



## Resident Handbook

**Welcome to your new home!  
We are glad you are part of our  
community!**

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## Welcome!

We would like to welcome you to your new home and neighborhood. We want to make your home with us comfortable and enjoyable. Pleasant living depends largely upon cooperation and understanding by you and your neighbors. Consideration of your neighbors and their consideration of you will make your living here a pleasant experience.

The purpose of this handbook is to familiarize you with your new home and surroundings, to help you understand more clearly your responsibilities as a resident and to explain what you can expect from our community. Please read this handbook carefully and keep it available for easy reference when you are in doubt about policies. This is a legal addendum to your Residential Lease.

Your new home was designed and built for you and it is up to you and your neighbors to make it the kind of community of which you can be proud. This is possible with everyone's cooperation.

Sand Property Management, LLC is the management agent for the owner and is authorized to accept service of process and to receive and give receipts for notices and demands. The management staff is experienced and able to help you with any issues pertaining to the property should they arise. They also welcome the opportunity to get to know each of you. Please feel free to stop by the office for a visit.

### **MAINTENANCE**

A Maintenance Technician is on site one day a week, on a rotating schedule. It is important that we receive maintenance requests in advance to get them entered in for the following week. Please expect Maintenance or another approved contractor to be working in your home between regular office hours following the report or submission of a work request. If you need to set an appointment time for maintenance please contact the rental office to do so. Work orders are completed by order they are received. At times maintenance emergencies do arise that must take priority.

### **MAIL BOXES**

The only name(s) which may be placed on the mail box is/are resident name(s), as listed on the Residential Lease. You will be given all mail box keys at move-in which will need to be returned upon move out.

## **MOVING IN**

Persons moving personal property into the community must do so between the hours of 8:00 AM and 10:00 PM.

## Overview of Resident Responsibilities

We are happy to have you as a resident and appreciate your selection of this property as your new home. It is necessary to have the cooperation of each resident so the rights of all residents may be properly preserved. The rules apply to your household immediately on the day you move in. It is your responsibility to read the handbook and understand what is expected of our residents. These rules must be followed by all residents. **NO EXCEPTIONS.**

The following list is only highlights; you are responsible for reading through the handbook in its entirety.

### **1. PAY RENT ON TIME**

Rent is due on or before the first day of each month.

### **2. OBEY ALL LAWS**

Violation by residents of City Ordinances or State/Federal Laws regulating apartments shall be deemed sufficient cause for immediate termination of this tenancy.

### **3. LEASE**

You are legally responsible for it in its entirety.

### **4. OCCUPANCY**

Only those listed on the lease are allowed to live in the unit. If you have someone living with you that did not apply and qualify, you will be subject to an eviction action.

### **5. INSPECTION REPORT**

Be sure you complete the Move-in Inspection sheet on the day of move in so our office can use as a comparison for the security deposit return when you move out.

### **6. RENTER'S INSURANCE**

We strongly recommend that you obtain renter's insurance as our policy does not cover your personal belongings against vandalism, fire, burglary and water damage as well as personal liability. Please see the Property Manager for more information.

### **7. INFRACTIONS**

You will receive an infraction if any lease/handbook violations occur. Three infractions in a year may be cause for eviction/non-renewal of your lease. Violations to the Crime Free Drug Free Addendum you signed will be cause for an immediate lease termination.

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**8. UTILITIES**

Utilities must be transferred into your name by your effective lease start date.

**9. KEYS/ LOCKS**

There is a charge for lost keys and locks that need to be changed. LOCK OUTS ARE NOT CONSIDERED AN EMERGENCY.

**10. RIGHT OF ENTRY**

Management may enter your home at reasonable hours to inspect and in case of an emergency. Please refer to page #3 Section #28 on your Residential Lease.

**11. GROUNDS**

An adult must be present with residents/guests under the age of 8 when outdoors. Lease holders are responsible for your household as well as any visitors/guests to your home.

**12. PETS**

You must obtain permission for small fish and caged birds. They must be properly contained and not damage the unit. Dogs, cats, and other pets are not allowed. **THIS INCLUDES VISTING ANIMALS! Please see the Property Manager if a service/companion animal is required.**

**13. WATCH OUT FOR PEOPLE**

Pedestrians can be preoccupied. Our community speed limit is 5 MPH. This includes your visitors. Please inform them of this.

**14. TRASH REMOVAL**

All garbage must be bagged and tied and placed properly inside the dumpster/trash container. DO NOT SET IT ON THE GROUND. IF DUMPSTER IS FULL; MAKE EVERY ATTEMPT TO GET GARBAGE INTO DUMPSTER. MAKE SURE WHOEVER TAKES IT OUT IS TALL ENOUGH TO REACH THE DUMPSTER.

**15. COMMUNITY QUIET HOURS**

Community Quiet Hours are from 10:00 PM to 8:00 AM. Friendly gatherings are welcomed provided that all residents and guests follow the rules of our community.

**16. PREVENT ALL DAMAGE**

Maintenance emergencies - Please read the handbook for a list of emergencies and non-emergencies. There will be a charge applied to any non-emergency calls. Use sound judgment in your actions.

**17. COMMUNITY APPERANCE**

You are responsible for the area in front of your home. Trash may blow in that is not yours; we ask that you take pride in your home and dispose of it properly.

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## **18. SEVERE WEATHER**

If you do not have a plan for your family and severe weather strikes, the bathroom on the main floor is the safest place to go. PLEASE READ PAGE 14 FOR MORE ON SEVERE WEATHER.

## **19. KEEP UNIT CLEAN**

Your home is expected to be kept clean at all times. Housekeeping notices can be issued if there is a cleanliness issue and can lead to eviction/non-renewal of your lease.

This is only a brief overview. You are responsible for reading and understanding the handbook. If you have any questions, please feel free to contact the rental management office. We will be glad to help with any question you may have.

## Start Off on the Right Foot

Living in a townhome/apartment is different than living in your own home and being a good neighbor entails different considerations. The walls, parking lots, playground and more are shared with other residents. Please be respectful and mindful of others within the community.

### **Get to know your neighbors**

They do not have to become your best friends, but there are many reasons why knowing your nearest neighbors is a good idea. So, as you see them out and about, smile and say hello. Take a moment to introduce yourselves.

### **Understand and follow the community rules**

Most rental communities have rules regarding where you can park, quiet hours, loud music, trash pickup and more. These are spelled out in your lease or addendums. Know them and follow them. Your neighbors and your landlord will thank you.

### **Observe reasonable hours for noisy activities**

Vacuuming, hanging pictures, moving heavy furniture, are all activities that produce noise which can travel beyond the walls of your townhome/apartment. Please refrain from these activities and any others that may cause a disturbance to your neighbors. Our community quiet time is 10:00 PM to 8:00 AM.

### **When it comes time to have a gathering, remember your neighbors**

Let them know ahead of time when the gathering will be happening; though you need not feel obligated to invite them by letting them know. You are just preparing them that it may be a little louder than usual and may have more traffic. Make sure your guests understand the rules of our community - including where to park and that they must remain in your townhome/apartment (or within your own personal area outside). And remember, quiet hours still apply. Always clean up immediately any trash and debris left outside. You, the tenant, are responsible for the actions of your guest to our community.

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## Paying Your Rent

**Y**our rent is due to the management company on the first day of each month. Rent received after the first day of the month is considered late; however, we allow a 3-day grace period before assessing service charges for additional administrative and clerical duties. For rent payments received after **12 Noon** the 3rd day of the month, a late fee of 8% of the total balance due not to exceed \$50.00 and will be charged on the 4th of the month.

Eviction proceedings will begin on the 8th of month. Please pay your rent promptly on or before the 1<sup>st</sup> to avoid any penalty. If rent is not paid in accordance to the Residential Lease, you will be subject to termination of your lease by eviction proceedings and or non-renewal of a new lease term.

If your check is returned to us from the bank due to any reason (i.e. insufficient funds, closed accounts, etc.), you will be charged a returned check charge of a minimum of \$30.00 in addition to late fees. If you present a check for rent and/or any other charges allowable by your Residential Lease and it is returned for any of the above reasons, management will no longer be able to accept personal checks from your household for any monies owed to the management after one check is presented and returned. Any future payments made to management must be in the form of money order or cashier's check.

Note: The rent identified above is the rent stated on your Residential Lease and may be subject to a change if a rent adjustment is approved at some future date.

### **When:**

Rent is due on or before the first day of each month for the entirety of your lease. Rent is considered late after **12 Noon** on the 3rd of the month and a late fee will be charged to your ledger.

Rent must be paid within the first 3 days of each month to avoid a service charge for additional administrative and clerical duties. Any foreseen difficulties must be discussed with the resident manager before the day your rent is due.

### **How & Where:**

Rent should be paid by personal delivery to the Rental Management office or deposited in the rent drop box provided. Make sure your townhome/apartment number and building numbers are indicated on the check.

Cash will not be accepted under any circumstances.

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## Your Residential Lease

The Residential Lease is a contract obligating both parties to the terms and conditions listed. Please read through it carefully and ask the management about anything which you do not understand. As a reminder, per your Residential Lease, Item D, #15- “MOVING OUT BEFORE LEASE ENDS: If RESIDENT moves out of the townhome/apartment before the DATE THIS LEASE ENDS, RESIDENT is responsible for rent and any other losses or costs including court costs and attorney’s fees associated to the move out.” If you move out prior to the end of your lease, you will be responsible for the balance of that lease (and any utilities paid by resident) regardless of the reason for breaking your lease.

## Occupancy Standards and Visitors

### Permissible Occupancy of Dwelling Unit

Every dwelling unit shall have at least one habitable room, which is not used for sleeping purposes, which shall have not less than 150 square feet of floor area. Other habitable rooms, except the kitchen, shall have an area of not less than 70 square feet.

The following are considered habitable rooms and shall not be used for sleeping purposes: family/living rooms, dining room, bathrooms, laundry room/closet, furnace rooms, unfinished basements (those without required ventilation, required electric outlets and required exit facilities), pantries, utility rooms, foyers, communicating corridors, stairways, closets, storage spaces, attached or detached garages and outbuildings and workshops. Rooms used for sleeping purposes shall have an area of not less than 70 square feet.

The maximum number of residents allowed to live in a one bedroom unit is two, maximum number of residents allowed to live in a two bedroom unit is four, maximum number of residents allowed to live in a three bedroom unit is six, and the maximum number of residents allowed to live in a four bedroom is eight.

Your home is rented to only those listed on the current Residential Lease. You may not allow anyone to live in the home unless the appropriate requirements have been completed by you and the persons intending on moving into the home. They will need to undergo the same process you did when you qualified for housing. Allowing persons other than those listed on your Residential Lease to inhabit the home are prohibited and is a violation of your lease and cause for termination. You must promptly notify management of any changes in the size of your family. Visitors are welcome to your home however, you must notify management in writing if they will be staying more than 7 days, (consecutive or non-consecutive) and their vehicle must also be registered with the office. Visitors will not be allowed to stay for more than a 7-day period, unless appropriate arrangements have been made and agreed upon with management in writing.

Resident’s townhome/apartment numbers will not be listed on any directories. Names of residents will not be released to anyone without specific written instructions to management.

The management staff of your community will not disclose any information about its residents (names, addresses, townhome/apartment numbers, phone numbers, etc.). We cannot assume the responsibility of determining who would or would not be welcomed by a resident.

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## Security & Damage Deposit

Your security and damage deposit are not rent but a deposit to ensure the fulfillment of lease conditions and as a contingency against any damages to the townhome/apartment. The security deposit shall not be applied to your last month's rent. If you fulfill your lease according to its terms, only charges for damages, excluding normal wear and tear (as determined by the management company), will be deducted from your security deposit. You will find the instructions for moving out as well as what charges will be incurred at move out at the end of this handbook. Following are the conditions for return of security/damage deposits:

1. You must fulfill the terms & conditions of your Residential Lease.
2. You must give a two calendar months written notice to the management office. The notice must be received on or before the last day of the month. Vacate notices are available in the management office.
3. The townhome/apartment must be left clean. This includes all appliances, closets, garages and storage space, with no damage beyond normal wear and tear. All rubbish must be removed.
4. After you have removed all of your belongings from the townhome/apartment, both you and a management representative will inspect the townhome/apartment and complete the inspection report, which should be signed by both yourself and the management representative. Move-Out inspections are to be completed no later than 12pm Noon on the last day of your lease.
5. You must give our office a valid forwarding address.
6. All keys, key fobs, and garage door openers (if applicable) must be turned into the Rental Management Office no later than 12pm Noon on the last day of your lease.
7. Deposits will be returned to you within 21 days after the date you return your keys (providing that date was for a proper two (2) calendar month notice).

## Inspection Reports

On the day you move in, your resident manager will inspect your townhome/apartment with you to establish a record of the condition of the townhome/apartment. You will participate in identifying any deficiencies in your new home and adding them to the Move-in Condition checklist. The list will then be placed in your file. This report will provide a written record of any deficiencies and help avoid any misunderstandings at the time of move-out.

Several types of inspections are done each year. When appropriate, you will be notified in advance of these inspections, along with a brief explanation as to the reason for the inspection.

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## Renter Insurance

We strongly recommend that all residents have renter's insurance to cover personal belongings against vandalism, fire, burglary and water damage as well as personal liability. The building insurance does not cover resident's personal belongings or liability. Please contact your property manager for more information.

## Infraction Notices

Infraction notices are issued when there has been a violation of your lease and/or Handbook regulations. Three (3) infraction notices received by your household in any one year, may be cause for termination of your Residential Lease. Violation(s) to the Crime Free/Drug Free addendum is cause for immediate termination of your lease.

## Utilities

It is your responsibility to notify the utility companies to have service placed into your name upon Move-In. Failure to have utilities placed into your name within the first 3 days of your lease effective date can result in a lease infraction.

Delinquent utility accounts and or utility shut-offs may be cause for termination of your residency. You must notify the Rental Management office immediately if you have been notified of a shut-off. A list of Utility Providers has been included in your Move-In packet.

Upon installation of your telephone, please inform the office of your telephone number.

## Keys & Locks

We will supply a key/fob to the townhome/apartment, mailbox and a garage key/door opener (if applicable). All keys and garage door openers are to be returned to the Rental Management Office upon vacating the townhome/apartment. Be very careful that these keys are not lost or misplaced. If the keys to your unit, mailbox, garage, or storage area are misplaced, you will be responsible for the charge to have your locks changed and/or new keys made. Residents are not permitted to alter any lock or install a new lock or other attachments on any door. If you are locked out of your townhome/apartment after office hours, you will be responsible for calling a locksmith of your choice to let you into your home. The charge for this will be the sole responsibility of the resident. The fee for a lost key/fob (door keys and mailbox) is a minimum of \$25.00 and for a lost or stolen garage door opener is a minimum of \$50.00. If the locks need to be changed, you will be charged the fee for doing so. The current cost is a minimum of \$50.00 per lock; this includes all doors and mailboxes. **LOCK OUTS ARE NOT CONSIDERED AN EMERGENCY.** All fees are subject to change.

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## Right of Entry

Management reserves the right to enter your home at reasonable hours to inspect the townhome/apartment and, in case of an emergency, to protect the property. For non-emergency maintenance, we will attempt to notify you prior to entering your home. This right of entry is reserved whether or not you or any member of your family is at home.

In the event all members of your family are to be away for any length of time, you are requested to notify us, leaving an address or phone number where you may be reached in case of an emergency. The management office will not allow entrance of any person not listed on the lease to any resident's home for any reason without written consent from the lease holder. This does not include entry by management or its representatives or a lawful order from a court or law enforcement officials.

## Grounds and Community Appearance

Since this is your home, we ask that you treat it in that manner. Please abide by the following policies to help maintain an attractive and safe environment and for the protection of the property.

- 1) Lawns of all buildings should be kept clear of furniture, bicycles, toys and other personal property.
  - 2) No radio or televisions aerials or wires along with satellite dishes are allowed to be erected in or about any part of the building.
  - 3) Sheets, blankets, etc. are not acceptable window coverings.
  - 4) Trees, shrubbery and rocks are a vital and valuable part of the landscaping. You will be liable for damages by you, your household members or your guests. A Lease Infraction will be given for any destruction of the communities landscaping.
  - 5) Entrance ways are to be kept clean and free of litter and unsightly articles. Hanging clothes on balconies or decks along with using them for storage is prohibited. Bicycles are to be stored inside your townhome/apartment.
  - 6) Residents (of townhomes) are responsible for shoveling the sidewalks leading from their front door to the main sidewalk.
  - 7) No littering of the grounds. This includes but is not limited to, candy wrappers, popsicle sticks, soda cans, etc.
  - 8) Only furniture sold for outdoor use is permitted to be on your balcony, patio. No household items such as couches, love seats, recliners etc. will be permitted.
  - 9) This is a 100% smoke-free community. Smoking is not permitted within the units or on the property. Anyone found violating this policy will receive a lease infraction and possible lease termination.
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- 10) When outdoors, an adult must accompany any resident/guests under the age of 8. All residential lease holders are responsible for the conduct of all residents in the household, and their guests. Please do not leave bicycles, toys or tricycles on the patios, grass and sidewalks. Belongings left outside can be a potential hazard to the safety of other residents. Management is not responsible for any lost, stolen or broken items.
- 11) Residents are responsible for cleaning any mess made by themselves, all residents in their household and their guests on the premises. All residents should exercise the same concern for noise and disturbances outside the building as they do inside the building.
- 12) The recycling area, storage areas and dumpsters shall not, under any circumstances, be used as play areas.
- 13) Residents will not be allowed to ride bikes, use skates or skateboards on the grass areas.
- 14) Small collapsible pools and water slides are fine for residents to use as long as these items are put away at the end of each day. These items should also be picked up on the days when the lawn work is being done.
- 15) Portable basketball hoops are not allowed in the driveways or common areas within our community.
- 16) Lawn Care is completed during the week between the hours of 8 AM and 8 PM. All items must be properly stored daily to allow the contractors to complete their required maintenance. Management will not be responsible for any damaged or discarded items that were not moved prior to lawn maintenance day.

## Pets

Small fish and caged birds are allowed with prior written permission from management as long as they are cared for and do not cause damage to your home.

Cats, dogs or other pets are not allowed under any circumstance, including visiting animals, without written permission from management.

Management reserves the right to modify this pet policy at any time without notice. Please check with your manager for site specific information on pet rules; as additional forms may be necessary.

Any requests for a Service/Companion animal must be made to the Rental Management Office. You may be required to provide additional documentation, and requests may be denied if the request is not found reasonable.

Please see the Property Manager for additional information pertaining to the Pet Policy.

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## Vehicles/Parking/Snow Removal

We ask that you drive with extreme caution in the driveways, parking lots and when pulling in and out of garages. Pedestrians are sometimes preoccupied and every precaution should be taken to ensure their safety.

### The Community Speed Limit is 5 MPH

All cars must be registered with the rental office. Ample parking space has been provided for each home and is available to residents and guests on a first come - first served basis. Other areas have been reserved to provide adequate fire lanes. Cars that are parked illegally or in restricted areas will be towed at the vehicle owner's expense without notice. All vehicles must be in an operable condition or may be towed at your expense. Expired licenses, flat tires, no insurance, mechanical problems that prevent the vehicle from running or moving are some of the items we consider inoperable conditions and the vehicles may be towed at your expense.

**PROHIBITED:** No recreational vehicles including but not limited to boats, ATV's, off-road dirt bikes, snowmobiles, trailers, campers, or commercial vehicles are to be stored/parked on or within the parking lot, underground parking stalls, and/or individual garages. These areas are intended for parking of legalized motor vehicles only. Any violators are subject to be towed/removed at owner's expense.

Power Wheels and any other riding operated toys; not to be limited by brand are not permitted to be used on or within the property in such areas to include, main traffic streets, underground garages or common parking lots.

Hoverboards are prohibited on or within the property at all times as these have been known to cause damage and catch fire.

Due to the damage caused to asphalt and landscaping by detergents and cleaning solvents, washing of cars is not allowed. Motorcycles must have a board under the kickstand to prevent damage to the asphalt. Repairs, or any other type of mechanical work on all vehicles, is prohibited on the property. Any property repairs needed due to damages caused by such work will be charged to the Resident(s).

The owners of all vehicles in our parking lot and driveways, including your driveway, must be moved for snow removal. You are responsible for informing visitors about our parking policy as their vehicles will be subject to the same rules that apply to you. Non-compliance of the parking policies will result in towing at the vehicle owner's expense.

In the fall each year, you will receive a memorandum from management regarding the policies and procedures for snow removal and parking during the winter months.

Parking in the underground parking garage (for those communities with underground parking) is a benefit for the residents and is reserved for residents only and shall not be utilized by any guests. Residents shall not store any items other than their vehicle in the underground parking garage. When entering or leaving through the underground parking, make sure the garage door closes fully before driving away. If the door does not close, immediately notify management.

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## Trash Removal

All trash is to be placed in plastic garbage bags and tied to prevent paper and other items from falling out.

Covers on individual garbage containers MUST remain closed at all times. ALL garbage is to be placed inside of the receptacles or dumpster. If you have an individual garbage container, you must place it curbside on garbage day and bring it back to your home and place it in your garage promptly. Receptacles left curbside or outside of your garage for more than 24 hours will lead to a lease infraction.

No furniture of any type is to be placed in the dumpsters. If you have a large item to dispose of, please notify management so the appropriate charges can be billed to you. You may also want to consider disposing of it at a local landfill (if available) which may be less expensive for you.

Please help keep the trash areas litter free for the health, appearance and enjoyment of the entire community.

## Recycling

Check with your manager to see if recycling is available in our community.

## Disturbances

Social and friendly gatherings of residents' and their guests are welcomed 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 home and common areas. Stereos, radios, and televisions are to be kept at minimum levels so that neighbors are not disturbed. Nothing should be done in or about the building that will interfere with the rights, comfort or convenience of other residents

\*Community Quiet Hours Are From 10:00 PM to 8:00 AM\*

## Security and Safety

Adequate protection for you and your property begins with your own actions. Close and lock your doors and windows at all times. If you see something that looks suspicious, please contact our local police department or 911. Door to door soliciting is not permitted within the townhome/apartment community.

Residents shall not use, or permit to be brought into the premises or the buildings, any flammable oils or fluids such as gasoline, kerosene, or other explosives which are deemed hazardous to life, limb or property.

In the event you are going to be gone for an extended period of time, it is advisable to make arrangements so newspapers do not accumulate at your door, letting people know you are gone. You should also contact the Management Office when you plan to be away for an extended period. Please pay your rent or make arrangements with someone to deliver your rent payment to the Management Office if you will be away on the 1<sup>st</sup> of the month. The Rental Management office will not be responsible for the care of your home or property during your absence.

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## Fire Safety

Every year over 8,000 people are killed and over 100,000 are injured by fire in the United States. Consequently, the following fire prevention practices are extremely important.

- 1) Test your smoke detector monthly. If it is found to be malfunctioning, report it to the Management Office immediately.
- 2) Do not store flammable liquids in your townhome/apartment. Do not use aerosol cans near a heat source.
- 3) Due to the fire danger from Smoking, the property is smoke-free and smoking anywhere on the property including in the units is not allowed.
- 4) Be aware of electrical equipment that does not operate properly, has an unusual odor, has frayed or damaged cords or plugs. Do not overload electrical outlets.
- 5) Never throw water on a grease fire or electrical fire. Read the direction for the use of a fire extinguisher before a fire occurs.

## The United States Fire Administration Recommends the Following:

- 1) Draw a floor plan of your entire home. Show all possible exits from each room. Know ways out of every room, especially bedrooms.
  - 2) If you live in a multi-story townhome/apartment, map out as many routes as possible to exit the apartment/ townhome.
  - 3) If one of your escape routes is a second or third story window, consider investing in a ladder. Check with your local hardware or major department stores.
  - 4) Sleep with your bedroom doors closed and unlocked at night. A closed door will help slow the spread of a deadly fire, smoke and heat. When following your escape route, be sure to close doors behind you.
  - 5) The smoke detector will sound the alarm to wake you and your family. You can also develop a special signal that all family members will understand to mean “danger”. You might use a whistle or bang on the wall. Use this signal only in emergencies.
  - 6) When you hear the alarm, roll out of bed to the floor. Get down on your hands and knees and crawl to your door and touch it. Do not stop for clothes, papers or jewelry.
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- 7) If the door does not feel hot, open it just a crack to check for smoke. If there is none, leave by your planned escape route. Remember to crawl low and keep your head down. Cleaner air is closer to the ground.
- 8) DO NOT OPEN the door if it feels hot when you touch it. DO NOT PANIC, PAUSE AND THINK BEFORE YOU REACT. Escape out the window or use your alternate exit.
- 9) If you cannot leave your room or townhome/apartment, seal cracks around doors and vents as best you can, using wet towels if possible. Open a window at both the top and bottom. Stay low to the window to breathe fresh air. If there's a phone, call the fire department - even if it already has been called or is at the scene - tell them exactly where you are in the building. Shout for help and signal your position by waving a bright cloth, towel or sheet.
- 10) If your clothes catch on fire, STOP where you are, DROP to the ground and ROLL over and over to put out the flame. DO NOT RUN. Running will only increase the flames.
- 11) Teach small children never to hide under beds or in closets. Take your children to a neighboring firehouse to see the equipment and protective gear firefighter use, so they will not be frightened of firefighters during a rescue.
- 12) Gather at a pre-determined meeting place outside, well away from the building and take a head count. Once outside, STAY OUT. Meet the fire trucks and tell firefighters whether everyone is out.

## Severe Weather

When a thunderstorm or tornado watch is issued, it means that persons within the watch areas should keep alert for changes in the weather. Monitor the local radio or television station for updates. If a severe weather warning is issued, or hazardous weather conditions are observed, the following actions should be taken.

- 1) You should have a portable radio, a flashlight and a blanket. Do not use candles as emergency lighting, as this could be dangerous if there were gas lines broken as a result of the storm.
  - 2) Go to the lowest level of the building.
  - 3) Protect yourself from flying glass and metal by covering yourself or crouching under a heavy piece of furniture.
  - 4) Do not call the National Weather service unless you sight a tornado.
  - 5) Do not take time to open windows and doors. Explosive pressures are no longer believed to be a threat to buildings.
  - 6) Stay indoors to protect yourself from windblown objects.
  - 7) After a tornado passes, stay put for five minutes. A "family" of tornados can develop from a one-ring cloud.
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## Routine Maintenance

Routine maintenance is provided to our residents free of charge, provided that the necessary repairs and/or damages are not the result of your negligence, misuse, or not promptly notifying management of a problem. You are required to report all maintenance needs to the office as soon as one arises.

Residents will reimburse management promptly for any loss, property damage or cost of repair or service (including plumbing problems) caused by negligence or improper use by resident, family or guests (Page #3 Section #24 Paragraph #3 of your Residential Lease).

The plumbing is not designed to handle the disposal of feminine products, sanitary napkins, diapers, grease, garbage or other materials. Please equip your home with a plunger to help unclog drains. Contact management for assistance in handling the most severe clogs. SERVICE CALLS TO REMOVE FOREIGN OBJECTS FROM SINKS, TUBS AND TOILETS WILL RESULT IN SERVICE CHARGES BEING ASSESSED TO THE RESIDENT.

## Resident Service Request Procedure

When there are needed repairs in your home contact the Rental Management office. Your request needs to be in writing (unless it is an emergency) with as much detail as possible.

Please report all problems as soon as possible, failure to do so may result in greater damage for which you can be charged pursuant to your Residential Lease Page 1-2 Section #12.

Contact the office immediately if you notice any of the following:

- 1) No heat in the winter
- 2) Plumbing leak
- 3) Any condition that might cause a fire or other safety hazard

Please feel free to stop by the office or call the Property Manager during office hours with any questions or concerns you may have. You are responsible for any damages done to your home and/or any of the community's property.

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## Maintenance Emergencies

If you have a maintenance emergency after hours, please call the emergency number at 877-314-1240. For any non-maintenance emergency such as a fire call 911.

A maintenance emergency would be as follows:

- No heat (indoor temperature is below 68 degrees for 48 consecutive hours)
- Sewer backing up in sinks, toilets, tubs etc.
- Any electrical outlets smoking, shorting or sparking.
- Refrigerator not working. Please report only if it is inoperable. Keep door closed, food can stay safe for up to 24 hours.
- Window and door replacements (only if security factors are involved).
- Garage Door will not open or close.
- Water leaks that cause personal or property damage. Please report noisy toilets and leaking faucets during normal business hours.
- If you lose electricity, check your circuit breakers first. If that does not help, call the number listed above or your local service provider.
- Lockouts are not considered a maintenance emergency. (With the exception of your electronic lock malfunctioning). You are responsible for contacting and payment for a locksmith of your choice to get you into your home. If your home is damaged in any way from attempting to gain entry from a lock out, you will be charged for any damages that have occurred.

**A minimum \$50.00 charge will be assessed to the resident for any after hour calls that are non-emergencies.** A minimum charge of \$150 will be assessed for any lock out call (with the exception of your electronic lock malfunctioning.)

**DISCONNECTING SMOKE DETECTORS IS A FEDERAL OFFENSE.** They are provided for your safety and at no time should be tampered with or removed.

## Storage

DO NOT store gasoline, paint or other flammable materials in your townhome/apartment, the garage or in basement storage areas. Do not store the above aforementioned items or any other items in or near the furnace and water heater area/closet.

Storage is not permitted on patios, entrances or garages. You must have room for a vehicle in your garage at all times. Bicycles are not permitted to be stored on balconies or patios. Under no circumstances is play allowed in the storage areas.

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## Pest Control

Call the management office immediately if a pest problem arises. You will receive an infraction and will be charged for any treatments to your unit if it is found that it is due to your negligence. All units have been inspected and certified as pest free prior to your move-in.

## Decorating

Your home may not be redecorated or altered without prior written consent of Management. You may hang pictures and mirrors with “J” hooks. Stick-on hangers and tape is prohibited because the paint and sheetrock will come off when tape is removed. Please check with the property manager of your community regarding specific decorating.

Rubber-backed floor rugs are not allowed on any vinyl flooring in the home as they permanently damage the flooring. Any damage to the flooring and/or the replacement costs incurred because of the floor rugs will be the responsibility of the occupants.

Except for appropriate holiday theme displays or welcoming items for guests, signs, labels or objects of any type are not to be placed on townhomes/apartment doors or windows.

Management prohibits the installation of separate keyed locking devices on townhome/apartment entry doors other than those that are standard to the overall master keying system. Alterations or replacement of locks or installation of bolts, chains, knockers, mirrors or other attachment to the interior or exterior of any door of the building is not permitted without written consent from Management. If approved and installed, they become a permanent fixture of the building/unit.

Candles, Incense, Real Christmas Trees, and any other variation thereof are prohibited from the property as they may cause damage to the property and potentially cause a fire.

## Water Filled Furniture

Waterbeds and water-filled furniture (i.e. aquariums) are not allowed in the townhome/apartment without prior written consent of management and proof of insurance. You will be asked to provide proof of insurance every year thereafter that you continue to have water-filled furniture, if approved by management.

## Energy Conservation

Energy conservation results in lower utility bills, which benefit both you and the owner regardless of who directly pays the utilities. Please be energy conscious at all times. During the winter months, it is important that you keep your thermostat set **NO LOWER THAN 65 degrees**. This helps prevent the pipes from freezing. Make sure the heat register flap is open. Do not obstruct heat registers with furniture, boxes, etc. Check and keep all windows closed. Report any heat problems immediately to the office. If you have forced air furnace heat, it is also highly recommended that you **CHANGE YOUR FURNANCE FILTER ONCE A MONTH** during the heating season.

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## Care of Your New Home

Your townhome/apartment is to be kept in a reasonable condition of cleanliness at all times. All damage resulting from your occupancy is your responsibility. The management company is not responsible for damage to personal belongings, so each resident is encouraged to obtain renter's insurance.

Clean the top burner pans of your range on a regular basis to eliminate grease build-up. Clean the oven regularly. If you have a self-cleaning oven in your home, read your instructions on how to use the self-cleaning oven feature. Do not use oven cleaner on self-cleaning ovens. If you do not have a self-cleaning oven, you may use oven cleaner (please read the label, as oven cleaners contain ingredients that may be harmful). This will eliminate burned food build-up. Never use any sharp instruments to clean the oven, never spray the oven cleaner on the oven's element. Hood vent filters should be removed and cleaned monthly in hot soapy water. Never use foil to cover burner pans or the bottom of the oven. Report any problems immediately.

Make certain dishes are scraped and rinsed prior to placing them in the dishwasher. Do not crowd dishes, cups, glasses or silverware so water can circulate freely over each piece. **USE ONLY PRODUCTS INTENDED FOR USE IN A DISHWASHER.** Do not use regular dishwashing soap. You will save on your electricity bill by waiting to run your dishwasher until you have a full load; however, do not leave soiled dishes in dishwasher for a long period of time. Report any failure immediately to the resident manager.

During the summer months, air conditioner filters must be cleaned or changed monthly. Report any needed repairs immediately.

Mold and mildew will grow in hot, humid conditions. It is your responsibility to use the fans in the bathroom during showers/baths as well as the fan above the stove while you are cooking to help eliminate excess moisture build up. Also, if you have an aquarium, keep in mind that these are a contributor to excess moisture in the air. If any mold/mildew cleanup is necessary as a result of not properly using the ventilation equipment provided, you will be held responsible for those charges.

Damages caused to your unit and/or the property due to resident or resident's guests negligence will result in the resident being fully liable for costs to restore the unit and/or property back to its original state. Examples of such negligence are, but not limited to, windows being left open during freezing temperatures causing pipes to freeze, failure to report water leaks/intrusion, and failure to comply with your lease agreement and lease addendums pertaining to the upkeep of your unit and the property.

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## Vacating Your Townhome/Apartment

Your Residential Lease requires that you give the management office two full calendar months written notice prior to your lease ending, in the event you intend to move. This notice must be given on or before the last day of the month (this means two (2) full calendar months' notice regardless of the number of days in the month), must be in writing and given to the Rental Management Office along with a forwarding address. If you do not have one at the time of the notice, you will be asked to provide one prior to your vacate date.

Once receipt of your Notice to Vacate is received, management will provide you with move-out instructions and contact you to schedule a final walk-through of your unit.

You are not required to be present during your final walk through, however we do encourage it. During your final walk-through, our staff will reference the Move-In condition form you completed upon your initial Move-In date. We will be checking for any items that are not considered normal wear and tear. Please notify the Rental Management Office in advance to report any damages to your unit.

These policies and suggestions are not intended to restrict you in your new home but to ensure we all assist each other in maintaining a clean and welcoming community. We cannot hope to cover everything in this booklet about which numerous questions will undoubtedly arise. We reserve the right, therefore, to add to or change the Resident Handbook & Information Guide contained herein with proper notice to you.

We hope you will enjoy your new home!

By: Sand Property Management, LLC  
Its: Managing Agent

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