



Lakes Region
**Community
Developers**

RESIDENT HANDBOOK

Welcome to your new home. The purpose of this handbook is to help you become familiar with your new apartment and to educate you about the policies and rules that apply in your development.

This handbook sets forth procedures and rules on everything from apartment inspections to emergency repairs to how to handle a lockout. This handbook is an addendum to your signed lease agreement. Understanding and adhering to the rules in your handbook is critical to your success as a resident of this property.

People often ask us what makes a good resident? Good residents pay rent in full and on time, comply with regulatory requirements (recertification), are good neighbors and don't cause disturbances, and maintain upkeep and cleanliness in their unit and surrounding areas.

Please do not hesitate to call if you have questions or concerns about the information contained in your handbook. We welcome your input.

We hope you enjoy your new home, and that this will be the beginning of a happy and healthy residence!

Our staff looks forward to meeting all of your residential needs and providing you with an enjoyable living experience.

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IMPORTANT PHONE NUMBERS

Liberty Utilities	1-800-833-4200
Atlantic Broadband (Metrocast)	603-524-4425
Comcast	1-800-266-2278
Consolidated Communications (Fairpoint)	1-866-984-2001
Eversource	1-800-592-2000
NH Electric Cooperative	1-800-698-2007
Ashland Electric	603-968-3083
Wolfboro Electric Department	603-569-6975
FIRE/AMBULANCE POLICE EMERGENCY	911
Ashland Police Department	603-968-4000
Laconia Police Department	603-524-5252
Meredith Police Department	603-279-4561
Tilton Police Department	603-286-4442
Wolfboro Police Department	603-569-1444
NH Fish and Game	603-223-6832

SERVICE REQUEST PROCEDURE

For routine maintenance issues, call 1-800-742-4686 or go to www.hodgescompanies.com/service-request to submit a service request.

Our aim is to satisfy routine service requests promptly and efficiently. To ensure your service request is addressed in a timely manner, please call the Hodge's office or go online at www.hodgescompanies.com/service-request. Maintenance staff and property managers are not equipped to log your service request into the work order system while they are on the property.

Should we have to wait for parts or should we be dependent upon an outside service contractor to complete your request, we will notify you of that fact and let you know when we expect your request to be completed.

By virtue of calling in a maintenance request, you have given our staff permission to enter your apartment. A hang tag will be placed on the outside of your door stating "maintenance is in your unit doing a repair" and when they leave, the hang tag will state "maintenance was in your home" and it will list the repairs completed.

EMERGENCY MAINTENANCE REQUESTS

For emergency requests after 4:30pm and before 8:00am Monday through Friday, or on weekends and holidays, call 536-1265.

Emergency Service Requests are answered by a staffed answering service. Please tell the operator you are calling in an EMERGENCY MAINTENANCE REQUEST, your name, apartment complex, apartment number, the telephone number where you can be reached and the request. The operator will page your request to the "on-call" maintenance technician.

The following are considered emergencies:

1. FIRE DAMAGE.
2. WATER LEAKS, WHICH COULD DAMAGE PROPERTY.
3. CLOGGED WASTE DRAIN LINES.
4. LACK OF HEAT.
5. NO ELECTRICITY IN YOUR APARTMENT.
6. OTHER PROBLEMS WHICH WOULD CAUSE AN IMMEDIATE LOSS OF PROPERTY OR COULD BE A SAFETY HAZARD IF LEFT UNATTENDED UNTIL NORMAL WORKING HOURS.

APARTMENT LOCKOUTS

If you should become locked out of your apartment, please call the maintenance request phone number. There is a \$20.00 charge for lockouts and you must be able to prove that you reside in that unit. On-call or after hours (4:30 PM to 8:00 AM and weekends/holidays) lockouts will be charged \$44.00 or the actual amount charged by the locksmith if over \$44. If maintenance responds to the call and you've already gained access, you will still be charged for their response.

ACCESS WILL NOT BE GIVEN TO FRIENDS OR SERVICE PEOPLE WITHOUT YOUR WRITTEN PERMISSION.

We encourage all residents to keep an extra key handy to prevent lockouts.

If during the term of your residency, you desire to have the lock to your apartment changed or re-keyed, the charge is \$25.00 or the actual charge by the locksmith if over \$25. Deadbolt installation charges are different for each complex. These charges must be paid in advance of the lock change or deadbolt installation.

RENTAL PAYMENTS

To pay by check: Please make all checks payable to:

And mail to: The Hodges Companies
201 Loudon Road
Concord, NH 03301

Please make certain that your name, apartment complex, and apartment number appear on your check. Hodges Development Corporation does not accept cash payments at the main office.

To pay online: PAYLEASE OPTION

To make your rental payments online, go to The Hodges Companies webpage at <http://www.hodgescompanies.com/fee-management>, Click on the "Make an Online Payment" button on the Fee Management page of our website to access our payment portal and register for a new account to start making payments online.

In order to make online payments, you will the individual ID that is assigned to you after your move-in. Please contact your Property Manager for your individual ID.

Online payments are processed by PayLease. For questions regarding online payments, contact PayLease at (866)729-5327 or visit support.paylease.com.

ALL RENTS ARE DUE AND PAYABLE IN ADVANCE ON THE FIRST OF EACH MONTH. PAYING YOUR RENT LATE IS A VIOLATION OF YOUR SIGNED LEASE AGREEMENT. REPEATED LATE RENTAL PAYMENTS MAY RESULT IN THE NON-RENEWAL OF YOUR LEASE AND/OR EVICTION PROCEEDINGS. YOUR ACCOUNT WILL BE CHARGED A LATE FEE IF YOUR FULL RENT IS NOT RECEIVED BY THE 10TH OF THE MONTH.

Your account will be credited based upon the date that our office receives your payment. No post-dated checks will be accepted. When making payments on your account, please keep in mind that credits to your account are made to the oldest charges/balances outstanding, unless a separate, mutually endorsed agreement acceptable to both landlord and resident(s) is made.

There is a \$25.00 charge for any checks returned by the bank for insufficient funds. If a check is returned a second time, there is an additional \$25.00 fee, at which time you will be required to make all subsequent payments by Bank Check or Money Order.

If you are entitled to receive a Utility Allowance Reimbursement check, it will be made payable to you and the utility company who provides service to your apartment (RD and HUD 811 only).

TERMINATION OF LEASE UPON THREE NOTICES TO QUIT IN A 12-MONTH PERIOD

According to NH Landlord and Tenant law, **RSA 540:9 Payment After Notice**: No tenancy shall be terminated for nonpayment of rent, utility charges, or any other lawful charge contained in a lease or an oral or written rental agreement if the tenant, before the expiration of the notice, pays or tenders all arrearages plus \$15.00 as liquidated damages; provided, however, that a tenant may not defeat an eviction for nonpayment by use of this section more than three times within a 12-month period. In keeping with this law, the Property Manager will track the number of Demands for Rent and Notices to Quit and Vacate for each resident. Should a tenant have more than three issued during any 12-month period, the Property Manager may begin the eviction process for said Tenant, and/or non-renew the lease.

APARTMENT INSPECTION CHECKLIST

Please help protect your security deposit. At the time of your move-in, please take the time to inspect your apartment for damage and to make certain that all appliances and plumbing are in proper working order.

We will repair anything that is readily repairable. If you note damages that we are not able to repair, a record of such will be established in your file by virtue of the move-in inspection and the damage will not be charged against your security deposit when you move out.

LEASE EXPIRATION

The initial term of your lease is for 12 months. After that, it will be renewed on a Month-to-Month basis; unless otherwise terminated by either party.

Approximately 90 days before your lease expires, we will contact you regarding the renewal of your lease. If you do not intend to renew your lease, we require a 30-day written notice of non-renewal. The 30-days starts the day we receive it in our office (mail, email, hand delivered).

Repeated lease violations during the previous 12-months may result in non-renewal of your lease.

TRANSFERS

A transfer to another apartment will only be allowed for medical reasons or if your family composition changes beyond the occupancy limit of your current apartment or below the occupancy requirements. All fees associated with the transfer will be your responsibility (electric changes, increases in rent or security deposit, other charges).

OCCUPANCY

The only people allowed to live in your apartment are the people listed on your current Tenant Certification. Any time that you anticipate a member of your household will move out or you will add a new member, you **MUST** notify Hodges immediately to update your Tenant Certification.

Unit size will be determined by the occupancy codes set forth by the town or city in which your property is located and based on market conditions. Minimum occupancy for unit size is one person per bedroom. The Owner will assign units based on the number of persons listed on the Tenant Certification. If your unit becomes underutilized, you may be required to move

to a smaller size unit. If your unit becomes over-crowded, you may be required to move to larger size unit.

GUESTS

You are permitted to have guests visit you. A guest is, however, someone who stays 14 or fewer days and nights within a 45-day period of time. You are required to reside in your apartment during your guest's stay. Any visit in excess of this time is not allowed by the Federal Subsidy Program of your apartment complex. Any guests remaining after this time period will be considered an unauthorized live-in, which is a violation of your lease. You are responsible for the conduct of your guests at all times. Should you have a question regarding a guest, please call the management office for clarification.

SUBLETTING YOUR APARTMENT IS STRICTLY PROHIBITED AND WILL BE GROUNDS FOR EVICTION.

MAIL ACCEPTANCE AND DELIVERY

Any correspondence from this office to you will be sent to your apartment mailbox. We do not send to Post Office boxes or other addresses. Even if you plan not to use the mailbox provided for you at the complex, please check it regularly for any mail from LRCD or Hodges.

The only persons authorized to receive mail at your apartment address are the Lease Holders named in your lease and any other household members listed on your tenant certification.

SMOKE/VAPE-FREE POLICY

The Owner has established a Smoke/Vape Free Policy for all properties. During your residency please adhere to the following conditions:

1. Residents and guests shall not smoke or vape any substance in cigarettes, e-cigarettes or any other tobacco or vaping device anywhere in the unit, common areas, laundry rooms or anywhere else in the building. Smoking/vaping will not be permitted at the building entrance or near any windows of the building. You must be at least 25 feet away from the building while smoking/vaping. **DO NOT SMOKE NEAR AN INTAKE AIR EXCHANGE VENT.**
2. Residents shall not permit their guests or visitors to smoke/vape within any of the areas set forth in paragraph one above.
3. Marijuana and other illegal drug use and/or possession is prohibited anywhere on the property and is grounds for eviction and/or may be reported to the authorities.
4. Violation of any of the above provisions will be considered a violation of your lease.

SMOKING AROUND OXYGEN

Do not smoke within 10 feet of any oxygen machine in outdoor areas where smoking is allowed. Any and ALL tenants (whether it is their machine or not) will extinguish any smoking material (includes cigarettes, matches, lighters etc.) when an oxygen machine is within 10 feet. No oxygen machine can be in use within 10 feet of an open flame such as a gas stove or lit matches etc. If you violate this rule, you will be subjected to eviction action as allowed by state laws.

CRIME-FREE/DRUG-FREE POLICY

A resident, any members of a resident's household or a guest or other person under the resident's control shall not engage in illegal activity, including drug-related illegal activity, on or near the said premises. "Drug-related illegal activity" means the illegal manufacture, sale, distribution, purchase, use, possession with intent to manufacture, sell, distribute, or use a controlled substance (as defined in Section 102 of the Controlled Substance Act [21 U.S.C. 802]), or possession of drug paraphernalia. Drug paraphernalia is any equipment, product or material of any kind which is primarily intended or designed for use in manufacturing, compounding, converting, concealing, producing, processing, preparing, injecting, ingesting, inhaling, or otherwise introducing into the human body a controlled substance. Please be aware that marijuana is a controlled substance under federal law and is therefore prohibited, even if you are in possession of a valid registry identification card.

A resident, any member of the resident's household or a guest or other person under the resident's control shall not engage in any act intended to facilitate illegal activity, including drug-related illegal activity, on or near the said premises.

A resident or members of the household will not permit the dwelling to be used for, or to facilitate illegal activity, including drug-related illegal activity, regardless of whether the individual engaging in such activity is a member of the household.

A resident or members of the household will not engage in the manufacture, sale, or distribution of illegal drugs at any locations, whether on or near the dwelling unit or premises or otherwise.

A resident, any member of the resident's household, or a guest or other person under the resident's control shall not engage in acts of violence or threats of violence, including but not limited to the unlawful discharge of firearms, prostitution, criminal street gang activity, intimidation, or any other breach of the rental agreement that otherwise jeopardizes the health, safety or welfare of the landlord, it's agents or tenants.

VIOLATION OF THE ABOVE PROVISIONS SHALL BE A MATERIAL VIOLATION OF THE LEASE AND GOOD CAUSE FOR TERMINATION OF TENANCY. Two violations of any of the above provisions shall be deemed a serious violation and material non-compliance with the lease and will result in non-renewal and/or termination of your lease.

Unless otherwise provided by law, proof of violation shall not require criminal conviction, but shall be by the preponderance of the evidence.

REASONABLE ACCOMMODATION POLICY

If any household member has a request for a Reasonable Accommodation under the Fair Housing Act, you must submit your request in writing and address it to Hodges Development Corporation (Agent for the Owner), 201 Loudon Road, Concord, NH 03301.

The Property Manager will review each request and will respond accordingly. You will be required to provide verification that the household member meets the current definition of a person with a disability.

Upon verification, you will be required to complete a "Request for Reasonable Accommodation" form before a determination can be made. Hodges Development Corporation reserves the right to request medical verification regarding any request.

Once all the verifications and information are received, the Property Manager will notify you in writing whether the request has been approved or, if denied, the reason for denial.

Reasonable Accommodations will be limited by the financial ability of the property. Requests may be denied if it will result in an undue financial burden, administrative burden, and/or fundamental alteration of the building or housing programs offered to all residents.

HOME-BASED BUSINESS

Due to insurance liability, home-based businesses that involve clients going to and from your unit are not permitted (e.g., daycare, personal care services, etc). Telecommuting is allowed as long as it does not entail clients or coworkers going to and from your unit.

NO PET POLICY

Absolutely no pets (dogs, cats, guinea pig, hamster, rabbits, snakes, etc) are allowed at the property or in your unit. This includes visiting pets. If you need a Reasonable Accommodation for a service or companion animal, you must request permission in writing and get prior approval from the management office.

PERSONAL PROPERTY INSURANCE

We encourage you to insure your personal property. The cost to you is small and insurance is important. This will cover loss to your personal property should something happen.

ELECTRIC POWER FAILURE

In the case of a complete power failure in your apartment, first check to see if your neighbors have power. If so, check the breaker box panel in your apartment to see if all the switches are in the ON position. If necessary, contact the Emergency Maintenance Request operator for maintenance service. If your neighbors do not have power, call the power company and report the outage.

All residents must maintain electricity in their apartment throughout the term of their Lease Agreement. Disconnection of your electricity by the power company, for any reason, is strictly prohibited and would be considered a violation of your Lease and grounds for eviction and/or non-renewal.

PORCH/DECK/ENTRANCE

This is provided as an area to be enjoyed. Clotheslines and storage of personal belongings is prohibited, as it looks unattractive and may be a safety hazard.

BARBECUE GRILLS ARE NOT ALLOWED ON ANY ENCLOSED AREA. This is a fire violation of the State and Local Fire Codes. Anyone violating this regulation could be subject to local Fire Department fines and possible eviction.

Do not use your barbeque grill on your porch/deck/entrance area. You must move it at least 20 feet from the building or further if required by local ordinance. Please wait for the grill to cool off before moving it back.

STORAGE IN UNIT

For the health and safety of all residents, please follow these rules for storing items in your unit.

- Units must be kept neat and tidy at all times and clear of all tripping hazards, and not have excessive clutter at any time.
- No flammables or combustibles may be stored in the unit, including but not limited to propane, gasoline, charcoal lighter fluid, matches, car engine oil, etc.
- No motors, including motorcycles, may be stored anywhere within the unit at any time.
- No items over 100 pounds shall be stored at any time.

SNOW REMOVAL

Plowing is handled by a contracted service. In order for snow removal to be managed in the most timely, safe, and cost-effective manner, residents shall adhere to the following guidelines:

- During the storm and immediately after, when the contractor arrives, the resident shall promptly move their vehicle(s) so the contractor can plow the area where the resident's car(s) is parked.
- Hodges employees are not authorized to move a resident's vehicle. If the resident is unable to move their vehicle(s), the resident will be responsible for making other arrangements to have the vehicle(s) moved so that the contractor can remove the snow.
- Sand barrels are provided at some properties for resident use. Please notify Hodges if the barrels need more sand.
- Any vehicle that is not moved when the storm is over and the contractor has arrived to clear the lot will be towed, without further notice, at the vehicle owner's expense.
- Additional costs incurred from a resident's failure to move their vehicle(s) appropriately during or after a snowstorm will be billed to the resident.

CARE OF YOUR APPLIANCES AND APARTMENT FIXTURES

REFRIGERATORS

Most appliances are self-defrosting. If you have an older model, and your refrigerator or freezer has frost $\frac{1}{4}$ inch thick, it is necessary for you to defrost it. Remove the contents of the freezer chest. Turn the temperature control to DEFROST (or the OFF position). When all the frost has melted, turn control back to original position. For faster defrosting, turn control back to OFF and put a pan of hot water in the freezer chest. **DO NOT REMOVE FROST WITH A SHARP INSTRUMENT.**

STOVES

Be sure to turn off all controls before cleaning. Do not use oven cleaner or spill cleaner on metal trim. **NEVER** use gritty soaps or abrasive cleaners on any surface. **DO NOT USE ANY**

SHARP INSTRUMENT (LIKE A KNIFE OR RAZOR BLADE) TO CLEAN ANY SURFACE. Never store paper products or flammable items in the oven.

Wipe off spills at once with a paper towel. Clean with a damp, sudsy cloth when surface cools, then rinse and dry with a cloth. The control panel can be washed with a damp, sudsy cloth, then rinse and dry with a cloth.

BATHROOM

To clean sinks, toilets, tub/shower fixtures use a non-abrasive cleaner. Rinse with clean water and wipe with a dry cloth. Avoid harsh, gritty cleaners such as Comet. Do not use sharp objects to remove foreign deposits as these may damage the finish on the fixtures.

PLUMBING FIXTURES

Use fixtures with care. If a pipefitting leaks, call for maintenance service as soon as possible. If you have a plugged drain DO NOT USE chemical drain openers. Try a plunger first. If this doesn't clear the drain, call maintenance for service.

Minerals in some water can discolor and stain surfaces. After a toilet has been cleaned with cleanser, swab and flush bowl before using. DO NOT FLUSH COTTON, SANITARY NAPKINS, DISPOSABLE DIAPERS, ETC. Be sure that toys, combs, toothbrushes, etc. are not dropped into the toilet. These items will cause stoppage and could result in considerable damage to the fixtures, plumbing and apartment. Such repairs will be costly.

KITCHEN AND BATHROOM FLOORS

Sweep/vacuum to remove surface dust and soil. When washing is necessary, the floor should be washed with a solution of cleaner and lukewarm water. Avoid using strong cleaners such as bleach or ammonia. After washing the floor, rinse with clean, cold water to remove cleaning residue. Allow the floor to dry completely before waxing. If you would like to bring the shine back, you may use a wax cleaner.

ALTERATIONS

No resident is allowed to paint, wallpaper, remodel, reconstruct, demolish, slash, change, make additions to or otherwise embellish the leased premises without the written consent of management. Never install hooks or nails or attach anything to the ceilings of the apartment. All apartments have wires in the ceilings that could be dangerous.

Any damages caused by you, any member of your family, or guests, will be billed to you as the leaseholder.

INFESTATION

If you cause an infestation issue in your unit, and affect other units adjacent to you, you will be billed for the cost to correct the problem.

BED BUGS

If you have bed bugs, please report it to the main office immediately. We will contact the pest control company and enter your unit to do an assessment. We will enter your unit within 24 - 72 hours. This is considered an emergency entry and you must comply.

If bed bugs are reported in an adjacent unit, we may enter your unit to ensure you are pest free. It is a violation for a tenant to willfully refuse emergency entry.

The pest control company will provide the tenant with reasonable written instructions for preparing the unit for remediation. These instructions must be given to an adult 72 hours in advance of remediation. It is a violation for tenants to willfully refuse to comply with these instructions. Landlords can evict for failure of tenant to prepare the unit with advance reasonable written notice.

You will be responsible for the cost of the bed bug remediation. Your rental account will be billed accordingly and you will have 30-days to reimburse the landlord.

TRASH REMOVAL

Please bag and place your household trash in the dumpster/barrel in the designated area at your property. Do not put move-in boxes and packaging in these containers without first breaking them down. Do not leave your household trash in hallways, on decks, balconies or front steps. Do not store anything outside of your apartment or storage unit as it may be confused as trash and thrown away. If trash is left in these areas, we will remove it at a cost of \$30.00 per bag billed to the apartment leaseholder.

If you have curbside pick-up, bring your barrels to the road the night before and take them in the night they are emptied.

You may not use the dumpsters for anything other than "household trash" that is put in plastic refuse bags. You may not put anything large such as mattresses, box springs, old furniture, etc. in the dumpster or leave such items at the dumpster area. Please call your local transfer station for instructions on how to dispose of large items. If we are forced to have these items removed, you will be charged a fee of \$30.00 for each item plus the charge assessed to us by the refuse company or town transfer station.

Recycling dumpsters are provided at most properties for your convenience. Please do not throw regular household trash in the recycling dumpster.

SPEED LIMITS

All vehicles are to maintain a safe speed while traveling through the property. The speed limit is 10 MPH unless posted otherwise. Please follow this speed limit as a consideration for the safety of all residents. Speeding will not be tolerated and is a direct violation of your lease agreement. Repeated speed violations will result in eviction and/or non-renewal of your lease.

PARKING

Parking is permitted in designated parking areas only. While parking is on a first-come, first-served basis, if your household has more than one licensed driver, please park second or third vehicles in more remote parking spots so every household may have one parking spot near their unit. We ask that you be considerate of your neighbors and ask your visitors not to park in a spot that your neighbor would park. If there is designated visitor parking at your property, please ask visitors to park in that area.

If you have a handicap unit with a handicap spot associated with your unit, you must park in that parking spot. You are not permitted to leave the handicap parking space open for your visitors and/or guests. This restricts the available parking for other residents.

NO UNREGISTERED, UNINSPECTED, OR INOPERABLE VEHICLE is allowed to be parked or left in parking lots or on the property. Parking in fire lanes, on walkways, or on lawns is strictly prohibited. No vehicle repairs or changing of oil is permitted anywhere on the property. No vehicles are to be washed on the property.

Management reserves the right to have any vehicle towed at the owner's expense for failure to comply with any parking regulation. Continued violations of any parking regulation will be considered a violation of your lease and may result in eviction and/or non-renewal of your lease.

RECREATIONAL VEHICLES

RECREATIONAL VEHICLES ARE NOT TO BE DRIVEN ON THE PROPERTY AT ANY TIME. If you, a member of your family, or guest do so, it will be considered a direct violation of your lease.

No over-sized Commercial Vehicles, off- road vehicles, boats, campers, and/or utility trailers are permitted on the property. Vehicles must fit in a regular sized parking spot.

COMMON AREAS, ENTRANCE WALKS, AND LAWNS

We encourage all residents to preserve the overall appearance of the community. Please help maintain a pleasing appearance by not allowing any personal trash or belongings to be left on lawns, in parking lots, in hallways, walkways or entranceways. No riding bicycles on the lawn areas or leaving them parked on walkways, entryways or in the parking lots.

Any personal articles left outside on lawns, walkways, entryways or inside hallways will be removed and disposed of. If the removed item can be identified as belonging to your household or guest, you as the leaseholder will be charged any cost of removal.

Any damage caused by you, your family, or your guests to any shrubs, trees, lawn, play equipment, laundry room, or community property will be charged to your account.

All residents and guests must be PROPERLY ATTIRED in all public areas of the complex. The appropriate dress for these areas is street clothing.

NO ALCOHOLIC BEVERAGES ARE ALLOWED TO BE CONSUMED IN ANY COMMON AREA OF THE PROPERTY (DECK, PORCH, HALLWAY, LAUNDRY ROOM, PLAYGROUND, MAILBOX, DRIVEWAY, ETC)

NO FIREARMS, FIREWORKS, OR FIRECRACKERS ARE ALLOWED TO BE DISCHARGED ON THE PROPERTY. THE USE OF SUCH IS GROUNDS FOR EVICTION. SETTING FIRES (CAMPFIRES, ETC.) IS ALSO GROUNDS FOR EVICTION.

NO HOLES, DITCHES, HORSESHOE PITS OR SIMILAR DEPRESSIONS ARE PERMITTED ON THE PROPERTY.

FENCES

Residents shall not construct fences or similar enclosures, permanent or semi-permanent, on the property. This is a safety issue and a liability to the Owner.

SWIMMING/WADING POOLS

No swimming pools of any type are allowed on the property. This includes kiddie pools.

AIR CONDITIONING

A/C units are only allowed in a room where there is more than one window, unless the apartment is equipped with a sprinkler system.

CLOTHESLINES

NO CLOTHESLINES of any manner, portable or otherwise, shall be permitted on the premises or in any common building area.

NOISE/DISTURBANCES

Your apartment was designed and built with techniques that reduce as much noise as possible. It is, however, impossible to completely isolate noises. Keep radios, televisions, and stereos at reasonable levels at all times (levels that are not audible outside your apartment). No radios or stereos are to be listened to outside of your apartment. Keep in mind, while windows are open in the warmer weather, that sound will travel outside of your apartment.

Boisterous parties or other conduct of residents or guests which interfere with the peace and quiet of other residents is strictly prohibited and is a violation of your lease. If you receive more than three (3) legitimate noise complaints, your lease may not be renewed at the end of the term.

RESIDENT COMPLAINT POLICY

If you have a complaint regarding another resident or an incident has occurred that you are not pleased with, we ask that you put your grievance in writing and mail, fax or hand deliver it to your Property Manager. Telephone calls to the Property Manager are logged, however, to formally respond to your complaint we will need it in writing.

All written complaints must be dated and signed. If you're having difficulty with a neighbor, we recommend that you try to resolve the issue between yourselves before submitting a written complaint. Please include in your letter any facts supporting your complaint, excluding any personal opinions. A letter will be mailed to you acknowledging receipt of your written complaint within 48 hours. The complainant will not be identified to the other party unless there is a legal procedure that follows and we need to submit the written complaint as evidence.

PERIODIC INSPECTION & FIRE SAFETY CHECKS

Management will periodically inspect your apartment as part of our on-going maintenance program and/or with a compliance company, investor, or insurance company. You must comply with the inspections.

The inspections are titled "Fire, Safety and Housekeeping Inspections." The general purpose of these inspections is the following;

1. To make certain that the fire safety equipment in your apartment and throughout the complex is functioning properly.
2. To identify and correct all minor maintenance problems before they become major repair projects.
3. To ensure that you are being provided with a safe and sanitary environment in which to live.
4. To ensure that all residents are keeping their apartments clean and using all appliances, fixtures and equipment in a safe and responsible manner.

INSPECTION REPORT:

A copy of the Inspection Report used to inspect your apartment will be left with you. The general condition of all items listed on the inspection report is rated on a scale of 1 to 5 with 1 being poor, 2 below average, 3 average, 4 above average, and 5 excellent. The conclusions are used by management to evaluate short-term and long-term maintenance needs. The condition "grade" does not necessarily reflect your cleanliness. If corrective action is required of a resident, it is noted on the inspection form.

"Cleanliness" is rated separately under the general category and is ranked as either a "P" for Pass or "F" for Fail. If the housekeeping in your apartment is kept sanitary, does not pose a health or safety hazard, and does not threaten to attract pests or disease, it will pass inspections. If your apartment fails inspection, a notification is left at your apartment on the day of inspection and a re-inspection will be scheduled to allow for correction of the issue. Repeated failed inspection may result in non-renewal of your lease.

You will be notified several days in advance of the date and approximate time of these inspections. You need not be home during this inspection. You must, however, allow our staff access for these inspections.

If your unit fails inspection, you will be allowed up to two subsequent re-inspections to pass. If your unit fails both re-inspections, you will be referred to the Resident Services Coordinator at LRCD. You have the option of working with the coordinator to bring your unit into compliance. If your unit fails after both re-inspections and you refuse to work with the Resident Services Coordinator, eviction proceedings will begin and your lease will not be renewed at the end of the term.

In addition, if your unit fails three (3) consecutive semi-annual inspections, your lease will not be renewed at the end of its term.

LAUNDRY FACILITIES

If your community has a laundry facility, it is provided for your convenience. Please follow these operating instructions when using the laundry rooms:

1. LAUNDRY ROOMS ARE FOR RESIDENT USE ONLY.
2. Use only United States coins; others will jam the coin slot.
3. Do not overload or use excessive amounts of soap. Doing so will not allow proper cleaning, rinsing or drying of your clothing.
4. Check and empty all pockets of your clothing before washing.
5. Any heavily soiled clothing (grease, oil, etc.) should be taken to a commercial laundry mat.

6. Check the machine before AND after you have used it to be sure that there are no foreign articles remaining which may be damaging to yours or someone else's clothing.
7. The washing cycle takes approximately ½ hour and the dryer cycle takes 1 hour. Please remove all of your clothing promptly at the end of each cycle.
8. Do not dye any clothing in the washing machine tubs.

Please report malfunctioning machines to maintenance for repair. MANAGEMENT IS NOT RESPONSIBLE FOR LOST OR DAMAGED ARTICLES OR FOR ARTICLES REMOVED FROM MACHINES BY OTHER RESIDENTS.

SAFETY RULES FOR ALL HOUSEHOLD MEMBERS

- Toys, bicycles, etc. should not be left in driveways, parking areas, sidewalks, hallways or other common building areas.
- Any damage to property such as crayon marks, wall marred by being hit with some hard object, broken windows, etc. will be repaired and billed directly to your account.
- Residents are not allowed to play ball within 20 feet from the buildings. Such activities may cause considerable damage to lawn areas or windows.
- Residents are not permitted to throw balls or other objects on the roofs of buildings.
- Residents are NEVER allowed in vacant apartments while cleaning, repair, and repainting is being done.
- Residents must not climb trees on the property. Such activities result in damage to the trees and may result in injury from falls. Any damage to the shrubs, trees, or lawn areas will be billed to your account.
- Residents are not permitted to play in or around parked cars.
- Residents are not allowed to play in the building entry areas, hallways, or laundry rooms.
- Residents under the age of 12 years old cannot be left unattended in the complex.
- Please make certain that all residents wear appropriate footwear and clothing when playing outside and in the play area.

THESE RULES ARE FOR THE SAFETY OF ALL RESIDENTS AND ARE AN ADDENDUM TO YOUR LEASE AGREEMENT. PLEASE TAKE THE TIME TO SHARE THEM WITH YOUR FAMILY AND GUESTS AS VIOLATIONS WILL RESULT IN EVICTION AND/OR NON-RENEWAL OF YOUR SIGNED LEASE AGREEMENT.

Revised 01/28/19

RECEIPT OF RESIDENT HANDBOOK

I/we, «head name» and «spouse name» and «cotentant name 1»,
acknowledge receipt of an exact copy of this handbook and agree to
abide by the terms and conditions.

I understand that the handbook is an addendum to my/our Lease
Agreement and therefore, part of my/our Lease Package.

Head of Household Signature

Date

Co-Head Signature

Date

Property Manager Signature

Date