

Welcome ...

On behalf of all the employees of our company, we wish to welcome you to your new home. It pleases us to know you have chosen our community. We intend to make your stay with us enjoyable and comfortable. The purpose of your Resident Handbook is to let you know about our community.

We have responsibilities to each other. Our goal is to provide quality housing to each of our residents. We regard service as the foundation of our business.

It is with this thought in mind that this Handbook has been prepared. **RETAIN IT FOR FUTURE USE.** Please take the time now to read through its pages and review it with all members of your household. Do not hesitate to telephone the office if you have any questions.

The rules and regulations in this Handbook are hereby made a part of your Lease and have the force and effect as if incorporated therein.

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SECTION 1

INTRODUCTION

Since 1960, our company has been engaged exclusively in real estate development and the ownership of apartment communities. We pride ourselves on being a professional organization and take great care in the selection and training of our personnel. Our procedures have evolved over years of experience in apartment management and are designed to provide efficient service and a pleasant living environment.

YOUR MANAGEMENT TEAM

Your professional management team is discreet and efficient. Our entire staff is professionally trained and skilled in their areas of responsibility. We are constantly striving to provide the best service possible.

OFFICE HOURS

Hours of office operation are posted in the office. These hours have been established to provide service during normal working hours. Please feel free to visit our office or call regarding service requests or to obtain assistance. Our community provides 24-hour telephone answering service. The following are the only emergencies to be reported, after business hours, to the answering service:

- No heat in winter.
- No air conditioning when outside temperature is above 94 degrees.
- Plumbing leak or sewer stoppage which might damage personal belongings or apartment property.
- Frozen pipes.
- No electricity.
- Any condition which might cause a fire.
- An odor of gas.
- Any condition posing an immediate threat to health or safety.

Our employees are concerned with doing the best job possible.

Please be aware they also enjoy their time with their families. Consider this when calling after normal working hours.

SECTION 2

MOVE-IN
Payment of Rent

Rent is due on the first day of each month and is to be made

payable to: _____ Apartments. For the convenience of our staff, in order to prevent congestion in the office, arrangements have been made with the _____

_____ Bank, _____
_____ for your monthly rent deposits. Rent can be paid only at the branch specified by Manager. Bank deposit slips have been provided to you and a deposit slip must be filled out upon payment of your rent at the bank. Each deposit form contains 3 or 4 copies. The white and yellow copies will be retained by the bank along with your payment. The yellow copy is forwarded to us as evidence of your payment. The pink copy must be retained by you for your records. BE CERTAIN TO COMPLETE THE DEPOSIT SLIP ACCURATELY. You must include your name and apartment number in the spaces provided. Failure to do so could result in your not being properly credited for rent payment. Press down firmly and print legibly.

Your Resident Manager is prepared to make alternative arrangements with any resident who is unable, for good reasons, to comply with this procedure. However, at no time will payment of rent be accepted in cash in the office.

Lease

The lease is a legal contract obligating both parties to the terms and conditions listed. You have received a copy of your lease. Please read it completely and ask about anything which you do not fully understand. Consult the office for renewal procedures.

Damage Deposit

Your damage deposit is not rent. It is a deposit to ensure the fulfillment of lease conditions and a contingency against any damages to the apartment. The damage deposit cannot be applied to your last month's rent; it is illegal to do so in many states, including Texas.

The following are the conditions for return of damage deposits:

- You must fulfill the terms and conditions of your lease and not owe the community any money.
- The apartment must be left clean with no damage beyond normal wear and tear.

- No inspection of your apartment will be made by management until the apartment is vacant and all keys are returned.
- A valid forwarding address is received by the office.

Refer to the damage deposit sections in your lease for more complete information.

Occupancy

It is necessary that all persons who live in your apartment are named in the lease. Only those residents named on your lease and lease application are permitted to occupy your apartment. Any resident found to be in violation of this policy will be subject to immediate eviction.

Inspection Reports

Immediately after you move into your apartment we require that you inspect your apartment and complete the Move-In Inventory and Condition form and submit it to the office to be kept in file for the full term of your lease. This completed form will establish a record of the condition of the apartment upon your move-in. We cannot issue your mail box key until a completed and signed inspection form has been returned to the office.

Renter's Insurance

We strongly recommend that you contact an insurance agent to obtain details concerning Apartment Renter's Insurance or household goods and liability insurance to cover your personal belongings against vandalism, fire, burglary, water damage, as well as personal liability. Our insurance does not cover your personal belongings or your liability. Renter's insurance is for your protection. We do not sell insurance.

Utilities

Those utilities not furnished by us will require that application be made by you well in advance of your move-in.

For Telephone Service call:

For Electric Service (where applicable):

For Gas Service (where applicable):

For Water Service (where applicable):

For Cable TV (where applicable):

For Alarm Monitoring (where applicable):

If you need assistance in this regard, please contact the office.

Section 3

GENERAL POLICIES

General

The purpose of these policies is to allow each resident to enjoy his or her apartment and the entire community and to better ensure the safety of residents and the appearance of the community. As a resident in an apartment community, you necessarily assume certain responsibilities which go along with the many benefits of apartment living. These are common rules of etiquette designed to make the community more enjoyable for all residents.

Keys and Locks

We supply keys to the apartment and mailbox. All keys are to be returned to our office upon vacating the apartment. Failure to return all keys upon vacating will result in a charge. Residents are not permitted to alter any lock or install a new lock or knockers or other attachment on the door. Please be sure when leaving your apartment to take your door key with you at all times. If you cannot gain entry into your apartment, our maintenance or office personnel will let you into your apartment once during office hours. A lock-out charge will apply after office hours. Call the office telephone number for assistance at all times. **ONLY OCCUPANTS LISTED ON THE LEASE WILL BE GIVEN ACCESS TO THE APARTMENT.**

Resident Responsibility

Residents are responsible for the conduct of all residents, occupants and guests. Do not leave bicycles, toys or other personal property on sidewalks, stairways, or hallways. For everyone's protection, no one is permitted to play or ride bicycles in the streets, parking lots, laundries, driveways, or in any of the public areas. Public areas include all grounds, with the exception of private apartment unit and the porch or patio for that unit. Playgrounds and other recreational areas are available to all residents.

For everyone's safety, we require that an adult or parent supervise children closely. Skateboards are not permitted on property. **ROLLER/IN-LINE SKATING**

IS NOT PERMITTED ON DRIVES, PARKING AREAS OR SIDEWALKS. Owner and/or Management are not responsible for any playground or skating accident or injury to residents, guests (either invited or uninvited), or third parties, on our property. Skaters and/or their parents or guardians are liable for accidents or injuries to others, caused by any skater.

Animals and Animal Deposits

Some communities allow animals, but only when an Animal Addendum to your lease has been signed by your Manager. An animal deposit is required, along with a one-time fee. Only certain animals (dogs or cats) of a certain weight and size are permitted. Absolutely no snakes, rodents of any kind or exotic animals are permitted. Residents not in compliance with these policies will be in violation of their lease. Animals are allowed outside of your apartment only when they are on a leash and accompanied by a resident. Animals may not be tied up outside of your patio or apartment. Your animal must be walked in the designated areas only. If you do not know where these areas are, please check with the office. **YOU MUST PICK UP ANIMAL WASTE AND DISPOSE OF IT PROPERLY IN TRASH CONTAINERS.** Failure to adhere to these regulations is a violation of your lease and will result in appropriate action from management. As the owner of an animal maintained on the premises, you will be responsible and liable for any property damage or personal injury resulting from the actions or presence of the animal anywhere within the community. The Health Department may have ordinances prohibiting animals of any kind around pool areas of any apartment community. Violations of any city ordinance may cause the animal to be picked up at the expense of the owner, and a fine may also be levied. No visiting animals are permitted. A more detailed list of animal policies will be provided to each animal owner. **ONLY ONE ANIMAL IS ALLOWED PER APARTMENT AND BY WRITTEN PERMISSION ONLY.**

Automobiles and Parking

Ample parking has been provided for each apartment and is available to residents and guests on a first come, first serve, basis. Please park in a manner that allows other cars easy access in and out. Do not "double park." Park only in designated areas as other areas have been reserved to provide adequate fire lanes or to facilitate trash removal. Vehicles which are parked in restricted areas or reserved spaces will be towed away at vehicle owner's expense. All cars must be driveable. They should not be "stored" in parking areas. No permanent parking or storing of a vehicle in a specific space is permitted. Vehicles found on the premises in a junk condition, with flat tires, on jacks, supports or bare wheels, will be removed at the owner's expense. Expired licenses, inspection sticker, etc., indicate a "stored" condition and the vehicle will be removed. Due to the damage caused to the environment, asphalt and landscaping by detergents and cleaning solvents, washing of cars is not permitted. Residents may not perform any repairs to cars on our

property. Vehicles may not be parked or driven on grass at any time. Oil changing is not permitted on premises. No "back-in" parking.

Other Vehicles

All motorcycles, mini-bikes, recreational vehicles and trailers, must be approved by the Manager prior to being brought on the premises. They may be parked in designated areas only. Bikes or motorcycles are never to be ridden over the lawn. Fire regulations prohibit parking of a motorcycle and/or mini-bike on walkways, porches, balconies, under stairways, in apartments, etc. All vehicles must be currently registered, licensed and in operating condition or they will be towed away at the owner's expense. All bicycles are to be stored in the patio areas or in bike racks, if provided. Bikes must not be stored in hallways, front lawns, or any other common area. COMMERCIAL TRUCKS, SEMIS OR MOTOR HOMES ALLOWED IN PARKING LOT ONLY WITH PRIOR WRITTEN APPROVAL OF MANAGEMENT.

Trash Disposal and Refuse

For your convenience, trash containers are conveniently located throughout the community. Please take all trash to these specified pick-up areas. Place all trash in plastic bags or other secure containers to keep the trash areas neat, clean and relatively odor free. Plastic bags are to be tied to prevent papers and other items from falling out and littering the property.

Place all trash inside the containers and not on top or beside them. Lids must be closed at all times. Please help keep these areas litter free for the health, appearance and enjoyment of the entire community. Trash is never to be placed on balconies, patios, walkways or entries.

Use your garbage disposal for all food items with the exception of corn husks, potato peels, onion peels and other items which it cannot handle. Nothing should be put into your disposal which is bulky, hard, rough, stringy, or non-edible.

Miscellaneous

- No additional air conditioning unit can be installed.
- No equipment may be moved from any part of the building. All equipment must remain in its original location.
- Unless management gives advance written consent in each and every instance, residents should not install or operate in the apartment any machinery, refrigeration, or heating devices, or air conditioning apparatus or use any other illumination other than electric lights, or use or permit to be brought into the premises or the building any flammable oils or fluids such as gasoline, kerosene, naphtha, and benzene, or other explosives which are deemed hazardous to life, limb or property.

- Residents must not install or operate washers and dryers, unless hook-ups were originally provided with the apartment, and management has given written permission.

- Water beds are permitted with water bed insurance only. Insurance certificate must be furnished to our office in advance.

- No firecrackers or fireworks are permitted on the property.

- Door-to-door soliciting is not permitted within the apartment community. Residents are requested to notify the office immediately when solicitors appear.

- Installation of an antenna or satellite dish for direct broadcast TV is prohibited unless a lease addendum has been executed authorizing use and the resident has purchased insurance.

Disturbances

Social and friendly gatherings of residents and their guests are welcomed and encouraged provided that such gatherings do not become boisterous, obscene or generally objectionable to other residents. Residents are entirely responsible for the conduct of their guests in the apartments or outside in the common areas. Stereos, radios and televisions are to be kept at minimum levels so that neighbors are not disturbed. To avoid disturbing residents who live below you, please do not use washers, dryers, dishwashers or vacuum cleaners after 10:00 PM. Nothing should be done in or about the buildings which will interfere with the rights, comfort or convenience of other residents. Violations of law will be appropriately dealt with.

Community Appearance

Since the apartment community is your home, we ask that you treat it in that way. We are proud of our community and want and need your pride in the apartment community as well. In this way, it will be an attractive and safe place in which to live and to entertain your guests. We ask that you abide by the following policies to maintain an attractive community, a safe environment and for the protection of property:

- Sheets, blankets, aluminum foil and other such items are not permissible window or door coverings.

- Mops, brooms or other clutter are unsightly on your patio, balcony or breezeway and should not be stored in those areas.

- Sidewalks, entrances, passages, courts, vestibules, stairways, corridors, and halls should not be obstructed or encumbered or used for any purpose other than entering and leaving your apartment.

- The lawns around all buildings should be kept clear of furniture, bicycles, toys, barbeque and any other personal property.

- No sign, advertisement, notice or other lettering may be exhibited, inscribed, painted or affixed by any resident on any part of the outside or inside of the apartment or building, without the prior written consent of management.

- Discarding of trash on grounds or parking areas is not permitted.
- No awnings or other projections may be attached to or protrude beyond the outside walls of the building without the prior written consent of management.
- No radio or television aerials or wires may be erected in or about any part of the apartment or buildings without the express written consent of management.
- Do not allow anything whatsoever to fall from the windows, doors, or balconies of the apartment, nor should you sweep or throw from your apartment any dirt or other substance into any corridors, halls or elsewhere. No clothing, rugs or other items may be hung on or over patio fences or balcony railings.
- Trees and shrubbery are a vital and valuable part of the community and you will be liable for damages or any mutilation or defacing for which you or your guests are responsible.
- Any expense incurred by the management as a result of mistreatment of the apartment or common areas will be assessed against the residents responsible.
- No private swing sets may be erected.
- No private wading or swimming pools may be used.
- No fences may be erected.
- No cigarette butts, cigar butts or other litter should be thrown on ground. Please dispose of these items in appropriate containers.

Section 4

SECURITY AND SAFETY

Your Security

Adequate protection of you and your property is of great concern to your management. Your security begins with your own actions. Be sure to make use of any locks and other security devices provided. With management's consent, additional locks can be provided at resident's expense, to be installed by management, to ensure that "uninvited" persons cannot gain access. Close and lock your door at all times. Be suspicious of any unexpected deliveries. These are some of the tricks used by professionals to gain entry. The patio or balcony sliding glass

door should be securely locked since this is a favorite means of unlawful entry. A bar ("charlie bar") cut to the length of the patio door can help to restrain illegal entry. Although we install industry-approved lock systems, all security devices can be overridden by a professional. The best security is the individual concern of each resident for the safety of himself and his neighbors. Report "suspicious" persons to the office and police. Ask for identification of anyone not known to you, who claims to be an employee of your apartment community. To encourage residents to be security conscious, any resident who provides information leading to the arrest and conviction of anyone vandalizing community property or otherwise committing a crime upon the community premises will receive a reward. Office personnel are not permitted to give out residents' apartment numbers or telephone numbers to visitors. Please be sure your guests have this information. If you wish service or delivery people admitted to your apartment when you are away, we require that you give us written permission in advance. We are not permitted to leave the office to

accompany such people to your apartment. Specific written instructions must always be given to the office when you wish to have anyone admitted to your apartment for any purpose.

Crime Watch

Many communities have organized crime watch activities in cooperation with local police departments. We urge you to participate in your community crime watch. Contact the office for full details. Help keep your community crime free.

Vacations

It is advisable to notify the mailman, newspapers and all other routine delivery people when you plan to be away from your home for an extended period. The post office or a neighbor can hold your mail and other deliveries for you until your return. A growing pile of newspapers lets too many people know you are absent. Before leaving

on your vacation, cupboards should be checked for unwrapped foodstuffs. The garbage should be emptied. Leave or mail the rent if the rental payment date falls during your vacation. Your rent is due on the first day of each month, whether you are here or away. Keep all windows closed during your absence to prevent rain damage to draperies, carpeting, etc. Check all electrical appliances (i.e., stove, coffee pot, etc.) to be certain that they are unplugged or off. An economical timer connected to a light and/or radio will often deter a potential intruder. Do not turn off your heat in winter or your air conditioning in summer. It is advisable to notify the office if you will be away for an extended period of time.

Fire Protection

The Fire Department number is listed in the inside front cover of this Handbook and in your telephone directory. Report any fires to the Fire Department immediately and then to the office. Always give an accurate and understandable address to aid fire units in locating the fire. Storage of kerosene, gasoline or other flammable or explosive agents is prohibited. Fire regulations prohibit residents from storing any items near the water heater and furnace. Store all items safely. Empty waste and trash containers daily. Dispose of newspapers and magazines regularly. Clean grease and spilled food daily from cooking range and oven. Store cooking grease containers away from range. Never wear flimsy clothing or plastic aprons when cooking. Keep curtains, towels, potholders, etc., away from cooking range top. Never use combustible cleaning products or solvents indoors. **DO NOT SMOKE IN BED.** Have plenty of ashtrays for smokers. Never empty ashtrays in wastebaskets until ash has been soaked. Always keep household equipment clean and in good repair. Have worn and frayed electrical cords replaced immediately. Avoid overloading electric circuits. Use an a hot pad under toasters, grills and other appliances. Use candles only with extreme caution and trim wicks to prevent soot on walls or ceilings and make sure candles are extinguished if no one is in your apartment. Do not store newspapers on fireplace hearth. Do not empty hot ashes from barbecue grill or fireplace into a dumpster. If you have a washer/dryer in your apartment, be sure to clean the lint screen before each use.

Smoke Detectors

Your apartment is equipped with a working, battery operated or wired smoke detector. Test the detector periodically. It is not operating properly if the red light is off, if it buzzes or rings. Call the office for service. Do not tamper with the smoke detector or deactivate it. Do not remove the batteries. The smoke detector is installed to protect you and your family. Battery-operated smoke detectors beep when battery power is low. Contact management when this occurs so replacement batteries can be installed.

Fire Extinguishers

Buildings are equipped with fire extinguishers in accordance with the city's fire code. They are never to be removed or tampered with except in case of fire. Report any discharged or missing extinguishers to the office. You are responsible and you will be charged for any damage done by wrongfully discharging any extinguishers. Theft of fire extinguishers is a felony and will be treated as such.

Outdoor Cooking

No cooking, barbecue or fires allowed within 12 feet of any building, beneath any structure or patio or on any patio or balcony. All ashes must be doused. All sparks must be extinguished and ashes disposed of in fireproof containers. Do not use paper bags, boxes, etc. Personal grills must not be left outside after use. Owner and management are not responsible for stolen grills.

Section 5

SERVICE

Service Request Procedure

During office hours, you may request service by phoning the office or completing a Service Request at the office. We request that the explanation of the needed service be clear and as complete as possible. Our goal is to satisfy your request as soon as possible. If there is to be a delay we will notify you as to the reason and expected day of completion of service. In some cases, a part may not be available. Please notify us promptly of any needed repairs to equipment or fixtures. Prior to making a service request, we ask that you carefully read the appropriate page of this Handbook relating to maintenance. These outline a few simple checks which you can make to ensure that the service call is necessary. In the case of emergency, telephone the office immediately, EVEN if the emergency occurs after the office is closed. The telephone answering service will relay your message. Items which are considered an emergency are:

- No heat in the winter.
- No air conditioning when outside temperature is above 94 degrees.
- A plumbing leak or sewer stoppage which might damage personal belongings, or apartment property.

- Frozen pipes.
- No electricity.
- Any conditions which might cause a fire.
- An odor of gas.
- Any condition posing an immediate threat to health or safety.

We ask that you be considerate of our employees during their off-duty hours and only call for service in an emergency situation.

If you have any questions regarding our service policy, please contact the office.

Pest Control

The management provides pest control services. Please contact the office if you have a specific pest problem. Do not leave any food open or dirty dishes lying around. These attract insects. Soft drink bottles should be rinsed after use. Garbage and waste should never be left in the apartment. Don't use foil on wall behind range since roaches can hide behind the foil. Residents with animals will be charged for flea spraying.

Light Bulbs

All light fixtures are fully bulbed when you move in and replacement will be the residents' responsibility, including the appliance bulbs. You will be charged for missing or burned out light bulbs upon move-out. Bulbs greater than 60 watts should not be used in fixtures. Higher watt bulbs burn out more quickly and can damage the electrical fixture.

Redecorating

Your apartment has been cleaned and redecorated prior to move-in. It is painted a color that is neutral. We suggest that it remain this color, with decorating ideas to offset. Alterations generally will not be permitted. Those made without written permission will be charged to the resident. Different walls require different types of hangers. Please do not use the sticker type hanger since the adhesive is difficult to remove from the wall without leaving a mark and damaging the wallboard itself. We prefer the slanting nail type. If you have questions regarding items that are difficult to hang, consult the office. Mirror tiles, contact paper, wallpaper, etc., with adhesive backing are not permitted to be applied to wall or floor surfaces. Do not attach adhesive stickers to refrigerators or other appliances.

Carpet Care

The care and maintenance of the carpet in your apartment is your responsibility. The carpet should be vacuumed frequently. Please exercise caution in shampooing

the carpeting. Residue remaining can cause rapid re-soiling or may damage the carpet or the fabric. There is also the danger of over-wetting, which can result in a delayed reaction

of brown spots. Beverage and food spots can be removed by using cold water and Ivory soap. Never rub a stain; always blot with a clean towel. To remove ink from carpeting, cover the spot immediately with salt. As it absorbs the ink, scoop it up and repeat until clean. Apply more salt and leave it overnight. To remove grease from carpeting, cover the spot with flour immediately and vacuum the following day; then wipe the spot with turpentine. If your carpeting has spots from other causes or you are not certain how to remove a spot, call the office for advice. No carpeting which adheres to the floor (tacked, glued, etc.) is to be installed without the prior written approval of the management. You will be liable for the cost of removing this carpeting upon move-out. Do not put plants directly on the carpet. Protect the carpet with water proof pan or dish under the plant. Carpet damage and abuse are charged to the resident.

Counter Tops

The counter tops in your kitchen are of high grade laminate. While a very durable substance, this laminate is not impervious to severe heat, cutting and staining. Substances that may leave stains should be wiped off promptly and hot pads should be used to protect the countertop. Do not cut items with a sharp knife directly on your counter tops. Always use a cutting board. Any damage caused by you will result in charges for repair or replacement.

Water Supply

Water is supplied to you at all times. If the water is not hot, please report it to the office. If there are any leaking water pipes, dripping faucets or toilets, please report them to the office and we will have them repaired. There will be no charge unless the damage was caused by you. A word of caution; portable washers place considerable strain on the plumbing. Extensive repairs usually must be made. These are chargeable to the resident. Therefore, unless the connections have been permanently installed, we do not permit these appliances to be placed in the apartment without management's written approval. We do provide laundry areas for your convenience. Please do not waste water by leaving water on unnecessarily. Newer commodes are designed to use only 1.6 gallons of water per flush. Hold the lever down at least three seconds when flushing.

Commodes

The sewer system is sufficient to handle all normal sewage. The following items will result in chargeable damage: paper towels, facial tissue, disposable diapers, sanitary napkins, tampons, etc. These and similar items must not be flushed. Exercise care in storing small items on the commode tank. Care should be taken to avoid dropping foreign

objects, i.e., deodorant cans, combs, etc., into the commode. Pouring of grease into sinks or toilets is forbidden. All grease should be disposed of with trash in the proper outdoor receptacle. Damage caused by negligence will be charged to the resident. Should your commode overflow, immediately lift the cover off the tank, reach inside, and push the flapper firmly into the hole on the bottom of the tank. Then call the office for service. Water supply to your tank can be turned off by turning the handle located under the tank in a clockwise direction. Stoppages, sewer cleaning or other repairs caused by you will be charged to you.

Plumbing Leaks -- Burst Water Pipes

If you discover a water leak, notify the office immediately. In the event a pipe freezes and bursts, the office must be notified immediately. To help prevent frozen pipes during extremely cold weather, open cabinet doors in the kitchen and bathroom. Request service from the office if the caulked areas around your bathtub, tile and windows are badly cracked, broken or chipped. Water seepage can cause severe damage to your apartment as well as your neighbors'. To prevent leaks, damage to your bathroom or the one below, resident must furnish a shower curtain. Shower curtains must be kept completely inside tub while showering. In bathrooms with windows, a plastic curtain is required.

Electricity

During your original move-in inspection, the management representative should have explained to you the location of the circuit breaker box in your apartment. If the lights go out, check this circuit breaker box. A tripped breaker must be tripped to the OFF position and then back to RESET. However, only reset the breaker once before calling maintenance. If there is a problem circuit, you risk damage to the wiring and fuse box. Check for any condition that may be overloading the circuit; i.e., too many appliances on the same circuit.

Air Conditioning and Heating

- When changing a thermostat setting from HEAT to COOL or vice versa, always put the switch in the OFF position – pause five seconds - then move the lever to HEAT or COOL setting. Otherwise, permanent damage may result.
- If HEAT or COOL cycle does not respond to thermostat setting, check breakers in electrical wall panel. Make sure they are ON. Check to ensure that the pilot light is on during heating periods if the apartment is gas heated.
- Do not obstruct air intake unit in any way.
- Check air filter visually to see that it is clean. We replace filters on a regular schedule. Call the office if it appears that the filter is dirty and needs replacing. A clean air filter will aid in energy conservation and will result in more efficient operation of the heating and air conditioning.

- Registers are balanced to provide efficient heating and cooling. During seasonal changes they may be adjusted, bearing in mind that warm air will rise, while cool air falls.

- Keep all windows, doors, and storm windows closed.

- Keep all materials clear of outside air conditioning condensing unit.

Check for papers or plastics that may blow against air intake.

- Try to seek a desirable thermostat setting, then leave it there. If your apartment is unoccupied for a given period – such as a working day or weekend – let the system operate in your absence. You should not let the room temperature fall below 55° or rise above 85°. Otherwise, damage to your personal property and apartment property may result. It is important not to turn the heat completely off during cold weather when you are on vacation or otherwise not in your apartment. Pipes may freeze and burst. If this occurs because of your negligence, you will be responsible for resulting damage. Likewise, in hot weather, damage to your furnishings and apartment property may result if the airconditioning unit is completely turned off.

- If the heat goes out, check the thermostat and make sure that the switch is on the HEAT position. Turn the dial on the thermostat clockwise (raising temperature setting) several degrees and wait a couple of minutes. If the furnace still will not operate, contact the office and advise what you have found. When reporting a problem pinpoint the trouble as best you can. This will help save time and minimize any unnecessary inconvenience for you.

Section 6

APPLIANCES

General

In case your appliance does not operate, first check the circuit breaker to see if it has tripped. Then, check the electrical cord to ensure that it is firmly plugged into the wall socket. If these appear to be in order, refer to the appropriate section of the Handbook. If the problem is not resolved, contact the office.

A management representative will acquaint you with the operation of the heating and air conditioning system and all appliances (range, disposer, dishwasher [if provided], refrigerator, microwave [if provided], washer/dryer [if provided]), during the move-in inspection, which should take place just prior to your move-in. Please ask the management representative to explain the operation of any appliance or piece of equipment with which you are not familiar.

Range

Clean the top burner pans each time they are used. This will eliminate grease build up. When they become spotted with burned-on grease or food, use a scouring pad to remove all burned on residue. Regularly clean the oven with an oven cleaner (does not apply to self-cleaning ovens). This will eliminate burned on food. Never use a sharp instrument to clean the oven. Hood vent filters should be removed and cleaned regularly in hot, soapy water. Clean the range hood itself with a glass or tile cleaner to keep the outside free of grease or soil of any kind. Any failures should be reported immediately to the office. Foil under drip pans causes element to burn out faster and can damage metal pans because of high heat.

Refrigerator

The outside of the refrigerator can be kept clean by using a glass or tile cleaner. The inside can be kept fresh-smelling by using baking soda and water after cleaning. Any failures should be reported to the office immediately.

Disposal

A disposal is trouble-free if used properly. It should not be overloaded. The safety overload on the motor will activate if disposal is overloaded. To reset the safety overload, wait three or four minutes for the motor to cool, then push the red button on the motor, (in the cabinet under the sink). Any time the disposal is being used, the COLD water should be on full flow. After the disposal is empty let the water run a few minutes to clear the line of grease. If the motor will not start, check the reset and then call our office for service. NEVER PUT YOUR HAND DOWN THE DISPOSAL WHEN IT IS TURNED ON. With the above care, your disposal will give good service.

HOW TO OPERATE YOUR FOOD WASTE DISPOSAL:

1. Turn COLD WATER on to full flow.
2. Before turning disposal on, push food refuse through the splash guard into the disposal. Do not stuff. NEVER PUT YOUR HAND INTO DISPOSAL.
3. Flip switch to ON only when hands are removed from disposal. Allow disposal to operate until shredding sound ceases.
4. Flip switch to OFF.

5. Run cold water a few minutes longer, then turn OFF.

Water is necessary to wash the food waste down the drain. Cold water is necessary because it prevents overheating of the disposal motor. A mixed load of hard and soft textured waste is the secret to optimum service from the disposal. When the disposal grinding sound diminishes and becomes a humming sound, the grinding operation is over and food waste is flushed away.

DO NOT DISCARD THE FOLLOWING ITEMS IN YOUR DISPOSAL: metal, glass, plastic, grease, paper, cigarettes, bones, banana peels, oyster or clam shells, tea bags (metal staple), dish rags, celery, corn husks, potato peels, etc. Just remember, if you can't chew it, neither can your disposal. If a spoon, bottle cap or other foreign item should be lodged in the disposal, make an attempt to retrieve it, ONLY when the disposal is OFF. You will be charged if damage is caused by these objects. The disposal is self-cleaning. Do not use caustic drain cleaners at any time. A lemon or orange rind or baking soda will keep it odor free. It is recommended that the cover be kept on the drain when not in use to prevent foreign material from accidentally dropping into the disposal.

Dishwasher (If Provided)

Food particles left on soiled dishes will jam the dishwasher. Make certain dishes are scraped and rinsed under running water prior to placing the dishes in the racks. This includes cups and glasses. Do not crowd dishes, cups, and glass or silverware, so water can circulate freely over each piece. Avoid covering the center hole in the lower rack for maximum efficiency. Use only dishwasher detergent products. Do not use soap or laundry detergents under any circumstances, as they will block the washing action, clog the outlets, damage the motor, cause the unit to overflow and cause a scum on the dishes and glasses. You will save electricity by waiting to run your dishwasher until you have a full load; however, do not leave soiled dishes in the dishwasher too long or you may be visited by insects. Any failures should be reported immediately to the office.

Microwave (If Provided)

Do not place any metal objects in the microwave. This includes cans, utensils, gold or silver-embossed china, aluminum foil, etc. Cover foods lightly with paper towels or napkins which are not made from recycled material to avoid spattering. Wipe inside of microwave after each use. Do not use harsh or abrasive cleaners on inside or outside of microwave oven. Any failure should be reported to management immediately.

Section 7

ENERGY CONSERVATION

Energy conservation results in lower utility bills which benefit both you and the management—regardless of who directly pays the utilities. Energy conservation is also consistent with the nation's goals. Following are some simple steps which you can take to conserve energy.

WATER:

1. When operating a garbage disposal use only cold water. This reduces hot water usage, saves on kilowatts or gas and eliminates maintenance problems.
2. Notify the Office immediately when you note a leaky faucet or running commode. A leaky faucet dripping one drop per second can waste as much as 650 gallons of water in one year.
3. Use the shower rather than the tub since an average shower uses only 5 gallons of hot water while a tub bath uses almost 10 gallons.
4. Never waste water or use unnecessarily or to excess.

HEATING AND AIR CONDITIONING:

1. Decide on a desired temperature and leave thermostat there rather than constantly adjusting.
2. Be sure obstacles do not block the return air grille which is normally located in the wall adjacent to the furnace closet.
3. Maintain thermostat controls for cooling at not less than 75° during the cooling season and heat controls at not more than 68° during the heating season but not less than 55°. To prevent freeze-ups in the winter, thermostats are never to be turned off. Close all windows and storm windows during cold weather.
4. Adjusting drapes, blinds or shades can act as insulation. For example, during the winter, keep them open and let the sunlight warm the air and cut the heating system's load. On summer days, close the drapes on the sunny side to cut incoming heat.
5. Keep the doors to the outside shut when either the air conditioning or heating is on.
6. Appliances give off heat which the cooling system has to counteract, so during the hottest time of the day, minimize their use.
7. After bathing, keep door closed and turn on the bathroom exhaust fan or open the bathroom window to remove the moisture to prevent it from circulating throughout the apartment.

KITCHEN:

1. If your refrigerator is not frost-free, defrost refrigerator/freezer if frost in the freezer is about 1/2 inch thick.
2. When cooking on the range, vent fan will exhaust, remove odors and relieve burden on the cooling system.
3. The range will cook more efficiently if you match the diameter of pots and pans to those of the heating elements to prevent heat from escaping into the air.
4. A refrigerator operates more economically when filled to capacity, but not overloaded.

5. Do not set your refrigerator or freezer to run colder than necessary.
6. Oven heat will not circulate efficiently so don't use the oven to quickly heat your kitchen. It will also damage the appliance.
7. Glass or glass ceramic baking dishes transfer heat better than metal and can generally be used in an oven set at 25° lower than called for in directions.
8. Less heat escapes with covered pots and pans, which allows you to use lower heat setting.
9. Always make sure that your range is turned off after use. It is a fire hazard if the range is left on when nothing is being cooked.
10. Whether cooked in the oven, broiler or on top of the range, frozen foods will use less energy if they are removed from the freezer and thawed in the refrigerator compartment first.
11. Small appliances (such as electric skillets, toasters, crock pots, etc.) are an economical way to prepare small meals since they use less electricity than the electric range.
12. If there is a dishwasher located in the apartment, be sure to use the correct amount and type of dishwasher detergent and load properly for most efficient use. It is more economical to use at full capacity.
13. Do not waste water, hot or cold. Conserve water in bathroom and kitchen. For example, while brushing your teeth or shaving, turn the water on and off as needed, instead of allowing the water to run continuously.

LAUNDRY:

1. Do most wash with cold and warm cycles to save energy since the major energy item in washing clothes is hot water usage.
2. Both the washer and dryer operate more economically if used with a full load. Do not overload.
3. To avoid heating up a hand iron several times a day or week, iron large amounts of clothes as one time. Each warm-up consumes energy. Be sure to unplug your iron after use.

MISCELLANEOUS:

1. When no one is watching TV or listening to the radio or stereo, turn them off to conserve electricity.
2. Turn off lights when not needed. A 40-watt bulb burned for 10 hours uses 4,640 BTUs.

Section 8

AMENITIES

Laundry Facilities (Where Provided)

Complete laundry facilities are available in our laundry rooms for the exclusive use of residents only. Hours are posted in the laundry facility. If any of the machines are not working properly, please call our office immediately and identify the machine. Please follow the posted rules for operating the machines. Use of the laundry facilities is at your own risk, and care should be taken when using the machines for synthetic fabrics and other delicate items. You cannot dye fabrics in these machines. We cannot be responsible for any loss or damage caused by use of the appliances. Never leave clothes unattended. Remove clothing from the machines promptly. Keep the laundry areas neat and clean and use the receptacles provided. We want the use of the laundry facilities to be a pleasant experience for each of our residents. Management reserves the right to prohibit the use of the laundry room by any individual failing to comply with normal precautions and posted policies for operation of the machines. Persons under the age of 14 are not allowed in the laundry room area unless supervised by a parent or guardian.

Clubhouse (Where Provided)

To reserve the Clubhouse for a private function (if community policy permits), please request a reservation at the office. They will explain the rental fee, damage deposit, size limitations and other policies regarding use of the Clubhouse.

Swimming Pool

Please observe the following policies which are designed to make your pool use enjoyable and safe:

- NO LIFEGUARD IS PROVIDED. SWIM AT YOUR OWN RISK.
- Please be considerate of other residents when inviting guests to swim in the pool. Consult the office for guest policy. Any resident or guest using the pool must have a pool tag, which is obtainable at the office.
- Anyone using the pool does so at his or her own risk and responsibility.
- Management cannot be responsible for lost articles.
- No diving allowed.
- No balls, toys, floats, etc. allowed in pool.
- No running in pool enclosure.
- Glass objects, glass containers or food are not allowed within the pool area, including the deck surface. Please put cans, food stuffs and all trash in the containers provided.

- Persons having skin abrasions, open blisters, cuts, any skin disease, sores, colds, nasal or ear discharge, or any communicable disease shall not be permitted to use the pool.
- Please refrain from boisterous and rough play, as well as loud noises, so that you do not disturb other residents.
- Animals are not allowed within the pool area.
- Only proper swim attire is allowed in pool (no cut-off jeans, T-shirts, etc.).
- Pool rules, restrictions and hours of operation are posted at the pool or as per the property Pool Rules part of your lease.
- Management reserves the right to deny pool privileges to anyone, at its sole discretion for violation of these policies or to close the pool at any time for maintenance, inclement weather or other conditions.
- Use Jacuzzi at your own risk. We assume no liability.

Tennis Courts (Where Available)

Before undertaking any type of exercise, it is wise to consult your physician. You will be playing at your own risk, and we urge caution so that you do not overexert yourself. Management will not be responsible for any accidents.

Please observe the following policies to increase your enjoyment and safety while using the tennis facilities:

- Be considerate of others. If someone is waiting while you are playing, please limit your session to 45 minutes.
- Court hours may be posted by the court.
- Tennis shoes must be worn at all times while on the courts. No other type shoes permitted.
- No eating or smoking permitted while on the court.
- Only those persons playing tennis are allowed on the court.
- Always observe the common rules of courtesy on the court.
- Courts are for tennis only. No other use is permitted.
- Management reserves the right to limit guests and to prohibit the use of the tennis courts by any individual who fails to comply with the normal precautions and posted policies.

Saunas and Hot Tubs (Where Available)

Before undertaking any type of exercise program, consult with your physician. Please observe the following policies to increase your enjoyment and safety while using the sauna:

- If you have been drinking alcohol, do not use the sauna.
- If you are pregnant, do not use the sauna.
- No smoking allowed.
- No food or beverages of any kind allowed.

- No one under the age of 18 permitted in the sauna unless accompanied by an adult.
- Elderly persons or those suffering from heart disease, high blood pressure or low blood pressure should not use the sauna unless directed by a physician.
- Sauna use is at your own risk.
- Upon leaving, all lights should be turned off and all doors closed.
- Management reserves the right to prohibit the use of the sauna by an individual failing to comply with normal precautions and posted policies.

Senior Citizen Services (Where Provided)

If you are a Senior Citizen, please inquire at the office for any special services and activities that may be available, either at the apartment community or in the surrounding area. These might include craft groups, card playing groups, etc. There may be activity rooms at your community. The Manager will advise you concerning their use and availability.

Bus Schedule

Bus Schedule (if bus service is available) can be obtained in the office.

Fitness Centers/Business Centers (Where Provided)

If fitness centers or business centers are available on your property, please check with the office for hours, rules of use, etc.

Management is not responsible for any injury or accident while using fitness/business centers.