. Splicing of existing wires (including cable, electrical, telephone or other utility wires) and tampering with or tapping into existing cable, electrical, telephone or other utility systems are not permitted under any circumstances.

Your dish signal may not interfere in any way with any cable or other utility or communications systems located at the community or in your apartment. If it does, we reserve the right to require that the dish be removed. We also reserve the right to require that the dish be removed so long as we comply with Section 207 of the Telecommunications Act of 1996 and its related rules, regulations and interpretations regarding a central antenna for the community. We reserve the right to inspect the installation upon completion and at any time in the future, and the right to require modifications to your installation.

Notwithstanding the foregoing, you are solely responsible for ensuring that the dish is properly and safely installed in compliance with all applicable laws. You are also responsible for the proper maintenance of the satellite dish, as well as its removal upon your move-out.

### **Pest Control**

Please contact the office immediately if you experience any pest-related issues in your apartment home.

### **Bed Bugs**

Bed bugs are becoming more prevalent across the country and we need to work together to keep them out of our community. While the presence of bed bugs is not always related to personal cleanliness or housekeeping, good housekeeping will help control the problem, if it arises. Bed bugs travel from place to place in the seams and folds of luggage, overnight bags, folded clothes, bedding, furniture, and anywhere else they can hide. You certify that, to your knowledge at move-in, you did not bring bed bug infested items into your apartment. Also, please refrain from bringing furniture or other items that may be infested with bed bugs into your home.

Bed bugs are small, flat, parasitic insects that feed on the blood of people and animals. A newly hatched bedbug is semi-transparent, light tan in color and about the size of a poppy seed. Adult bed bugs are reddish-brown in color, wingless, about the size of an apple seed, and can live several months without eating. Bed bugs are usually found near the areas where people sleep. They can be found in mattress and box springs seams and tufts, sheets, pillowcases, headboards, dresser tables, upholstered furniture, baseboards, stuffed toys or any other clutter or objects around a bed.

Bed bug infestation can be controlled with pest control management. Notify us immediately if you believe you have bed bugs. Once you report an infestation, we will schedule a pest control professional to inspect your apartment and confirm that bed bugs are present. It is extremely important that you provide us access to the apartment so that we can promptly address the issue. If a bed bug infestation is confirmed, we will provide you with instructions about preparing your apartment and belongings for the pest control application. Failure to follow these instructions may result in ineffective treatment. In some cases, multiple treatments will be required.

Please note that you may be held responsible for pest control expenses incurred to address a bed bug infestation in your apartment or any surrounding apartments if you: (1) fail to notify us immediately of your discovery of the bed bugs; (2) are found to be responsible for the introduction of bed bugs to your apartment and the community; (3) obstruct or inhibit our prompt access to the apartment to inspect and treat the infestation; and (4) fail to fully comply

with the pest control preparation and treatment instructions. Your failure to follow instructions or to allow us access to your apartment hinders our ability to effectively treat your apartment for bed bugs. If you fail to cooperate with us in addressing these issues, we may take action to recover possession of your apartment via the eviction process or otherwise. Repeated occurrences of bed bug infestation in your apartment may be considered a default under your lease.

### **Water Beds**

Subject to local laws in your area, if you wish to have a waterbed or other water filled furniture in your apartment, you must first obtain written permission from us and provide proof of insurance.

### **Countertops**

Please wipe up spills on your countertops promptly to avoid stains and use hot pads to protect kitchen counter surfaces. Do not cut items directly on your countertop with a sharp knife or other utensil.

Countertops, sinks, vanities, toilet bowls, bathtubs and bathtub enclosure walls should be cleaned using a liquid or spray cleaner. Abrasive powder cleaners can scratch and otherwise damage the surfaces and should be avoided.

Avoid using harsh chemicals, especially acidic or alkaline products, on marble, granite or natural stone countertops, as they can cause damage to polished stones. Granite and natural stone countertops should be cleaned using only warm, soapy water.

If you have granite or natural stone countertops, they have been sealed prior to your move-in. It is recommended that such countertops be sealed regularly to avoid staining. Our facilities team will be contacting you from time to time during your tenancy to schedule re-sealing.

### **Plumbing**

If your water is not hot, please report it to the office immediately. Likewise, if any of your pipes or faucets begin to leak or if your toilet tank is continually running, call us and we will repair it. If the caulked areas around your bathtub and tiles become cracked, broken, or chipped, please contact the office to schedule service.

Paper towels, disposable diapers, sanitary napkins, tampons, moist towelettes (even if advertised as flushable) and other similar items should never be flushed, as they inhibit normal drainage and cause damage to the sewer system. Should your toilet overflow, immediately turn off the water supply to the tank by turning the handle located under the tank clockwise. If the water supply cannot be turned off, lift the cover off the tank, reach inside, and push the flapper firmly into the hole in the bottom of the tank. Contact the office for service immediately.

In cold weather, you must provide appropriate climate control and take measures to avoid freezing pipes in your apartment. If you control the climate in your apartment, please maintain a temperature of at least 50 degrees Fahrenheit at all times. During freezing weather (i.e., when the outdoor temperature falls below 32 degrees Fahrenheit), you should keep sink cabinet doors open and leave hot and cold water faucets dripping when requested by the management office. You must immediately report any evidence of a water leak or excessive moisture in your

apartment, any storage room, garage or other common area, and any failure or malfunction in the heating system on the premises to the office.

### **Thermostat Controls**

Most apartments are controlled by an individual central thermostat. To assure comfort and conserve energy, set the thermostat at one temperature and leave it there.

To keep your air conditioning and heating equipment working at peak performance, follow these simple guidelines. Keep air conditioner filters clean. We will replace or clean your filters as required. Do not obstruct or place any personal property in front of any air conditioning or heating equipment or vents. This could impair circulation and prevent proper venting of exhaust, which could result in higher electric bills, constitute a safety hazard, and cause permanent damage to the premises.

### **In communities with air conditioning**

In hot weather, set the selector switch to COOL and set the fan switch to AUTO. Set the controls between 74 and 78 degrees Fahrenheit to provide maximum cooling. Setting them lower will not cool your apartment any faster. Your air conditioner functions most efficiently when all doors and windows are closed. We recommend keeping your window coverings closed during the day to keep your apartment cooler.

### **For all communities**

When it becomes cold outside, set the selector switch on your thermostat to HEAT and set the fan switch to AUTO. Set the controls between 68 and 74 degrees Fahrenheit to provide maximum heating. Setting them higher will not heat your apartment any quicker. In the winter, open your window coverings during the day to allow the sun to warm your apartment and help reduce the power load. Do not switch your thermostat directly from COOL to HEAT or from HEAT to COOL. This could cause permanent damage to your unit. Turn it to the OFF position first.

### **Mold and Mildew Prevention**

It is our goal to maintain the highest quality living environment for our residents. To help achieve this goal, it is important to work together to minimize mold and mildew build-up in your apartment. You can help by taking the following actions. Open windows frequently to allow air and sunlight in when the weather is dry. It may help to run the fan on your furnace to circulate fresh air throughout your apartment during these times. Move large objects just a few inches away from the inside of exterior walls to provide good air circulation.

In damp or rainy weather conditions, keep windows and doors closed. Please maintain a temperature between 50 and 80 degrees Fahrenheit within your apartment at all times.

Clean and dust your apartment on a regular basis. Regular vacuuming, mopping and use of environmentally safe household cleaners are important to remove household dirt and debris that mold feeds on. Periodically clean and dry the walls and floors around the sink, bathtub, shower, toilets, windows and patio doors using a common household disinfecting cleaner. On a regular basis, wipe down areas where moisture sometimes accumulates, like countertops, windows and windowsills. Use the pre-installed bathroom fan when bathing or showering and

allow the fan to run until all excess moisture has vented from the bathroom. Use the exhaust fans in your kitchen when cooking or while the dishwasher is running; and, allow the fan to run until all excess moisture has vented from the kitchen. Limit houseplants to a reasonable number to keep the moisture level in your apartment at a minimum. If you have a clothes dryer, ensure that the vent is properly connected and be sure to clean the lint screen before every use. When washing clothes in warm or hot water, watch to make sure condensation does not build up within the washer and dryer closet; if condensation does accumulate, dry with a fan or towel.

If you live in a humid climate, the use of a personal dehumidifier will help regulate humidity levels in your apartment and create a more comfortable environment.

Thoroughly dry any spills on carpeting. Do not overfill closets or storage areas. Do not allow damp or moist stacks of clothes or other cloth materials to lie in piles for an extended period of time.

Immediately report any evidence of a water leak or excessive moisture in your apartment, storage room, garage, or any common area to the office. Immediately report any evidence of mold or mildew-like growth that cannot be removed by simply applying a common household cleaner and wiping the area or any area of mold or mildew that reappears despite regular cleaning. Also immediately report any failure or malfunction with your heating, ventilation or air-conditioning system. Do not block or cover any of the heating, ventilation or air-conditioning ducts in your apartment. Immediately report any inoperable windows or doors and any musty odors in your apartment. You are responsible for damage to the premises and your property as well as damage, loss or injury to you, your occupants and guests resulting from your failure to comply with the terms of this paragraph.

### **Appliances**

Never leave appliances unattended that are in use. If any of the appliances in your apartment stop working, we will fix them for you. However, before you call the office, check the electrical cord to ensure it is firmly plugged into the outlet and then check the circuit breaker to see if it is tripped. If these appear in order, submit a service request.

### **The Disposal**

A garbage disposal is a convenient appliance if used properly. Do not overload it. The safety overload on the motor will engage if the disposal is overloaded and it will turn off the disposal. To reset the safety overload, wait three or four minutes for the motor to cool. Then, push the button on the bottom of the garbage disposal unit.

Keep your hands and any other objects out of the disposal when it is running. For best operation, follow these steps: Push, but do not stuff food refuse through the splash guard into the disposal. A mixed load of hard and soft waste works best. Turn cold water on to full flow.

Flip starting switch "on." Allow disposal to operate until grinding sound diminishes and becomes a humming sound. Turn switch off and run cold water for a few moments longer.

Do not discard the following items in your disposal: metal, string, coffee grounds, olive or fruit pits, plastic, grease, paper, cigarettes, bones, banana peels, oyster or clam shells, dish rags, celery, corn husks, or other nonfood items. If a spoon, bottle cap or other item becomes lodged in the disposal, make sure the disposal is turned off before you attempt to retrieve the object.

The disposal is self-cleaning. Do not use caustic drain cleaners at any time. A lemon or orange rind or baking soda will keep the disposal odor-free.

### **The Oven and the Range**

Your range is equipped with separate controls for the oven, broiler and each of the top burners. If you have never used an electric or gas range before, please let us know. We will be happy to instruct you on its proper use.

Clean the top burner drip pans with mild soap and water, appliance or glass cleaner on a regular basis, or line them with aluminum foil. If you use aluminum foil, be sure the foil does not touch the heating element. If your burner drip pans become spotted with grease or burned-on food, use a scouring pad to clean them. If they are in need of a more thorough cleaning, drip pans can be lifted out of the range by raising the burner.

Clean your oven regularly. A dirty oven and broiler area greatly reduce the efficiency of your oven and could result in improperly cooked foods. Using the broiler tray will greatly reduce the cleaning and maintenance needed in the oven.

Use a good oven cleaner and follow directions. Wear rubber gloves and make sure the cleaner does not come in contact with your skin, the floor, countertop or any other surface. Never use any sharp instruments to clean the oven. If aluminum foil is used on the floor of your oven under the baking unit, be sure the foil does not touch the heating unit or receptacle. If you have a self-cleaning oven, follow the cleaning instructions enclosed with the range.

Remove hood filters regularly and clean them in hot soapy water. Clean the outside with a non-abrasive appliance or glass cleaner.

### **The Refrigerator**

The temperature control dial may be set at whatever position best suits your needs. If your refrigerator is not frost-free, please consult the office for defrosting instructions.

Clean the outside of your refrigerator with appliance or glass cleaner. Abrasive cleaning powders and metal sponges should be avoided. Wipe down the shelves and interior surfaces using mild soap and water or a solution of 1 tablespoon baking soda to 4 quarts water. Regular cleaning and a fresh, open box of baking soda placed on a shelf and changed monthly will keep your refrigerator odor-free.

### **The Dishwasher**

Food particles left on dishes will jam the dishwasher. Please scrape and rinse every dish under running water before loading it in the dishwasher. Do not crowd dishes, cups and glasses, or silverware so the water can freely circulate. For maximum efficiency, avoid covering the center hole in the drawer rack. Use only dishwasher detergent products. Do not use regular dish soap or laundry detergents, as they will cause the dishwasher to overflow.

You can save power and reduce your electric bill by waiting to run your dishwasher until you have a full load. However, do not leave dirty dishes in the dishwasher for a long period of time.

### **In-Apartment Washers and Dryers**

Check and clean the lint trap on your dryer before each use. Do not dry plastic items. Do not store anything on top of or near the dryer or obstruct dryer vents. Inspect your washer and dryer hoses and vents on a regular basis and report any maintenance issues to management.

When using your washer or dryer, follow manufacturer's requirements on load limitations. Never, under any circumstances, loosen any water connection to the washing machine box without our prior permission. You are responsible for any damage, including, without limitation, flooding, caused by tampering with any water connection.

### **Moving Out**

When it's time for you to move out, we have a few simple requirements:

You must fulfill all the terms and conditions of your lease and leave owing no money to the community.

You must give us formal written notice, within the timeframe stated in your lease, of your intention to move out. You must vacate and remove all of your property and return all keys, access cards, and remotes to us on or before your scheduled move-out date.

must provide us with a valid forwarding address.

If you would like to be present for a move-out inspection of your apartment, please contact the office prior to your scheduled move-out date. The move-out inspection form available at your community should be completed and signed by both you and our designated staff member. If no prior arrangements are made for you to be present, we will conduct an inspection of your vacant apartment after you move out.

As required by your lease, you must leave your apartment in the same clean, undamaged and ready-to-rent condition as when you moved in, taking ordinary wear and tear into account. By way of example, ordinary wear and tear would include such things as traffic wear across the carpet, but not cigarette burns or stains. In order to not be charged for cleaning carpets in your apartment after you move out, you must have the carpets professionally cleaned and you may be required to provide us with a receipt for the cleaning.

When you vacate your apartment, any personal property left in your apartment will be considered abandoned and may be disposed of, without liability to us, subject to applicable laws.

If we incur costs for cleaning and/or repairing your apartment or for removing trash or other items left behind after you move out, we will pass those costs through to you.

If you have added additional telecommunication line(s) in your apartment or you have otherwise changed the service, you will be responsible for all fees to return the service in the apartment to its status at the time you moved in.

### **For Emergencies, Call 911**