

Apartment Alterations

Holes should not be drilled in your apartment without our prior written consent, nor should any nails, hooks, or screws be used on any floors, doors, windows, tub, shower, appliances, or fixtures in the apartment.

Nothing should be fastened to the floors, doors, windows, walls, appliances, or fixtures in the apartment, the exterior walls, or porches of the buildings.

Please refrain from hanging signs, advertisements, or notices on the outside or inside of any apartment or building.

Locks on the doors leading to the apartment should not be altered without our consent. We must have a key to every lock at all times, and every lock must be compatible with the master key system for the building.

Balcony/Patio/Terrace

Please do not use the balcony, patio, or terrace of your apartment to store personal property.

Additionally, no towels, rags, rugs, laundry, or other items should be hung from any balcony or terrace, nor should anything be thrown or dropped from the windows, balcony or terrace.

Please refrain from cooking or barbecuing on a porch, patio, or balcony.

Common Areas

Common areas, sidewalks, entrances, lobbies, hallways, elevators, or stairways of the community should not be used for any purpose other than entry and exit. Please do not place or store furniture, equipment, or personal articles in any common areas for any period of time. We may remove any such items at any time, at your expense, including any storage costs.

Equipment Use

All equipment located in your apartment or community should be used in a reasonable and careful manner. Equipment includes such things as toilets, sinks, electrical, plumbing, heating, ventilating, air conditioning, building access system, elevators, appliances, or other facilities. If you or your family, guests, or visitors use any equipment in a manner that causes damage to the equipment, you could be held responsible for the costs of repairing or replacing it.

Facilities

If your community has a pool, you must pay any required fees prior to usage. For your safety, please obey all pool rules and regulations.

Games, sports, and other recreational activities are permitted only in designated areas. All rules and regulations must be obeyed including the days and hours that recreational facilities may be used.

We may at any time discontinue any recreational services or close down facilities either temporarily or permanently.

Heavy Items

Items which weigh more than we determine is reasonable for the floor loading of the apartment are not permitted. You must check with us before bringing heavy items (i.e., waterbeds, safes, etc.) into the apartment.

Motor Vehicles

Please keep in mind we may remove any vehicle at the owner's expense if it appears abandoned, inoperable, does not display an inspection sticker and/or license plates, or the inspection and/or registration is expired.

We apologize, but due to local water restrictions and hazardous substance ordinances, we cannot allow residents or their guests to work on their vehicles in the community parking areas. Vehicles may be washed only in designated areas. If there is no designated area, then washing vehicles is not allowed.

Parking

Please obey all parking and traffic regulations posted on any private streets, roads, or drives.

Parking areas are to be used only to park, load, and unload motor vehicles.

Please note that there are handicapped parking spaces that have been designated by the community. Please do not park in these spaces without a handicapped permit or your vehicle will be towed.

Your vehicle may be towed without notice at your expense if you:

- Park in a fire lane
- Park in a no parking area
- Block a fire hydrant, refuse container, another vehicle, sidewalk, or lawn

Oversized vehicles, commercial vehicles, recreational vehicles, boats, or trailers may not be parked in the community without our consent.

Peaceful Enjoyment

All residents, their family, and guests should conduct themselves in a manner that will not disturb their neighbors or community staff. Noise, odors, or any other actions that cause a disturbance are not permitted. Please do not interfere with the rights, comforts, or convenience of other residents or community staff.

Remember you are responsible for the conduct of your family, friends, guests, and anyone you invite into the community.

We will make reasonable efforts to stop neighbors from disturbing your peace, but we cannot be responsible for controlling their actions. If you are seriously disturbed by activities at your neighbor's apartment, please call the police.

Safety

Please do not bring anything into your apartment or the community that increases the risk of fire. Things that could cause an increased risk of fire include flammable oils, fluids, propane, benzene, gasoline, kerosene, or other hazardous materials.

Please refrain from cooking or barbecuing on a porch, patio, balcony, or within 15 feet of any building, except as expressly permitted by your community.

Satellite Dishes

Satellite dishes one meter or less in size are permitted upon your signing a Lease Addendum – Satellite Antenna and Dishes.

Lock-outs

If a lock-out occurs during office hours, please come to the Leasing Center and we will make arrangements for your re-entry.

If the Leasing Center is closed, call the 24-hour service number, and a service technician will respond. There will be no charge for the first after-hours lock-out; however, there will be a \$35.00 fee for each subsequent lock-out.

For your security, management maintains a firm policy of opening the townhomes only to those listed on the rental application as occupants, unless prior arrangements have been made in writing with the office. Please make sure school-age children have their own key.

Trash

Dumpsters are provided on the grounds at several locations for your convenience. Trash pick-up is every Tuesday & Friday. You may dispose of your trash at any time that is convenient for you. Before disposing of your garbage, please be sure it is secured inside a trash bag before placing it inside the dumpster. If the location closest to your home happens to be full, please take it to the next nearest disposal area; however, do not leave anything for disposal outside your apartment, townhouse, or dumpster. You may not place items around the dumpster location or place bulk trash in the community or around the dumpster. If Management is notified that furniture, etc. is being placed in or around the dumpster or any dumpster in our community, you will be charged for the labor and removal. If you allow your children to take your trash, please make sure that they know it needs to go into the dumpster and not it.

Snow Removal

Our service staff plows and salts the parking lots and sidewalks in the event of snow. Ordinarily, we will plow and shovel when snowfall exceeds two inches. We will begin clearing as soon as snowfall subsides. If you have trouble getting your car out, please contact our office.

Pest Control Service

In order to receive the fullest benefit of this service, please follow these suggestions and steps:

1. Clean area where food is prepared thoroughly.
2. Do not keep paper bags in storage.
3. Call the management office immediately to report any problem.
4. If possible, identify the pest that is evident.

Our pest control service uses the longest lasting residual chemicals available in the industry. In addition, their technicians are specially trained to combat pests that invade your townhouse.

Hot Water Heater

Your hot water heater is located inside the living room closet. The water temperature has been preset at 120 degrees. If you would like the temperature changed, please contact the office and we will be glad to accommodate you. Please do not try to change the temperature setting yourself. It could result in scalding.

Smoke Detectors

All townhomes are equipped with a smoke detector. These detectors will sound an alarm if there is an excessive amount of smoke in your townhouse. When the smoke is cleared, the smoke detector shuts off automatically. We recommend that you check periodically (monthly) to verify it is working by pressing the "test" button on the detector. If it is not working, please call the office to have the detector checked or replaced. Do not remove or disassemble the smoke detector; they are an important life safety aid. In the event there is a fire, call 9-1-1. The smoke detector is not monitored by the fire department. If management is made aware that you are altering your detector, we will contact the fire department and fines may be imposed. Our service team is instructed to check your detectors at every entry to an apartment.

Carpets

Vacuuming

For rooms with light traffic, vacuum the traffic lanes twice weekly and the entire area once weekly. Those areas with heavier traffic require that the traffic lanes be vacuumed daily and the entire area twice weekly. Up to three passes of the machine will suffice for light soiling, but five to seven passes are necessary for heavily soiled areas.

Some tips for more effective vacuuming: Make sure that the belt is in good condition and that the beater actually rotates when in contact with the carpet. Height adjustment is correct when the beater contacts the pile enough to vibrate the carpet slightly several inches away from the machine but not enough to cause a significant slowing of the motor. Never allow the soil bag to become over half full or efficiency will suffer. Vacuuming across the traffic pattern occasionally, rather than in the traffic direction, will prevent matting.

Cleaning

While vacuuming is sufficient to remove most dry soil, the oily soil coming from cook vapors, air pollution, and tracked in from the street presents a different type problem. These particles of oily soil deposited on carpet fibers can cause gradual but significant dulling of delicate pastel colors; the color isn't lost, but is hidden under the film. If this type of soil is allowed to accumulate, it literally glues the pile fiber together and begins to attract and also hold the dry soil. This is the reason cleaning is so important when dulling of the color is first noticed. If allowed to remain too long, it becomes gummy and difficult to remove.

Several methods of cleaning produce satisfactory results, but one point is universal - clean the carpet before it becomes too unsightly. The cleaning chore will be easier and more successful.

Some methods found acceptable are detailed below:

Method 1

Dry Powder: Uses absorbed particles worked into the pile with machine and removed by vacuum. Pro or do-it-yourself.

Characteristics: Uses no water, little skill required. Carpet ready for use immediately. Sometimes hard to remove all cleaning particles from deep pile.

Method 2

Dry foam and absorbent pad: Fluffy detergent foam worked into pile by variety of machines, dried residue vacuumed out. Professional use only.

Characteristics: Little water, dries fast. Cleans surface well. Over-brushing can damage some carpets.

Method 3

"Steam cleaning": Hot water extraction, professional or do-it-yourself. Prevent over-wetting. Avoid use.

Characteristics: Extraction of cleaning solution and soil leaves little residue with no pile damage.

The rotary brush wet shampoo method is not recommended for residential carpets as damage can result.

Some do-it yourself products in aerosol cans can cause rapid re-soiling due to excessive residues. Test on a scrap first. If the dried product feels sticky, don't use it.

Stain Removal

No carpet is stain-proof, although many are treated to be stain-resistant, giving you time to act. Absorb as much liquid as quickly as possible with paper towels, etc., replacing them as they become saturated. Use a blotting action, never a scrubbing motion, to prevent fuzzing the carpet surface. You will need the following items for spot cleaning. The numbers are keyed to the stain, and all should be used in the recommended sequence. Some stains are marked Pro, indicating that professional knowledge/materials are necessary.

Spot Cleaners

1. Water
2. Detergent (1/2 tsp. Clear dishwashing liquid in 1 qt. Water)
3. Household ammonia
4. White vinegar
5. Dry cleaning solvent (non-flammable)

Stains - Appropriate Treatment

Alcoholic beverages - 2,3,4,1

Blood - 2,3,4,1

Candle wax - Freeze with ice cube, shatter, vacuum, 5

Chewing gum - Freeze with ice cube, shatter, vacuum

Coffee - 2,4

Cosmetics - 5,2,3,4,1

Food dyes - Pro

Food stains - 5,2,3,4,1

Ink, ballpoint - Pro

Lipstick - 5,2,3,4

Oils and greases - 5,2,1

Paint - 5,2,1

Rust - 4 or Pro

Soft drink - 2,3,4,1

Tar - 5

Urine - 2,4,3

Wine - 2,3,4,1

WARNING

Certain products found in most homes can cause irreparable damage to your carpet. Artificially colored powdered beverages, frozen fruit-flavored bars, and some liquid medications contain a red food dye that is very difficult or impossible to remove from carpet. Bleaches, tile cleaners, mildew removers, oven cleaners, and drain openers are very strong chemicals that can discolor or dissolve carpet fibers. Acne medications containing benzoyl peroxide, a very powerful bleach, are capable of permanently damaging your carpet and most other fabrics as well.

SmartCard Tips

Adding Value to your SmartCard

- Insert SmartCard into the Cash Service Center, with the chip facing up towards the machine.
- The balance on your card will show on the electronic display.
- To add value on to your card, with the card already in the Cash Service Center, insert \$5, \$10, or \$20 into the bill acceptor.
- Wait for the card to be updated and remove the card.

Use in Laundry Machine

- The price of the cycle is displayed on the electronic display.
- To start the machine, insert SmartCard into the card-reader slot with the chip facing up towards the machine.
- Select the cycle desired. The length of the cycle will be displayed after the machine has started.
- After your cycle selection, wait until the machine starts and the display on the machine says to "Pull Card."

General Care of SmartCard

- Store card in a safe place away from magnetic fields such as microwaves, computers, other credit cards, and electronic equipment.
- Do not bend.
- Do not insert card in anything but the laundry machines and the Cash Service Center.
- The information may be erased if inserted in any other card reader.
- Keep card and chip clean from any grease, film, or laundry soap.
- Keep card and chip dry and free from scratches.
- Do not put wet clothes on the SmartCard readers.

Stop by the leasing office during normal business hours if you have any questions regarding your SmartCard.

Pets

You can have up to 2 cats per apartment.

Pets are not allowed in the apartment without our prior written consent.