



RESIDENT GUIDE

Make your next move.



LLOYD
MANAGEMENT

PH: (888) 625-5573

FAX: (507) 388-8452

info@lloydmanagement.com

lloydmanagement.com

Welcome

We welcome you to your new home! As Managers of your Community, we hope your living experience here will be pleasant and comfortable. We believe in providing you with an outstanding, reliable, and efficient operation of your Community. We will strive to maintain and keep your Community in good condition. We, in turn, request your cooperation in observing the enclosed policies. We have prepared this Guide to help you become more familiar with your home and the rules and regulations of this Community. Please keep this Guide for future reference.

This Resident Guide is an extension to your lease. It's important that you know, understand, and abide by all the rules and regulations. All policies listed in this Guide conform to the lease and to applicable federal, state, and local laws.

Provisions of this document are designed to set forth general Guidelines and are NOT binding on the Owner or Management Company. Provisions may be subject to change through postings or notices or through a 'site' newsletter. A professionally trained manager is available to assist you if any problems arise. Please feel free to contact him/her with any suggestions you may have for improvements at your Community.

Welcome to your new home!

Lloyd Management



We do Business in Accordance With the Federal Fair Housing Law

(The Fair Housing Amendments of 1988)

Under Federal Law, it is illegal for housing providers to discriminate against any person because of:

FEDERAL	MINNESOTA	IOWA
Race	Race	Race
Color	Color	Color
Religion	Creed	Creed
National Origin	Religion	Religion
Sex	National Origin	National Origin
Disability	Sex	Sex
Familial Status	Marital Status	Disability
	Disability	Sexual Orientation
	Public Assistance	Familial Status
	Sexual Orientation	Gender Identity
	Familial Status	Retaliation

Anyone who feels he or she has been discriminated against may file a complaint of housing discrimination by contacting:

U.S. Department of Housing and Urban Development
 Assistant Secretary for Fair Housing and Equal Opportunity
 Washington, DC 20410
 1-800-669-9777 (Toll Free) | 1-800-927-9275 (TTD)

TABLE OF CONTENTS

I.	INTRODUCTION	5
	a. Management Responsibilities	
	b. Resident Responsibilities	
	c. Business Relationship	
	d. Lease Agreement	
	e. Unit Inspections and Privacy	
II.	GENERAL INFORMATION	6
	a. Rent	
	b. Occupancy	
	c. Guests	
	d. Maintenance Requests	
	e. Disturbances	
	f. Moving In	
	g. Noise Control	
	h. Security & Safety	
	i. Mail & Deliveries	
	j. Insurance	
	k. Grievance Procedure	
	l. Keys, Fobs, & Locks	
	m. Vacations or Extended Leaves of Absence	
III.	UTILITIES	10
	a. Heat	
	b. Electricity	
	c. Plumbing/Water	
	d. Air Conditioning (Window or Wall Unit)	
	e. Air Conditioning (Central Air)	
IV.	EMERGENCY PRECAUTIONS	12
	a. Fire Prevention	
	b. Tornado Preparedness	
V.	PARKING & GARAGES.....	13
	a. Parking Lots	
	b. Garages	
VI.	COMMUNITY SPACES	14
	a. Shared Laundry Facilities	
	b. All Other Community or Common Area Spaces	
VII.	EXTERIOR & GROUNDS	15
	a. General Care	
	b. Snow Removal	
	c. Outdoor Cooking	
	d. Dumpster or Trash Areas	

VIII.	REASONABLE ACCOMODATIONS & MODIFICATIONS	17
	a. Definition	
	b. Request Procedure	
	c. Denial	
IX.	PETS	18
	a. Pet Friendly Properties	
	b. Pet Rules & Regulations	
X.	PEST CONTROL.....	19
	a. Reporting & Cooperation	
	b. Prevention	
XI.	EVICTIONS.....	20
	a. Eviction	
	b. Rent Responsibilities	
	c. Common Violations	
XII.	TRANSFER POLICY	21
XIII.	MAINTENANCE & CARE OF YOUR HOME.....	22
	a. General Care	
	b. Decorating	
	c. Maintenance	
	d. Appliances	
	e. Flooring	
	f. Bathroom	
XIV.	NOTICE TO VACATE	26
	a. Notice Period	
	b. Written Notice	
	c. Security Deposit Refunds	
	d. Moving Out	
	e. Move-Out Cleaning Checklist	

I. INTRODUCTION

A. MANAGEMENT RESPONSIBILITIES

Lloyd Management (Management) and its representatives are responsible for the management of the property. If you have questions pertaining to Management, refer to your lease or contact the property office during office hours. Management is responsible for maintaining your unit in a condition that meets applicable health and safety standards. Management shall have the right to make other reasonable rules and regulations, as necessary, for the safety, care, and cleanliness of the property.

B. RESIDENT RESPONSIBILITIES

This is your home and when you take possession of it, you assume responsibility for its care. This includes house cleaning, proper care of appliances, rubbish disposal, and adherence to the necessary rules of community living. These responsibilities are explained in your lease and in this Resident Guide.

C. BUSINESS RELATIONSHIP

The relationship between Management and Resident is a business relationship. A courteous and businesslike attitude is required from both parties. We reserve the right to refuse a discussion to anyone who is verbally abusive, swears, is disrespectful, makes threats, has been drinking, is argumentative, or in general displays an attitude.

D. LEASE AGREEMENT

Your lease is a legal contract between you and the Owner. Your responsibilities and the responsibilities of Management are detailed in the lease. Please read it very carefully to make sure you are familiar with the terms. THE RULES AND POLICIES DESCRIBED IN THE RESIDENT GUIDE ARE PART OF YOUR LEASE AGREEMENT.

E. UNIT INSPECTIONS AND PRIVACY

Management and those authorized by Management are allowed to enter units, garages, and storage units or closets for scheduled or reasonable inspections and repairs. Advance notice will be given unless it is an emergency.

Management strives to inspect all units at least once per year. Your unit will be checked for cleanliness and to make sure all appliances and smoke detectors are working properly. Any needed repairs will be noted and scheduled. You will be given advance notice of the inspection.

IN CASE OF AN EMERGENCY, MANAGEMENT MAY ENTER YOUR UNIT WITHOUT NOTICE. In order to allow for emergency entry, you may NOT change the lock/key to your unit OR install additional locks or security alarms on your door.

WHAT ARE EXAMPLES OF AN EMERGENCY?

- Plumbing leaks or sewer stoppage
- No heat
- Toilet, sink, dishwasher, washing machine overflowing
- No electricity
- Any condition which may cause permanent damage to you or your unit
- Fire (Call 911 FIRST)
- Wellness/welfare check
- Other urgent health or safety issues

II. GENERAL INFORMATION

A. RENT

1. Rent payments can be made a variety of ways (online, automatic ACH, check, money order). For more information on rent payment options, contact Management. All rent payments made by check or money order should be made payable to your PROPERTY NAME and sent to (unless otherwise advised):
Lloyd Management
P.O. Box 1000
Mankato, MN 56002-1000
2. RENT IS DUE ON OR BEFORE THE 1ST DAY OF EACH MONTH. PLEASE MAIL YOUR RENT EARLY ENOUGH TO ARRIVE IN OUR OFFICE BY THE DUE DATE OR A LATE FEE WILL BE ADDED TO YOUR ACCOUNT.
3. Please refer to your Lease Agreement for your LATE FEE amount.
4. Non-Sufficient Fund (NSF) fees will be added to your account in accordance with the terms of your lease. If you receive an NSF fee, in most cases, a late fee will also be incurred.
5. Please make sure your name and current address are on your check or money order.
6. Cash payments will not be accepted.

B. OCCUPANCY

1. Only those persons listed on your lease may occupy the unit.
2. No one is allowed to live with you unless an acceptable lease agreement is made with Management.
3. Sub-leasing is prohibited.
4. Unit may only be used as a residence, not a business (i.e., daycare, salon).

C. GUESTS

1. Residents are responsible for their guests at all times and will be held liable for all damages caused by their guests.
2. Guests are not allowed to stay with you for more than 5 nights in a 30-day period.

D. MAINTENANCE REQUESTS

1. Please make requests for repairs or maintenance by completing a maintenance request. Requests can be made in a variety of ways (the Rent Café app, the Lloyd Management website, or filling out a maintenance request form). Information should include:
 - a. Name
 - b. Unit number
 - c. Property name
 - d. Brief description of issue
 - e. Permission to enter
2. When reporting a maintenance request via phone and your call is not answered, leave a detailed voicemail message. Missed calls without a message will not be returned.
3. Failure to report maintenance needs in a timely manner is a violation of your lease.

MAIN OFFICE - MANKATO
135 West Lind Street
P.O. Box 1000
Mankato, MN 56002-1000

E. DISTURBANCES

If a disturbance occurs after business hours and cannot be resolved amicably, please call 911 and report to Management the following day. Disturbances can include, but are not limited to, the following: loud parties, vandalism/unlawful acts, physical or verbal abuse.

F. MOVING IN

1. Please look over your new home. The condition it is in at the time of move-in is the same condition that it is expected to be in when you move out.
2. Make sure you indicate on your move-in inspection form any NON-repairable items in your unit.
3. Ensure all required utility companies have been contacted and the service has been changed into your name as of your MOVE-IN DATE. Management may charge a non-compliance fee.
4. If you choose to have a landline phone, Internet, and/or cable services connected in your home, contact the contracted carrier, or if possible, the carrier of your choice. These items may be installed only in places provided. Contact Management if you are interested in satellite dish service as each property has specific regulations.
5. Advise the United States Postal Service of your move and complete a change of address form.
6. When unloading furniture, please do not drive trucks, trailers, or automobiles on the lawn or sidewalks. Be cautious of any structures (i.e., garage doors, overhangs, gutters, light posts). If you or your guests damage the property, you will be responsible for the cost of necessary repairs.
7. Do not drag or pull furniture across the floor when moving.

G. NOISE CONTROL

1. Please be considerate of your neighbors. Keep stereos, TVs, and radios turned down to a reasonable level. Hours of quiet time are 10:00 p.m. – 8:00 a.m., or as posted.

H. SECURITY AND SAFETY

1. Keep your doors locked and garage doors closed at all times.
2. Management will always announce themselves when they knock on your door. If a person comes to your door claiming to be Management and you don't recognize them, request to see their photo ID and business card to compare or contact our corporate office so we can verify they are an employee. Unless there is an emergency, Management will always give proper notice before entering your unit.
3. Solicitors are not allowed on-premises. If you are bothered by solicitors, contact Management.
4. Alterations to locks or installation of bolts, knockers, mirrors, or peepholes require Management written permission or authorization.
5. Do not prop doors open. This applies to both building entry doors, your unit entry door, and any common space door.
6. Do not let visitors into the building if you do not know them.

I. MAIL AND DELIVERIES

1. Management is not responsible for packages or other items left with or delivered to Management.
2. Management is not responsible for lost or stolen packages.
3. When you submit your notice to vacate, contact the United States Postal Service to have your mail forwarded to your new address.

J. INSURANCE

Lloyd Management properties carry insurance to cover losses to the owner in the event of damage by storm, fire, or other natural disasters. The owner's insurance DOES NOT cover the resident's belongings or personal liability.

1. You are responsible for insuring your own personal property. Contact your insurance agent about renter's insurance which provides protection of personal property and for personal liability. Should damages occur due to your negligence, you could be liable for damages to other units and/or residents. The cost of insurance is reasonable; we strongly advise you to have it.
2. Management is not responsible for providing alternative housing to residents if their unit is damaged.
3. Management is not responsible for any loss or damage to Resident's property that is stored in rental premises, garages, parking areas, lockers, storerooms, common areas, or any storage space. Resident uses this space at their own risk.
4. Water-filled devices (i.e., fish tanks), are not permitted inside the leased premises without written permission from Management. In the case Management approves a water-filled device, the Resident must have proof of renter's insurance. These items may cause water damage if a leak should occur or structural damage due to weight.

K. GRIEVANCE PROCEDURE

Management encourages all Residents to attempt to resolve issues with their neighbors in a courteous and respectful manner. If Residents are unable to do so or have an issue or concern with the policies or practices set by Management, such concerns should be brought to Management's attention. Issues should be reported promptly and in writing, whenever possible.

If the Site Manager or corporate level Property Manager is unable to successfully resolve the issue, Residents should mail their written concerns to: Lloyd Management, Attn: Sarah Collins, 135 West Lind Street, Mankato, MN 56001 or, email written concerns to: scollins@lloydmanagementinc.com

After communicating your concerns, if the issue is not resolved, Residents have the right to contact the Property Owner and/or Regulatory Agency that may be affiliated with the property.

L. KEYS, FOBS, AND LOCKS

1. Residents will be provided with ample entry keys or fobs. While we understand Residents may provide a key to a family member, very close friend, or service provider for emergency situations, Management asks that Residents are very cautious when sharing or providing non-residents with access to buildings and/or units.
2. Residents may not alter any lock or install a new lock, alarm, camera, or similar device on any door or window on the premises without written consent of Management. Charges will be assessed to reverse such alterations.
3. All keys, fobs, and garage door openers must be returned to the Management office upon vacating the unit. There will be a charge for each item not returned.
4. Lost keys, fobs, and garage door openers or the request for a change in lock during residency may result in a charge to the Resident. Additional charges may be applied during non-business hours.
5. All locks are changed after each move-out.

M. VACATIONS OR EXTENDED LEAVES OF ABSENCE

1. Notify Management when you are leaving your home for longer than a week.
2. Leave a phone number or email address where you can be reached in case of an emergency.
3. Stop your mail, newspaper, and other regular deliveries.
4. DO NOT TURN HEAT COMPLETELY OFF during winter months. Turning it to 60 degrees will keep energy costs down yet keep water pipes from freezing.
5. Do not unplug or shut off any appliances.
6. Close and lock all windows. Windows open even a fraction of an inch can allow enough rain, snow, or moisture to cause damage and/or freeze water pipes.

III. UTILITIES

Residents shall not interfere with any part of the heating, lighting, plumbing, refrigeration or cooling equipment, or controls in the building. If utilities (i.e., heat, electric, water) are included in your rent, be mindful of usage. Increased utility costs paid by the property are reflected in future rent increases.

A. HEAT

1. Leaving windows open during winter months to allow heat to escape is strictly prohibited and can lead to frozen pipes.
2. Keep heat registers and thermostats free of furniture or personal belongings that may prevent them from fully operating.
3. Should you experience no heat between the months of October and April, call Management immediately.
4. Do not block fresh air intakes or vents in bathrooms.

B. ELECTRICITY

1. Appliances not included with your unit that might require separate circuits for operation are prohibited (i.e., freezer, dishwasher, washing machine, dryer).
2. In the event you experience a light going out or an appliance stopping for no apparent reason, first check for a tripped breaker in the unit's circuit breaker box and/or a tripped GFI on the outlet. A tripped breaker will be in the "OFF" position. Simply switch it to the "ON" position. If this does not resolve the issue, contact Management.
3. Should you experience a power outage, non-functioning outlets, sparking or smoking outlets, or other issues with your electrical system, contact Management immediately.

C. PLUMBING/WATER

1. During your move-in inspection, the location of the main water shut-off valves should be identified to you. Should you have a major leak or uncontrollable water flow, turn this valve off immediately and notify Management.
2. If radiator valves are present in your unit, they are not intended for Resident use. Tampering with these valves can cause leakage or extensive water damage from frozen or broken pipes. The Resident will be liable for such damage.
3. DO NOT dispose of cooking grease, rice, cloth, metal, wood, plastic, or such articles in either the toilet or sink. The Resident shall be responsible for the costs of all plumbing repairs resulting from improper use of plumbing fixtures by the Resident.
4. DO NOT dispose of flushable wipes, baby wipes, or sanitary products in the toilet. They may clog a toilet and you may be charged for damages.
5. Resident must immediately report to Management any leaking pipes, faucets, or continual running of toilet tank.
6. Residents will do their laundry only in rooms provided for that purpose. At properties with shared laundry rooms, Residents are expected to operate machines during posted laundry room hours only.
7. At properties that provide washer and dryer hook-ups, Residents are responsible for the hook-up costs, if any. We suggest you carry renter's insurance in case of any unforeseen incidences. Residents will be responsible for damages to property.
8. No Resident shall be allowed to turn on water spigots on outside or inside of building for any purpose unless written permission is given by Management. Residents are not to tamper with lockout system.

D. AIR CONDITIONING (WALL OR WINDOW UNIT)

Air Conditioner Troubleshooting:

1. **Cleaning the filter:** Cleaning the filter will ensure more economical cooling. Check the filter every 30 days during the cooling season. The filter may be washed under warm tap water, then rinsed and patted dry. If you are unsure where to find the filter, contact Management.
2. **Air vents:** If the vent is open, the air is coming from the outside. If the vent is closed, the air is coming from inside (recirculating). The vent should be closed if you are using the air conditioning feature. If you are using just the fan option, you should have the vent open.
3. If you turn the thermostat really low in hopes of cooling your unit faster, it will freeze and, in turn, take much longer to cool the unit. If your air conditioner freezes, check to see if the filter is clean. If it is not, clean the filter using warm water and pat dry. Allow the air conditioner to thaw, and then turn on. If the air conditioner continues to freeze with the thermostat set to a reasonable temperature and after cleaning the filter, call Management for repair.
4. If your property is not equipped with an air conditioning unit, and you are allowed to install your own, it is required to be installed safely and properly. In addition, the air conditioner unit must be removed prior to the winter months.
5. Air conditioner covers must remain on the unit during months when unit is not in use.

Before calling for maintenance:

1. Is the cord plugged firmly into the wall outlet?
2. Is the circuit breaker tripped?
3. Is the filter dirty?
4. Are the controls properly set?

E. AIR CONDITIONING (CENTRAL AIR)

Air Conditioner Troubleshooting:

1. Set your thermostat to desired temperature and leave it on. Turning off and on during extreme heat may cause the unit to freeze up. If the air conditioner continues to freeze with the thermostat set to a reasonable temperature, call Management for repair.

Before calling for maintenance:

1. Are the controls on the thermostat properly set?
2. Do the batteries in the thermostat need to be replaced?

IV. EMERGENCY PRECAUTIONS

A. FIRE PREVENTION

1. **SMOKE DETECTORS AND FIRE SUPPRESSION:** State law requires Owner/Agent to provide a working smoke detector and carbon monoxide detector on each floor where gas is present, except attic and storage areas. Residents are required to maintain all detectors in the unit.
 - a. Residents must not tamper with, disconnect or otherwise deactivate smoke detectors. It is against state law to remove smoke detectors or their batteries.
 - b. Smoke detectors are checked by Management; however, Residents should also perform two inspections on their smoke detectors each year. Most can be tested by pressing the button on the cover plate. If alarm sounds, it is working. If no alarm sounds, immediately contact Management.
2. **FIRE EXTINGUISHER:** Residents must report the usage of a property-supplied fire extinguisher.
3. **FIRE STOP:** Some units are equipped with a fire stop system on their stove hood. It is a lease violation to tamper with, remove, or disable a fire stop. Should your fire stop deploy, contact Management.
4. **IN CASE OF A FIRE:**
 - a. Have an exit plan and rehearse with your family.
 - b. When you hear the fire alarm, immediately evacuate the building and contact 911 and Management.
 - c. If the building is on fire, close your door when leaving. This will help slow the spread of fire and help prevent smoke damage.
5. Open flames (i.e., candles, fire pits) are not permitted. Similarly, burning incense or sage is not allowed.
6. Resident shall not do anything in the building, or bring or keep anything in the building, that will increase the risk of fire or that is against the fire codes or regulations of the Fire Department, or any insurance policy on the building.

B. TORNADO PREPAREDNESS

Tornado WATCH: A tornado is possible.

Tornado WARNING: A tornado has been sighted and may be heading in your direction.

1. Pick a place where all family members could gather if a tornado is headed your way such as a center hallway, bathroom, or closet.
2. Conduct periodic tornado drills in your home.
3. Listen to your local radio or TV stations for updated information.
4. Your property may have a designated shelter. Ask Management for details.

V. PARKING & GARAGES

A. PARKING LOTS

1. Resident vehicles should be parked in designated parking areas and never on lawn or sidewalks.
2. All vehicles must be operational and have current license tabs.
3. Residents are NOT permitted to wash cars, change oil, and/or perform repairs on their vehicles on property grounds, parking lot, and/or garage.
4. Handicap spaces are reserved for those who have a permit; all others will be towed at the vehicle owner's expense.
5. Please observe all parking signs, yellow curbs, or notices. Parking in fire lanes is prohibited. Vehicles parked in fire lanes will be towed at the owner's expense.
6. At properties with assigned parking, do not park in spaces not assigned to you.
7. The parking and/or storage of boats, trailers, campers, commercial vehicles, or other recreational vehicles on the property are strictly prohibited. These vehicles will be towed away at the vehicle owner's expense.

B. GARAGES

1. Garages must always have ample space for a vehicle. Garages are intended for automobile parking only and not to be used as storage or recreational space.
2. Garage doors are to be kept shut when not in use.
3. Adding or altering electrical boxes, plug-ins, extension cords, and light fixtures in garages is prohibited. Residents should be mindful of electricity usage in garages where utilities are paid for by Management.
4. Smoking is prohibited in your garage. Review your Lease for specific smoking regulations.
5. Vehicle maintenance that may cause damage to the property (i.e., oil changes, vehicles on lifts, etc.) is not allowed in garages. Maintenance such as replacing a windshield wiper, battery, or light are allowed.
6. Storage of garbage including but not limited to mattresses, furniture, clothing, etc. is not allowed.
7. Management has the right to enter garages for scheduled or reasonable inspections and repairs. Advance notice will be given unless it is an emergency.

VI. COMMUNITY SPACES

A. SHARED LAUNDRY FACILITIES

1. Facilities are for Resident use only.
2. Extremely soiled clothes should be rinsed thoroughly before placing them in washing machine.
3. Oversized items should be taken to a laundromat.
4. Do not overfull machines.
5. Clean out lint filter after each use.
6. Dispose of soap containers appropriately.
7. Wipe or sweep up spilled laundry products.
8. Be respectful of provided machines and equipment.
9. Be respectful to other Residents and their personal belongings.
10. Remove clothing from washers and dryers promptly; others may be waiting.
11. Pets are not allowed in shared laundry facilities.
12. Turn off lights and close doors when not in use.
13. Use only during times posted.
14. Management is not responsible for lost, stolen, or damaged property.

B. ALL OTHER COMMUNITY OR COMMON AREA SPACES

Community or common area spaces include but are not limited to: hallways, laundry rooms, community rooms, fitness centers, bathrooms, playgrounds, shelters, and gazebos.

1. Be respectful of property's possessions.
2. Be respectful to other Residents and their personal belongings.
3. Turn off lights and close doors when not in use.
4. Do not loiter or play in hallways.
5. Do not litter or leave personal items in common areas.
6. Personal decorations, wall hangings, furniture, and other personal items are not to be left or set out in community spaces.
7. Streets, sidewalks, entrances, halls, stairways, porches, patios, decks, and fire escapes shall not be blocked or used as storage for any purpose other than entering or exiting the building. Fire codes must always be followed.
8. Use common areas only during times posted, if applicable.

VII. EXTERIOR & GROUNDS

A. GENERAL CARE

1. No outside antennas, satellite dishes, or wires are permitted without written permission from Management. Charges will be assessed to reverse such alterations.
2. Do not throw paper, cigarette butts, or other refuse on property grounds.
3. Items including but not limited to rugs, towels, and articles of clothing are not to be hung out of windows, from a balcony, or on railings at any time.
4. Please do not shake rugs, mops, etc. out of windows or balconies. Bring these items all the way outside and away from the building to ensure dust or debris isn't bothersome to other residents.
5. Balconies are not to be used to store items, with the exception of patio furniture or seasonal décor. Seasonal items must be removed within a reasonable amount of time.
6. Nothing is to be attached or affixed to the exterior of the building without written permission from Management. Any cost associated with repairing balconies or siding will be the responsibility of the resident.
7. Resident shall cooperate with Management's efforts to keep the lawn in good condition, including immediate area around entrances.
8. There are to be no rummage, garage, yard, and/or furniture sales without written permission from Management.
9. Bird feeders or other items to attract wildlife are prohibited on property grounds, patios, and balconies without written permission from management.
10. Remember, in the event of a fire or other emergency, patios or balconies could be your lifeline. Be sure to keep clear of personal items should you need to exit quickly.
11. No equipment, lawn decorations, or toy/activity structures that may cause a security or safety risk to residents, staff or visitors without prior approval from Management (i.e. fire pits, pools, trampolines, playsets).

B. SNOW REMOVAL

1. Please be aware of the snow removal policies for the property in which you live.
2. Management will make every effort to remove snow from parking lots and common sidewalks, within 24 hours or as required by local ordinance, after a snow event has ended and produced two inches or greater of snow.
3. Residents must use reasonable precautions (ex: appropriate footwear, hold on to handrails, stay alert for ice, aware of personal limitations) after snow or ice storm events but also during all cold weather months.
4. We will request that you move your vehicle to remove snow. Cooperation from the Residents is necessary and will be expected. If you plan to be gone for more than 24 hours, please make proper arrangements with a friend, neighbor, or relative so your vehicle will be moved if necessary.
5. In townhome communities, residents may be responsible for shoveling their individual sidewalks (full length and width) from unit to driveway. In addition, if you have a front and/or back sidewalk leading to a main sidewalk, snow removal may also be your responsibility. If this is not done and Management must complete, a charge may be added to your account. Remember that all exits are your lifeline in case of an emergency.
6. Properties with attached garages: Please park your vehicle inside your garage during snow removal. If the car remains in the driveway, you are responsible for snow removal. All driveways are to be fully cleared, side to side, within 24 hours. If this is not done and Management must complete, a charge may be added to your account. Management reserves the right to tow as needed.

C. OUTDOOR COOKING

1. Open flames are prohibited on all balconies above ground level or on any ground floor patio within 15 feet of a structure.
2. Storage of fuel, barbecue, torch, or other similar heating or lighting chemical or device is prohibited on any balcony above ground level or on any ground floor patio within 15 feet of a structure.
3. If community grills are available, a responsible resident must be present from time of lighting until the grill is completely cooled. Remove cooled charcoals properly and ensure grill is completely extinguished.
4. City and state codes for grilling at multi-housing properties may vary. Please refer to Management for specific rules for your property.

D. DUMPSTER OR TRASH AREAS

1. NEVER toss large items, such as old mattresses or furniture, or hazardous/electronic materials such as appliances, TVs, lightbulbs, or batteries in the dumpster. These must be disposed of properly, at your expense.
2. All trash must be bagged and tied shut before placing inside the dumpster. Do not leave garbage items around the dumpster.
3. At properties with recycling services, we encourage you to recycle as many items as possible in designated areas and containers. Boxes should be broken down prior to putting them in the dumpster or recycling container.
4. At properties with individual trash carts, trash chutes, and/or trash rooms, Residents must follow property specific guidelines.
5. At properties with individual trash carts, trash cans, and/or recycling containers, Resident must return cart, can, and/or container to garage or other storage area within 24 hours.
6. Dumpsters and trash carts are for Resident use only. Guests are not allowed to bring outside trash to dispose of at the property.

VIII. REASONABLE ACCOMMODATIONS & MODIFICATIONS

A. DEFINITION

A reasonable accommodation is a change, exception, or adjustment to a rule, policy, practice or service that may be necessary for a person with a disability to have an equal opportunity to use or enjoy a dwelling. A reasonable modification is a structural change made to existing premises, occupied by a person with a disability, in order for said person to have full enjoyment of the premises. Resident may be responsible for costs associated with a reasonable modification.

B. REQUEST PROCEDURE

1. A reasonable accommodation request should be submitted to Management in writing.
2. Resident will be required to complete forms verifying the request.
3. Management will obtain any necessary third-party verifications confirming the need for the requested accommodation.
4. Upon review of the information, Management will approve or deny the request. If the request is approved and the request involves alteration to the Resident's unit, Management will work closely with the Resident to schedule these modifications.

C. DENIAL

Management can deny a reasonable accommodation request if the request is not made by, or on behalf of, a person with a disability or if there is no disability-related need for the accommodation. In addition, Management may deny a request that is not reasonable because it imposes an undue financial or administrative burden on the property, or it would fundamentally alter the nature of operations. If the requested accommodation is not reasonable, Management will discuss whether an alternative accommodation exists that would meet the Resident's needs. The basis to reject a reasonable modification request can be multi-faceted and can depend on the type of funding at a property. If Management rejects a reasonable modification request, the reason for doing so will be fully explained to the Resident.

IX. PETS

A. PET FRIENDLY PROPERTIES

Pets are only allowed at certain properties. Please contact Management to determine whether or not pets are allowed where you live. Where allowed, pet owners must comply with all rules.

B. PET RULES AND REGULATIONS

1. Pets must be registered with Management and all required fees must be paid before pets can be brought to the property.
2. Registration must be updated annually and include:
 - a. Certification of inoculation.
 - b. Information showing that animal has been spayed or neutered.
3. The following standards of care and handling of pets must be followed to protect the premises and health, safety, and welfare of residents, employees, and the public:
 - a. Dogs and cats must be spayed or neutered.
 - b. Owners must maintain control of pet at all times and represent that it will not cause any damage, discomfort, annoyance, nuisance, or in any way to inconvenience, or cause complaints, from any other Resident or Management.
 - c. Pets must be in compliance with all state/local licensing requirements and be inoculated in accordance with state and local law.
 - d. Pets must be effectively restrained when in common areas (i.e., hallways, entrances, property grounds).
 - e. Pets must be supervised at all times when outside of the unit.
 - f. Pets must be housebroken.
 - g. Owners must remove and properly dispose of waste immediately.
 - h. Litter boxes must be maintained.
4. Waste removal penalties may be assessed for failure to remove waste immediately or address damages related to waste.
5. Residents are responsible for all damages caused by their pet at the property (interior and exterior) including the cost of fumigation necessitated as a result of their pet.
6. Resident agrees to indemnify, defend, and hold Owner/Management harmless from and against any and all claims, actions, suits, judgements, and demands brought by any other party on account of or in connection with any activity of or damage caused by Resident's pet.
7. If the health or safety of the pet is threatened by death or incapacity of the pet owner or the pet is left unattended for 24 hours, Management may contact the designated pet custodian. If they are unable to be reached, Management may enter the premises, remove the pet, and contact the appropriate authorities to care for the pet.
8. City ordinances pertaining to pet size and breed override our pet policy regulations.
9. Pets are not allowed in community spaces (i.e., laundry rooms, fitness rooms, craft rooms, community rooms).
10. Guests are not allowed to bring pets on the property.

X. PEST CONTROL

A. REPORTING & COOPERATION

1. In the event you notice pests, including bugs, rodents, or evidence of such pests, you are required to contact Management immediately. Management will schedule a professional inspection of your unit.
2. Resident shall cooperate with pest control efforts. If your unit is infested, a pest control professional will be brought in to eradicate the problem. Your unit must be properly prepared for the treatment. Resident must comply with recommendations and requests of the pest control professional prior to, and after, the treatment.
3. Treatments may require the disposal of furniture or other personal property. Unless Management was negligent, the Resident will be responsible for any costs associated with replacement of any personal property.
4. Residents must ask Management for specific instructions for disposing of infested personal items to deter the possible spread of an infestation.
5. Management relies on pest control professionals to diagnose and treat pest problems. These professionals have access to treatments not available to the general public. Pest control treatments that can be purchased by the public are usually not effective in treating certain types of pests and can actually hamper Management's treatment efforts. For this reason, Residents are not allowed to use their own pest control treatments.
6. If a resident's unit becomes infested with pests, upon notice from Management, the Resident agrees to limit their use of common areas to deter the spread of the infestation.
7. For effective extermination, it is often necessary to treat all units surrounding the affected unit(s). Should this occur, you must fully cooperate with the extermination effort even if your unit does not seem to be affected.

B. PREVENTION

1. Check for hitch-hiking pests. If you stay in a hotel or another home, inspect your clothing, luggage, shoes, and other personal belongings before returning to your home. In addition, check backpacks, shoes, and clothing after using public transportation or visiting theaters. After guests visit your home, make sure to inspect beds, bedding, and upholstered furniture for signs of pests.
2. Do not bring furniture from unknown sources onto the premises. Secondhand or abandoned furniture should not be on the property unless an absolute certain determination can be made that the item is pest free.
3. Store food in airtight containers.
4. Promptly wash dishes after use.
5. Rinse all cans and bottles with hot water if they are stored for any period of time.
6. Clean stove and refrigerator on a regular basis. This includes pulling them away from the wall and cleaning underneath the appliances. Please use care as not to damage the flooring.
7. Wipe up all spills immediately.
8. Do not store paper bags or cardboard boxes any longer than necessary.
9. Remove trash and recycling from your unit on a regular basis.

XI. EVICTIONS

A. EVICTION

If a Resident violates any terms of the lease, any lease addendum, or this Resident Guide, concerning a procedure, etiquette, regulations, etc., an eviction action may be brought against the Resident. Before an eviction action is pursued, the Resident will receive a termination of tenancy notice from Management with the specific date the Resident is required to vacate the premises. If the Resident elects not to abide by the letter, an eviction action will be filed, and the Resident will be responsible for all court costs and attorney fees if Management prevails in court.

B. RENT RESPONSIBILITIES

Residents should be fully aware that if they are evicted, they are still held liable per the terms of their lease for their contract rent until the lease expires or until their unit is re-rented.

C. COMMON VIOLATIONS

Common Violations include, but are not limited to:

1. Non-payment of rent or other deposits, fees, or utilities.
2. Violating the guest policy.
3. Conduct that affects other Residents' right to quiet enjoyment of the property.
4. Behavior that may be considered dangerous to Management or other Residents.
5. Engaging in discriminatory behavior on the basis of a protected class against other Residents, guests of other Residents, Management, vendors, or agents.
6. Interference with Management or Management hired vendors.
7. Criminal activity on or off the property premises.
8. Actions that adversely affect the health or safety of other Residents or guests.
9. Poor housekeeping.
10. Behavior that has a negative financial effect on the building.
11. Failure to properly supervise members or guests of the household.
12. Resident-caused damage to property belonging to Management, vendors, or other Residents.
13. Theft of any property belonging to Management, vendors or other Residents.
14. Failure to sign required paperwork in a timely manner.
15. Refusal to allow Management access to your home as required by your Lease.
16. Failure to report infestation of pests and/or refusal to cooperate during treatment process.
17. Failure to comply with the Smoke-Free Policy.

Acceptance of rent or other amounts due from you, completion of annual or interim recertifications, and/or execution or modification of any lease will not waive management's right to evict you for known or unknown violations of the lease, lease addenda, or this Resident Guide.

XII. TRANSFER POLICY

Unit transfers will be considered when a change in household composition requires, or justifies, a larger or smaller unit; or, when a transfer is needed for a reasonable accommodation. Transfer fees may apply depending on the circumstances. Unless a unit transfer is required by a specific housing program or a medically necessary reasonable accommodation, the following rules and regulations must be met in order to be considered for a transfer:

1. Provide documentation to verify the need for a transfer;
2. Have a record of prompt rental payments;
3. Have a history of keeping the Resident's current unit in a clean, undamaged manner with no unreported maintenance deficiencies or unreported pest infestations;
4. Pass a unit inspection to ensure the current unit is being kept in safe manner and free of any damages;
5. Be in good standing with a limited record of disturbances or other lease violations.

If a Resident is transferred to a new unit, any unpaid amounts from the old unit will be transferred to the new unit, and the Resident will be responsible for paying those amounts. The transfer or execution of a new lease will not waive the Resident's obligation to pay those amounts, and failure to pay is a lease violation that may lead to termination of your lease.

XIII. MAINTENANCE & CARE OF YOUR HOME

A. GENERAL CARE

1. All Residents must maintain their units in a sanitary, clean, and orderly fashion. Poor housekeeping is defined as clutter or filth in your home that could affect the health and safety of your household or other Residents, could attract pests, will cause more than regular wear and tear, could interfere with emergency personnel, and may violate the city housing codes.
2. All entrances and windows to your home must be kept clear at all times. These are your lifelines during times of an emergency.
3. Resident agrees to keep unit clean and take measures to prevent mold and mildew from accumulating in the unit. Resident agrees to remove visible moisture accumulation on windows, walls and other surfaces as soon as possible. Resident should not block or cover any of the heating, ventilation, or air conditioning ducts in the unit. Resident should report to management any evidence of a water leak or excessive moisture in the unit, storage room, garage, or other common area; any evidence of mold or mildew-like growth that cannot be removed by wiping the area with a household cleaner; any failure or malfunction in the heating, ventilation or air conditioning system in the unit; or any inoperable doors or windows.
4. Flammable or explosive substances may not be stored on the premises, including but not limited to units, garages, storage areas, decks, and patios.
5. Residents and their guests shall not deface any surface of the property.
6. Residents are not allowed to post signs, advertisements, or notices either inside or outside their window or any area of the building without receiving written consent from Management.

B. DECORATING

1. Small nails may be used to hang pictures. Do NOT use Command Hooks (or other sticky back hangers) or other forms of hanging devices.
2. Do not drive nails, tacks, screws, or other fasteners into woodwork, metal doors, or ceilings.
3. Curtain rods are to be installed to the wall, not woodwork or window frames.
4. Magnetic curtain rods or blinds should be used on metal doors.
5. Do not paint, varnish, wallpaper, or make any alterations without prior permission from Management.
6. Do not use contact paper on walls or shelves.
7. Blankets, sheets, quilts, and other items may not be used on any windows. Residents are responsible for keeping unit windows clean.
8. Do NOT use rubber or latex backed rugs on vinyl floors. Resident will be responsible for any damages and/or replacement costs associated with floor discoloration related to a latex backed rug.
9. Blinds that have been provided CANNOT be removed. In order to increase curb appeal, if Management sees damages to blinds (broken or missing panes) from outside the unit, blinds will be replaced at Resident's expense.
10. Residents may not have "real or live" Christmas trees, wreaths, or garland on the property due to fire hazards.

C. MAINTENANCE

1. General, routine maintenance is performed weekdays between 8:00 a.m. and 5:00 p.m.
Examples of routine maintenance requests are:
 - Leaky faucets or running toilet
 - Non-functioning appliances

2. Please report to Management, at once, all leaks, dripping faucets, running toilets, and power failures. Excessive utility usage due to unreported maintenance could be charged to the Resident.
3. Report all maintenance requests by contacting Management by phone, the Rent Café app, the Lloyd Management website, or filling out a maintenance request form.
4. Our goal is to respond quickly and to satisfy all service requests within a reasonable time frame. If this is not possible, Management will notify you as to when you may expect the service to be completed.
5. Emergency Service is performed 24-hours a day, if necessary, even if the resident is not home. A staff member is on-call to handle emergencies that must be performed immediately in order to prevent damage to the property or correct an unsafe condition.
6. Residents are not allowed to contact or hire contractors for services. Management will hire contractors as needed.
7. Residents are not allowed to instruct any contractors hired by Management to provide other services not previously authorized by Management.

D. APPLIANCES

You may find an instruction booklet for the appliances in one of your kitchen drawers. Do NOT destroy or dispose of this information. The booklet is to be kept in your unit as a permanent resource for future Residents.

Please note: not all units have each of the items listed.

1. REFRIGERATOR

Cleaning: Never use gritty soaps, abrasive, heavy-duty cleaners, or sharp objects on any part of your refrigerator. Each compartment, door seal, and exterior can be washed with a solution of warm water and baking soda or mild sudsy water. Rinse and dry thoroughly.

Before calling for maintenance:

- Is the cord firmly plugged into the wall outlet?
- Have you tripped the circuit breaker?
- Is the temperature control set properly?

2. RANGE

Cleaning: Be sure to turn off all controls before cleaning. Don't use or spill oven cleaner on metal trim. Never use gritty soaps or abrasive cleaners on any surface. Do not use anything sharp to clean the surfaces.

External and Control Panels – Wipe up spills at once. Clean with a damp, sudsy cloth when surface cools, then rinse and dry. Keep drip pans free from grease to assist in fire prevention. Tin foil is not allowed in oven or drip pans.

Before calling for maintenance on your electric range:

- Is power cord plugged firmly into the wall outlet?
- Have you tripped the circuit breaker?
- Are burners level? Were they replaced properly after cleaning? Is range level?
- If oven doesn't heat, is oven control turned to Bake or Broil position and temperature turned to ON?

3. KITCHEN SINK

Cleaning: Stainless steel sinks are easy to clean but are also easy to scratch. They should be cleaned with a sponge or plastic scrubber. Do not use abrasive cleaners or steel wool pads.

4. DISHWASHER

Detergent: Make sure you only use detergent specifically made for automatic dishwashers. Using ordinary dish soap will cause the dishwasher to overflow.

Cleaning: To clean the interior, wipe with a warm, damp, sudsy cloth – rinse and wipe dry. Never use gritty or harsh cleaners. If your dishwasher has a filter, it should be cleaned monthly.

Before calling for maintenance:

- Is the control that starts your dishwasher in the ON position?
- Is the door closed and in the locked position?
- Have you tripped a circuit breaker?

5. GARBAGE DISPOSAL

General Use: Run COLD water (hot water liquifies grease particles and could cause a clog) to rinse food waste down the drain. While cold water is running, turn the disposal on. Allow it to run for at least a minute, then continue running cold water for another minute. DO use drain cover while disposal is not being used to prevent silverware from accidentally getting into disposal (for water drainage, you may have to tip cover slightly). After use, turn disposal to off position and/or unplug.

Do NOT put the following items down the drain as they will cause damage or jam the disposal: fibrous foods such as celery or corn husks, bones, corn cobs, pasta, rice, or bulky food (cut into small pieces first).

Do NOT use drain cleaner (i.e. Drain-o).

Before calling for maintenance:

- Turn the disposal switch to OFF. Carefully remove materials from the disposal. Wait three minutes and push the reset button (usually red) on or near the bottom of the disposal. Try to run the disposal again.
- Have you tripped a circuit breaker?

6. WASHER AND DRYER

- Do not overload machines.
- No dyes of any kind are to be used in the machines.
- Clean out dryer lint trap before and after each use.
- Any expense related to damage from machine misuse or abuse may be charged to the Resident.
- Wipe down washers and dryers after use.

Before calling for maintenance:

- Is the machine overloaded?
- Has the lint trap been cleaned?
- Have you tripped a circuit breaker?

E. FLOORING

Vacuum and sweep as necessary, but no less than weekly. Clean vinyl or ceramic flooring regularly with a mild soap or floor detergent. Wood floors should be cleaned with a mixture of vinegar and warm water.

Do NOT use bleach.

Excessive dirt, spills, or stains may need professional cleaning at the Resident's expense.

The use of felt pads on the bottom of furniture is encouraged. Heavy furniture including tables and chairs can damage vinyl flooring.

F. BATHROOM

Clean the bathroom tub, tile, and sink with a non-abrasive cleaner. Do not use powdered cleaners unless they indicate they are safe for fiberglass, as they will cause surface scratches.

Toilets should be cleaned weekly with an all-purpose cleaner. If you experience an overflow problem, immediately turn off the water supply valve located behind the toilet fixture. Contact Management immediately if you are not able to make the toilet function properly. There is typically no charge to the Resident unless the clog/toilet damage is caused by the Resident. Items that commonly cause toilet problems include, but are not limited to: flushing paper towels, flushable wipes, diapers, sanitary napkins, tampons, baby wipes, toothbrushes, grease, food, toys, etc.

Excessive moisture or puddles on floors or cabinets should be wiped up immediately. Costs associated with damage caused by excessive moisture may be the Resident's responsibility.

XIV. NOTICE TO VACATE

A. NOTICE PERIOD

Your lease states what length of written notice you must give to end your lease. If you have questions about what notice you must give to end your lease, please ask Management.

B. WRITTEN NOTICE

A "Notice to Vacate" form has been included in your move-in folder and includes instructions for completion. If you no longer have this form, request one from Management. Notice in writing is required. We are unable to accept verbal notices.

Upon receipt of a vacate notice, Management will schedule a pre-move out and provide information about a final move-out inspection. Residents are not required to be present, but it is beneficial to maximize your security deposit return.

C. SECURITY DEPOSIT REFUNDS

Residents who have given Management a PROPER WRITTEN NOTICE (as indicated in lease) along with a forwarding address, and have fulfilled the initial lease term, are eligible to receive a refund of their Security Deposit.

1. Deductions from your Security Deposit would include, but are not limited to:
 - a. Unpaid rent, deposits, or fees. Please note: Your last months' rent cannot be paid with your security deposit.
 - b. Unreturned door keys, mail keys, fobs, and garage door openers.
 - c. Costs associated with disposal of personal items that were left in unit, storage unit, or garage.
 - d. Any repair or damage beyond normal wear and tear, including, but not limited to: clogged drains, foreign objects in toilet, frozen pipes, fires, or damages to appliances.
 - e. Additional cleaning, supplies, and materials needed to return the unit to a rent-ready condition by Management or sub-contractors.

D. MOVING OUT

Immediately upon vacating the leased premise, Resident must return all door keys, mailbox keys, and garage door openers/keys provided. Resident must also remove name from all utilities and complete a change of address form with the United States Postal Service.

E. MOVE-OUT CLEANING CHECK LIST

The list on the following page will aid in cleaning your unit to receive approval that your apartment was indeed left 'clean and without damage.'

Our goal is to refund ALL of your security deposit. Please clean thoroughly.

MOVE-OUT CLEANING CHECKLIST

Our goal is to refund ALL of your security deposit. In order to do so, your unit should be in the same, or better, condition than when your lease began.

Deductions from your Security Deposit would include, but are not limited to:

1. Unpaid rent, deposits, or fees. Please note: Your last months' rent cannot be paid with your security deposit.
2. Unreturned door keys, mail keys, fobs, and garage door openers.
3. Costs associated with disposal of personal items that were left in unit, storage unit, or garage.
4. Any repair or damage beyond normal wear and tear, including, but not limited to: clogged drains, foreign objects in toilet, frozen pipes, fires, or damages to appliances.
5. Additional cleaning, supplies, and materials needed to return the unit to a rent-ready condition by Management or sub-contractors.

The following list, along with the Resident Inspection Acceptance form completed at move-in, will aid in cleaning your unit to receive approval that your unit was indeed left 'clean and without damage.'

1. Do not fill nail holes or paint walls.
2. Refrigerator – Inside, outside, and under.
3. Range – inside, outside, and under, including drip pans and stove drawers.
4. Range hood and filter, including light, filter, and inside of hood.
5. Cupboards and drawers – Inside and out.
6. Kitchen sink.
7. Bathroom sinks and tub/shower, free from soap residue.
8. Bathroom floor.
9. Bathroom fixtures and cabinets.
10. Mirrors.
11. Walls – Wipe off grease and fingerprints.
12. Carpets – Vacuum.
13. Windows, window tracks and glass. Screens must be free of tears.
14. Window blinds – All there, working properly, and clean.
15. Wipe down towel rods and shower rod.
16. Patio or balcony.
17. Front door – Inside and out.
18. Interior doors and trim. In addition, no holes.
19. Hard surface floors – Mopped.
20. Light globes and fixtures.
21. Light bulbs – Replace all burned out bulbs.
22. Heating fixtures – Wipe off.
23. Air conditioner filters – clean.
24. Fans – Kitchen and bathroom.
25. Trash/debris – Closets, etc.
26. Locker/storage – Sweep and remove everything.
27. Garage – Sweep and remove everything.
28. Any personal items (furniture, etc.) left behind will be charged to the tenant for removal.
29. DO NOT dispose of mattresses, appliances, TV's, large items, etc. in dumpster. These items are your responsibility to dispose of properly.