



GLICK<sup>TM</sup>  
GENE B. GLICK COMPANY

## *Resident Information Handbook* (House Rules)



### **WELCOME TO YOUR NEW HOME...**

We are pleased that you chose our community as your home. We want to make your stay with us comfortable and enjoyable.

The purpose of this handbook is to let you know about our community.

You, as the resident, and we, as the community managers, have responsibilities to each other. Hopefully, by clarifying these responsibilities at the very beginning, we can better achieve the objective as stated by our founder, Gene Glick: "Our goal is to provide quality housing to each of our residents and contribute positively to his or her lifestyle. We believe that service is the foundation of all business."

It is with these thoughts in mind that this handbook was prepared.

We hope that you retain this handbook for future use while you reside in our apartment community.

Please contact the Property Manager if you have any questions, comments or suggestions.

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## RESIDENT INFORMATION

Resident Name: \_\_\_\_\_ Account #: \_\_\_\_\_  
Address: \_\_\_\_\_ Apt: \_\_\_\_\_  
City | State | Zip: \_\_\_\_\_  
Phone: \_\_\_\_\_

## COMMUNITY INFORMATION

Community Name:	Colonial Village
Community Address:	1830 Garrison Drive
	Clarksville, IN 47129
Property Manager:	
Rental Office Phone #:	(812) 288-6627
Rental Office Email Address:	ColonialVillage@glickco.com
TTY #:	711
Maintenance Supervisor:	Benjamin Baker
Maintenance Office Phone #:	(812) 288-6627
Emergency Service Phone:	(812) 948-5627
Resident Relations Phone:	888-327-2799
Service Coordinator Name:	Patreece Johnson
Service Coordinator Phone #:	(812) 914-2753

## EMERGENCY NUMBERS

Fire Department:	911
Police Department:	911
Doctor:	
Ambulance:	911
Poison Control:	(800) 222-1222

## SECTION 1: INTRODUCTION

### GENE B. GLICK COMPANY

Since 1947, the Gene B. Glick Company has been involved in real estate development. The Company is recognized as a national leader in apartment management and construction and now manages over 21,000 apartments in 13 states. We pride ourselves on being a professional management organization with carefully selected and trained personnel. Our procedures have evolved over more than 50 years of apartment management and are designed to provide efficient service and a pleasant living environment.

### YOUR MANAGEMENT TEAM

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

### OFFICE HOURS

Hours of office operation have been established to provide service coverage during normal business hours. Please feel free to access the resident portal, visit, call, or email our office to obtain assistance. A special emergency number is provided for emergency service calls only. Our employees are concerned with doing the best job possible in serving you. However, they also enjoy time with their families. Therefore, please consider their time when calling after normal business hours.

## SECTION 2: MOVE-IN

### PAYMENT OF RENT

Rental payments are due by the 1<sup>st</sup> of each month. The following payment methods are accepted:

Via the Resident Portal

- ACH Debit (Digital Personal Check)
- ACH Text-to-Pay

Outside the Resident Portal

- WIPS (Walk-In Payment Services)

The resident portal is available to all residents and can be accessed at any time. To create an account in the resident portal, go to the community's website, click on the resident login screen, and complete the registration steps. Once you have created an account, download the RENTCafé Resident app for easy access to your payment options. The resident portal and RENTCafé Resident app are primary communication channels for the community to the residents. Please contact the rental office if you need assistance accessing your account in the resident portal or downloading the RENTCafé Resident app.

### SECURITY DEPOSIT

Your security deposit is not rent but a deposit to ensure the fulfillment of lease conditions and as a contingency against any damages to the apartment. It 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, will be deducted from your security deposit. The conditions for return of security deposits are:

- You must fulfill the terms and conditions of your lease and not owe the community any money.
- When the initial lease term is not fulfilled a refurbishment fee equal to the actual cost of repainting/cleaning the apartment or as otherwise specified in the lease agreement may be charged.
- You must provide proper written notice, as outlined in your lease agreement.
- The apartment must be left clean with no damage beyond normal wear and tear.
- After you have removed all your belongings from the apartment, both you and the management representative will inspect the apartment and complete the inspection report, which should be signed by both of you. The management representative will clearly indicate on this form the items, if any, for which you will be charged.
- You must give the rental office a valid forwarding address or arrange to pick up the refund.
- You are not considered officially vacated until all keys are turned in to the rental office.

## **LEASE**

The lease is a contract obligating both parties to the terms and conditions listed. On the day set for your lease signing, you will receive a copy of your lease. Please read it completely and ask the Property Manager about anything which you do not fully understand. In situations in which the Gene B. Glick Company seeks termination of the lease, additional attorney fees may apply.

## **OCCUPANCY**

Occupancy standards follow a 2 person per bedroom plus one additional person per unit policy. This means that a one bedroom could house three people; a two bedroom could house five people etc. unless such occupancy would otherwise violate state or local laws. NOTE: The property will concede to more restrictive program requirements, State and/or Local law if applicable.

Only those residents named on the lease and lease application are permitted to occupy your apartment. Please contact the rental office for the procedure to add another occupant to the lease. Residents are permitted to have guests in their apartment home, however, extended stays must be approved by the rental office. Management considers extended stays to be in excess of 14 consecutive days. Individuals wishing to remain in the unit for an “extended” period of time are subject to approval by management and may be required to apply for occupancy status.

Notwithstanding any other provision of law, the lease or this Resident Information Handbook; no resident, occupant or other individual shall be registered or otherwise be admitted or permitted to live in or otherwise occupy the apartment if such individual is subject to (or subsequent to lease signing, becomes subject to) a part-time or lifetime registration requirement under any local, state or federal sex offender registration program.

## **RESIDENT RENTERS INSURANCE**

We strongly recommend that you contact an insurance agent concerning apartment renters insurance or household goods and liability insurance or other similar policy to cover your personal belongings against vandalism, fire, burglary, and certain water damage as well as personal liability. Our insurance does not cover your personal belongings or liability. You will be held liable for any damage or injury caused by you, members of your household, guests or property. You may contact your rental office for additional information concerning a renter’s insurance program.

Waterbeds are permitted in ground floor apartments, providing you have proof of a minimum of \$10,000 insurance to cover damage, and the policy has the property name and address listed as an additional insured party. Waterbed insurance is generally available as an Addendum to Renters’ Insurance. Proof of insurance is required at the time of move in and at lease renewal or at the time you obtain a waterbed after moving in.

Residents residing at communities that require renters insurance should obtain the terms and requirements from the rental office.

## **UTILITIES**

Those utilities not furnished by us will be required to be transferred from our name to the name(s) of the new resident(s).

Discontinuance of the supply of any utility for which the tenant is financially responsible, because of the Tenant’s failure to pay for said utility, or the use of some other supply of any utility outside those supplied directly to the leased premises without prior written consent of the Landlord, or damage to the utility systems by the resident or household members, shall constitute a material non-compliance with the Lease Agreement and shall be sufficient grounds for Landlord to terminate the Lease consistent with the termination provisions therein. Tenant agrees to reimburse Landlord for any damage done or expenses incurred by Landlord arising out of the discontinuance of the supply of any utility on account of Tenant’s failure to pay for same, including any expenses to Landlord to maintain a continued supply of the utility.

## **FAILURE TO FULFILL THE INITIAL LEASE TERM/NOTICE**

If a resident household moves out before the end of the initial lease term the owner/agent may continue to charge the household the current market/contract rent until the end of the lease period or until the unit is re-rented; whichever is earlier. HUD rental assistance, if applicable, will cease on the day the apartment is vacated and the contract rent will be charged through the end of the initial lease term.

Persons named on the lease or on any lease addendum may terminate tenancy at the end of any lease term by providing written notice as set forth in the lease agreement. If the resident moves out after the notice is provided but before the notice period is complete, the resident has not provided a proper notice and will be charged the market rent/contract rent through the end of the lease term.

Households receiving HUD assistance (except PHA) may terminate tenancy, after fulfilling the initial lease term by providing written notice as set forth in the lease agreement. If the resident moves out after the notice is provided but before the notice period is complete, the resident has not provided a proper notice and will be charged the market rent/contract rent through the end of the notice period.

## **SECTION 3: GENERAL POLICIES**

### **GENERAL**

The purpose of these policies is to enable you to enjoy your apartment and the entire community and to maintain the appearance of the community. As a resident in an apartment community, you necessarily assume certain responsibilities which go along with the many benefits of the apartment lifestyle. These are common rules of etiquette designed to make the community more enjoyable for all residents.

### **BUSINESS RELATIONSHIPS**

The relationship between a landlord (owner/agent and/or property staff) and a resident is a business relationship. A courteous and businesslike attitude is required from both parties.

The owner/agent and/or property staff reserves the right to refuse to conduct business with anyone who is verbally abusive, swears, is disrespectful, makes threats, uses discriminatory language, appears to be intoxicated or under the influence of alcohol or drugs or is argumentative.

The Department of Housing and Urban Development (HUD) does not recognize the use of medical marijuana and use of such drug would be cause for eviction.

If a resident, resident's guest, or service provider demonstrates unprofessional behavior in the presence of the owner/agent and/or property staff or other residents/applicants, the person will be required to leave the management office and a notice of lease violation will be issued.

If the resident, a resident's guest, a resident's service provider or a resident's family exhibits threatening behavior, appears to be intoxicated or under the influence of alcohol or drugs or attempts to intimidate the staff, the person(s) will be required to leave the management office and a notice of lease violation will be issued.

If the resident is not appropriately attired, when visiting the management office, the resident will be asked to leave. Appropriate attire includes shoes, shirts and pants, shorts or skirts.

The use of cell phones or other devices is not allowed when engaging with the property staff. If a resident is participating in a cell phone call, texting, reading a text or otherwise using any electronic device (not necessary to alleviate the symptoms of a disability), the property staff will discontinue any communication until the resident is able to "disengage".

Use of cell phones or other electronic devices by residents will not be allowed in the management office without express permission from the property staff.

Children are always welcome in the management office. Minors must be supervised by an adult. It is not the responsibility of the property staff or other residents to provide child care or supervision.

Property staff is not permitted to accept any money, gifts, services or favors connected with any aspect of residency on this property.

Any three lease violations within a twelve (12) month period could be cause for termination of tenancy.

## FAIR HOUSING

Management will not discriminate on the basis of race, color, creed, national origin, religion, sex, disability, familial status, actual or perceived sexual orientation, gender identity, marital status, or age (except as an eligibility requirement) and any additional state or local protected classes in any phase of the occupancy process.

## REASONABLE ACCOMMODATION/MODIFICATION

A “reasonable accommodation/modification” is a change, exception, or adjustment to a rule, policy, practice, service, or structure that may be necessary for a person with a disability to have an equal opportunity to use and enjoy a dwelling, including public and common use spaces. Since rules, policies, practices, and services may have a different impact on persons with disabilities, treating persons with disabilities the same as others will sometimes deny them an equal opportunity to use and enjoy a dwelling. It is unlawful to refuse to make reasonable accommodations/modifications to rules, policies, practices, services, or structure when such accommodations may be necessary to afford persons with disabilities an equal opportunity to use and enjoy a dwelling.

To make a request for a reasonable accommodation/modification please contact your management team. You will be provided with a reasonable accommodation/modification request form or at the applicant/resident request the request form will be provided in an equally effective format. An applicant/resident may submit the request in writing, orally or use another effective means of communication to request a reasonable accommodation/modification.

## SMOKING

Smoking is permissible in the following areas:

- ☒ Apartments
- ☒ Grounds – Not within 10 ft. of Common Area entry door
- ☐ Designated Areas Only
- ☐ Smoking is NOT permissible anywhere on the premises including apartments
- ☐ Other: \_\_\_\_\_

## KEYS AND LOCKS

We supply a key to the apartment and to the mailbox. Please return all keys to the rental office upon vacating the apartment. It is prohibited to alter any lock, replace any lock or install additional locks or other hardware on any door(s) or window(s). Please be sure, when leaving your apartment, to always take your key with you. If you cannot gain entry into your apartment, our maintenance or rental personnel will let you into your apartment during office hours. Photo identification is required of the individual on the lease to gain entry to the apartment or to request a lockout key. There may be a service charge for this. Maintenance is not required by company policy to unlock your door after hours. You may be referred to a locksmith.

## RECREATION

Playgrounds and other recreational areas are available. For safety reasons, we recommend that children be closely supervised. Residents are responsible for the conduct of their family members and guests. Please do not allow bicycles, toys or tricycles to be left on sidewalks, stairways or in hallways. Unattended toys can be a potential hazard, are unattractive and are an inconvenience to neighbors, and may be removed from the area by management. Items will be required to be claimed by an adult from the household. Any item not claimed in 30 days will be disposed of.

## EMERGENCY PULL CORDS

If emergency pull cords are located in your apartment, the cords operate signaling devices in the building. **The system is completely internal and is not connected with any Police Department, Fire Department, or Rescue Service.** The system is to be used only as a last resort after attempting contact through traditional emergency services, such as the Police Department, Fire Department, or Emergency Rescue Service. The Owner does not warrant that the system will be monitored or operate as intended, or that if it does operate that someone will be available to respond, or that any individual responding is in any manner qualified to render emergency assistance. No warranties express or implied, or representations, promises, or statements can be assumed by the existence of the system and no warranty, representation, promise, or statements shall be binding upon the Lessor or Owner unless said warranty, representation, promise, or statement is made in writing and signed by the Lessor or Owner. It is specifically the intention of the

Lessor and Owner to advise the Lessee that neither the Owner nor its agents are undertaking any duty to provide any emergency assistance to the Lessee.

## **ANIMALS**

If your community allows animals, they are only allowed when the appropriate lease addendum has been signed by a member of the rental staff. In communities where animals are accepted, certain animals are prohibited, and others may be restricted to certain weight and height limitations. Please ask management for a copy of your community's Animal Criteria. Current proof of required vaccination(s) must be provided to the rental office. Approved animals are allowed outside of apartments when they are on a leash or in a "bark park" and accompanied by a resident. Animals may not be left unattended on balconies or patios and may not be tied up outside of patios or apartments. Relief stations are not permitted on patios or balconies and must be walked in the designated areas only. Animal owners will be responsible and liable for any property damage or personal injury resulting from the actions or presence of the animal anywhere within the confines of the community. The County Sanitation and Health Department has an ordinance that prohibits animals of any kind around the pool area of any apartment community. All policies as outlined for a resident's animal also apply to those that are visiting.

Resident's requiring assistance animals have the right to request a reasonable accommodation and should contact the rental office.

## **VEHICLES**

All vehicles must be registered with the rental office. Parking is available to residents and guests on a first-come first-served basis unless there are assigned parking spaces in the community. Residents residing at communities with permitted parking should obtain the additional parking rules and regulations from the rental office.

- Please park in a manner that allows other cars easy access to other parking spaces.
- Do not double-park.
- Park only in designated areas; other areas have been reserved to provide adequate fire lanes or facilitate trash removal. Vehicles parked in restricted areas may be towed away at the owner's expense.
- All vehicles must be drivable. Vehicles determined to be undrivable may be removed at the owner's expense.
- Vehicles should not be stored in parking areas. Expired licenses indicate a "stored" condition and such vehicles may be removed at the owner's expense.
- Vehicles found on the premises in a "junk" condition, with flat tires or on jacks, supports or bare wheels, may be removed at the owner's expense.
- Unless there is a designated "car wash" station within the community, washing of vehicles is prohibited as damage to asphalt and landscaping can occur from detergents and cleaning solvents, Vehicle maintenance may not be performed within the community.
- Please do not park vehicles over the curb.
- Vehicles with fluid leaks may be tagged and the owner will be responsible for charges related to asphalt repairs or cleaning.
- Please respect handicap parking privileges. Vehicles parked without the appropriate disability permit may be removed at the owner's expense.

## **OTHER VEHICLES**

Any other vehicle, which may include but not be limited to motorcycles, mini-bikes, recreational vehicles, campers, trailers and semi-rigs must be approved by the rental office. Kickstands or tongues should not cause damage to asphalt. Fire regulations prohibit parking of a motorcycle and/or mini-bike on walkways, porches, balconies, under stairways, in apartments, etc. All bicycles must be stored in the patio area or in bike racks, if provided. Bikes must not be stored in hallways, front lawns, or any other common areas. Commercial vehicles are prohibited, except for service or delivery purposes.

## **MOVING VEHICLES**

Moving vehicles, whether commercial or personal, are required to respect other residents need to continue daily business. These vehicles should take up no more than one parking space at a time and must not encroach on curbs, multiple parking spaces, or areas designated "no parking" zones. These vehicles should not impede traffic or block other resident's vehicles. Vehicles of any type are not permitted to be driven or parked on curbs, sidewalks, or on the grounds at any time. Ramps, other moving devices, furniture, boxes, etc. should not impede sidewalk(s) or create hazards of any kind.

## **PORTABLE STORAGE CONTAINERS (AKA PODS)**

A maximum of one (1) storage pod may be utilized for the purpose of moving in or out of the community. A storage pod can be maintained on-site for a maximum of 72 hours. Pods must be contained within one “visitor”, non-premium, parking space that will be agreed upon between Management and the resident. If you need more than one parking space for your leased Pod, please contact Management for approval. Pods may not encroach on curbs, or other parking spaces. Pods may not be placed in “no parking” zones or along unmarked curbs throughout the community. Pods found to be in violation of any of these rules can be removed immediately by management without notice. It is recommended that you contact your local Property Manager before having a pod delivered. Vehicles are not to be used as additional storage for personal belongings.

## **TRASH DISPOSAL AND REFUSE**

Trash containers are conveniently located throughout the community. Please take all trash to these specified pick-up areas. Please do not permit small children to take trash to these areas. Place all trash in disposable bags or other secure containers to keep the trash areas neat, clean and relatively odor-free.

Trash bags must be tied to prevent papers and other items from falling out. Please place all trash inside of the containers and not on top or beside them. Lids must always be kept closed. The cost of removing trash not disposed of properly will be assessed to the persons responsible. In areas where live Christmas trees are permitted, disposal is the resident’s responsibility. Please help us maintain a litter-free environment for the health, appearance and enjoyment of the entire community.

## **MISCELLANEOUS**

- No additional air-conditioning unit may be installed.
- No equipment may be moved from any part of the building. All equipment must be permanently retained in its original location.
- Unless the rental staff gives advance written consent in each instance, you may not install or operate in the apartment any machinery, refrigeration or heating devices, or air-conditioning apparatus or use any other illumination other than electric lights. You may not use or permit to be brought into the premises or the building any flammable oils or fluids such as gasoline, kerosene, naphtha, and benzene, or other explosives which are deemed hazardous to life, limb, or property.
- You may not install or operate portable dishwashers, washers and dryers unless hookups were originally provided with the apartment.
- No firecrackers or other fireworks are permitted on the property.
- Door-to-door soliciting is not permitted within the community. You are requested to notify the rental office immediately if solicitors appear at your door.

## **TERRORISM**

The Gene B. Glick Company is committed to conducting reasonable, common-sense measures in response to any threat of terrorism at our communities. While there is no way to predict what will happen, we encourage our residents to be prepared. If you should note any suspicious activity or behavior at your property, we ask that you contact the rental office as well as the local FBI field office.

## **RESIDENT GREIVANCES**

With apartment living there may be occasional conflicts between residents. Most conflicts can be resolved by calm conversation and mutual respect. Management does not consider resident grievances a nuisance, they can be an opportunity to solve problems and retain satisfied residents. However, when a resident registers a complaint about another resident, the complaint will need to be in writing. Management will take the appropriate actions according to our company guidelines to help rectify the written complaint. Residents with complaints regarding management should work with their Property Manager to resolve these issues when possible. If concerns are not addressed satisfactorily, residents can call the Gene B. Glick Company at 888-327-2799.

## **HARASSMENT**

Harassment in any form is not acceptable. Harassment is conduct which annoys, threatens, intimidates, alarms, or puts a person in fear of their safety. Harassment in housing entails intentional and repeated acts of offensive behavior that interfere with an individual’s ability to peacefully enjoy the use of their home (rental apartment) or the community. The company maintains apartment communities that are free of intimidation and any forms of harassment, including both discriminatory harassment and sexual harassment.

If you believe you are being harassed by a resident or contractor, please contact the rental office immediately. If you believe you are being harassed by a member of the property team, please contact the Gene B. Glick Company at 888-327-2799.

## **DISTURBANCES**

Social gatherings of residents and their guests are welcomed and encouraged provided that they do not become boisterous, obscene or generally objectionable to other residents. Noticeable drunkenness will not be tolerated. Residents are responsible for the conduct of their guests in the apartments or outside in the common areas. Stereos, radios, and televisions are to be kept at minimum levels, so neighbors are not disturbed. Nothing should be done in or near the building which will interfere with the rights, comfort or convenience of other residents.

## **COMMUNITY APPEARANCE**

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

- If property provides mini-blinds, you are responsible for replacement and/or damage during the term of your lease.
- Window coverings must be white-backed and installed by the resident within 30 days from the date of move in.
- Window sills must be kept free of all personal property.
- Trash, mops, brooms or other household clutter are unsightly for your patio, balcony or common areas and must not be stored in those areas.
- Patios and balconies may only contain typical outdoor furniture. The area cannot be used for storage of any kind.
- No wading pools, swimming pools or other water retaining items may be utilized. Other water related items such as sprinklers, slip and slides, etc. may not impede upon the comfort and enjoyment of neighboring patios or walkways (such as water spray or water which may flow to adjacent patios and walkways.)
- Sidewalks, entrances, passages, courts, vestibules, stairways, corridors and halls must not be obstructed or encumbered or used for any purpose other than entering or leaving your apartment.
- The front lawns of all buildings must be kept clear of furniture, bicycles, toys and any other personal property.
- No sign, advertisement, decorations, notice or other lettering may be exhibited, inscribed, painted or affixed by any resident on any part of the outside or inside of the apartment or building without the prior written consent of the rental staff.
- No awnings or other projections may be attached to or protrude beyond the outside walls of the building. Drilling or penetrating the walls or ceilings is not permissible.
- Outdoor rugs must be water resistant.
- No radio or television aerials, satellite dishes or wires may be erected to the apartment building or be any higher than the patio fencing. Aerials, satellite dishes, wiring, etc. must be approved by the rental office prior to installation. If installation is approved, it will be confined to the patio or balcony area of the leased premises. Management is not required to provide unobstructed radio, television, or satellite signals.
- Please don't allow anything whatsoever to fall from the windows, doors or balconies of the apartment, nor should you sweep or throw from your apartment any dirt or other substance into any corridors, halls, light shafts, ventilators or elsewhere inside or outside the building. No clothing, rugs or other items may be hung on or over patio fences or balcony railings.
- Trees, shrubbery and general landscaping are a vital and valuable part of the community. You will be liable for damages for any mutilation or defacing for which you, your household members, or guests are found responsible. Any expense incurred by the community because of mistreatment of the apartment or common areas will, in so far as necessary, be assessed against the resident(s) responsible.
- Personal lawn furniture and equipment may be used only in the rear of the apartment in the patio or balcony.
- No swing sets may be erected.
- No fences may be erected.
- No "lawn sales" are allowed.
- Residents are responsible for the upkeep of their patio and balcony areas. Vegetation, including grass and weeds, must be trimmed frequently so as not to become unattractive or encourage pests. Trash containers or bags may not be placed on patios or balconies for any amount of time. The area cannot be used for storage of any kind.

If checked, the following are prohibited in the common areas, patios and balconies:

- ☒ Hammocks.
- ☐ Plastic or lightweight patio furniture.
- ☒ Potted and/or hanging baskets. Two over-railing flower boxes are permitted per balcony/patio.
- ☐ Patio umbrellas and patio curtain shades.
- ☒ Large speakers and stereo equipment.
- ☒ Privacy screens consisting of any material including mesh and wire.
- ☐ Bicycles and other sporting equipment
- ☐ Bird feeders and Squirrel feeders.
- ☐ Banners and flags.
- ☐ Laundry lines.

## **SECTION 4: SECURITY AND SAFETY**

### **YOUR SECURITY**

Adequate protection of you and your property is of great concern to us. However, your security begins with your own actions. Please use any locks and other security devices provided to ensure that uninvited persons cannot gain access. Always close and lock your door. Be suspicious of unexpected deliveries or someone unfamiliar to you asking you to let them in. These are some of the tricks used to gain entry into a building. The patio or balcony sliding glass door should be securely locked since this is a favorite means of unlawful entry. Although we install industry-approved lock systems, all security devices can be overridden by a professional. The best security is the individual concern of each resident for the safety of themselves and their neighbors. Please report suspicious persons to the police and the rental office. Ask for identification of anyone not known to you who claims to be an employee of the Gene B. Glick Company. Office personnel are not permitted to give out residents' apartment numbers or telephone numbers to visitors. Please be sure your guests have this information. If you wish to permit service or delivery people be admitted to your apartment when you are away, we require that you give us written permission in advance. Specific written instructions must always be given to the rental office when you wish anyone be admitted to your apartment for any purpose.

Do not block doorways in the apartment with any furniture or other items that would restrict the ability to get out of the apartment in case of an emergency. Do not use extension cords, TV cables, etc. that would result in a trip hazard. They should not be put across hallways, doorways or pathways. Do not block patio doors or bedroom windows with furniture or any obstacle that would prevent egress. Do not disconnect the smoke detector or remove its batteries. If the apartment is equipped with emergency pull cords, do not tie cords out of reach or obstruct the emergency pull cords with furniture, hanging pictures or other items.

### **DOORBELL CAMERAS**

Residents may utilize commercially available doorbell cameras at the apartment entrances. Any other video or audio recording/monitoring equipment is prohibited in any commons area. Residents installing doorbell cameras agree to provide camera footage to management upon request. Damage caused by the installation/removal of doorbell are the responsibility of the resident.

### **VACATIONS**

We recommend that you notify the mailperson, newspaper delivery person and all other routine delivery people when you plan to be away from your home for an extended period. The Post Office or a neighbor can hold your mail and other deliveries until you return. A growing pile of newspapers signals to others you are absent. Before leaving on vacation, cupboards should be checked for unwrapped food and garbage should be emptied. Leave the heat on in the winter. Make arrangements for your rent if the rent will be due during your vacation. Your rent is due on the first day of each month, whether you are here or away. Please keep all windows closed during your absence to prevent rain damage to draperies, carpeting, etc. Please check all electrical appliances (i.e., stove, coffee pot, etc.) to be certain that they are unplugged or off. A timer connected to a light and/or radio will often deter a potential intruder. It is advisable to notify the office if you will be away for an extended period.

### **FIRE PRECAUTIONS**

Please empty waste and trash containers and dispose of newspapers and magazines regularly. Please store all matches in tightly closed containers. Please clean grease and spilled food daily from the cooking range and oven and store cooking grease containers away from range. Please keep curtains, towels, potholders, etc., away from cooking range top. Never use combustible cleaning products or

solvents indoors. Please refrain from smoking in bed. Never empty ashtrays in wastebaskets until the ash has been soaked. Always keep household equipment clean and in good repair. Have worn and frayed electrical cords replaced immediately. Halogen lamps are not permitted inside of the apartment. Avoid overloading electric circuits. No flame or fuel-based products may be utilized on the balconies and patios. This would include but is not limited to torches, fire pits, insect repellent candles, tabletop fire bowls/pots, portable fireplaces, etc.

Residents may have, and use, commercial oxygen for medical reasons only. Notwithstanding any other provision of law, the lease or this Resident Information Handbook; no resident, occupant or other individual shall be permitted to smoke, or shall permit others to smoke, in or around the apartment in the event commercial oxygen is being used in or around the apartment or is otherwise present in or around the apartment. Residents' failure to observe this safety requirement shall be considered an immediate threat to the safety and well-being of other residents as well as a threat of damage to the apartment and apartment community and shall be grounds for eviction on an emergency basis.

The Fire Department number should be listed in the inside front cover of this handbook. Report any fires to the Fire Department and the rental office immediately. Always give an accurate and understandable address to aid fire units in locating the fire. Storage of kerosene, gasoline or other flammable or explosive agents is prohibited. Fire regulations prohibit residents from storing any items in the area where the water heater and furnace are located.

### **BARBEQUE GRILL POLICY**

All propane gas grills, and charcoal barbecue grills are prohibited.

### **HEALTH PROTECTIONS AND PRECAUTIONS**

The property reserves the right to implement and enforce rules and guidelines to maintain a healthy environment for all residents, staff, guest, vendors, contractors, etc. with guidance from federal, state and local health organizations. These rules may include but are not limited to: Limiting access to common areas and amenities and the size of social gatherings, requiring Personal Protective Equipment (PPE) be worn outside the apartment home or in the presence of staff, contractors, and vendors within your home, and deferring routine maintenance.

## **SECTION 5: SERVICE**

### **SERVICE REQUEST PROCEDURE**

During office hours, you may request service by contacting the rental office. The explanation of the needed service should be clear and complete. This will help us to give better service and ensure that we fully understand the request. Our goal is to satisfy your request within 24 hours. However, there are times when service may take longer due to unexpected delays. Please notify us promptly of any needed repairs to equipment or fixtures. Prior to making a service request, we ask that you read the appropriate pages of this handbook. These outline a few simple checks which you can make to possibly correct the problem.

In the case of an emergency, please telephone the rental office or maintenance office immediately. If the emergency occurs after the office is closed, please telephone the emergency service number included on page three of this handbook. Examples of items which are considered an emergency are as follows:

- No heat in the winter if exterior temperatures are below 55° Fahrenheit.
- No air conditioning in the summer when temperatures are above 72° Fahrenheit, prior to dusk. (For the safety of our employees, exterior air conditioning units cannot be repaired after dark.)
- A plumbing leak which might damage personal belongings or property.
- No electricity (unless outage is beyond management's control).
- Any condition which might cause a fire.
- No water (unless outage is beyond management's control).
- No hot water prior to 10pm. After 10pm, it will be a next business day priority service.
- An odor of gas.
- Non-operating elevator.

We ask that you be considerate of our employees during their off hours and only call upon them for service in an emergency. We sincerely hope that our service request procedure will provide fast, courteous and efficient service. If you have any questions regarding our service request policy, please contact a member of your rental or maintenance staff.

## **PEST CONTROL**

We provide basic pest control services. Please contact the rental office if you have a specific problem. Garbage and waste should never be left in the apartment as these can attract pests. Residents with pets may be charged for flea spraying.

## **REDECORATING**

Your apartment has been cleaned and painted prior to move in. It is painted off-white so that it is neutral. We suggest that it remain this color, with decorating ideas to offset the white. Alterations made without written permission will be chargeable to you. Please do not use the adhesive hangers since the adhesive is difficult to remove from the wall without leaving a mark and damaging the wallboard itself. We prefer the slanting nail type. Strippable wallpaper and contrasting paint colors may be used with prior permission. However, walls must be returned to their original condition prior to move out. No "contact paper" may be used in the cabinets. Please use shelf liner.

## **CARPET CARE**

The care and maintenance of the carpet in the apartment is the resident's responsibility. The carpet should be vacuumed frequently. Please exercise caution in shampooing the carpeting. Residue remaining can cause rapid re-soiling or may damage the carpet. There is also the danger of over-wetting, which can result in a delayed reaction of brown spots. Please call maintenance for advice concerning the best method for carpet cleaning. No carpeting which adheres to the floor (tacked, glued, etc.) should be installed.

## **TILE FLOORS**

Tile floors are best protected from damage by regular cleaning and the application of regular floor finish. Maintaining a coating of floor finish over a tile floor also enhances the appearance of the room.

## **MOLD**

It is our goal to maintain the highest quality living environment for our residents. To help achieve this goal, it is important to work together to minimize the conditions that could lead to the growth of naturally occurring mold. Residents can help to minimize mold growth in their apartment homes by taking the following actions:

- Open windows. Proper ventilation is essential. If it is not possible to open windows, run the fan on the apartment air-handling unit to circulate fresh air throughout your apartment.
- In damp or rainy weather conditions, keep windows and doors closed.
- If possible, maintain a temperature of between 50 degrees and 80 degrees Fahrenheit within your apartment at all times.
- Clean and dust your apartment on a regular basis. Regular vacuuming, mopping, and use of environmentally safe household cleaners is important to remove household dirt and debris that contribute to mold growth.
- Periodically clean and dry the walls and floors around the sink, bathtub, shower, toilets, windows and patio doors using a common household disinfecting cleaner.
- On a regular basis, wipe down and dry areas where moisture sometimes accumulates, like countertops, windows & window sills.
- Use kitchen and bathroom exhaust fans, if installed, when cooking, operating the dishwasher, washing dishes, bathing, and showering. Allow fan to run until excess moisture has vented from the room.
- Use care when watering houseplants. If spills occur, wipe up excess water immediately.
- Ensure that your clothes dryer vent is operating properly and clean the lint screen after every use.
- When washing clothes in warm or hot water, watch to make sure condensation does not build up within the washer and dryer closet; if condensation does accumulate, dry with a fan or towel.
- Thoroughly dry any spills or pet urine on carpeting.
- Do not overfill closets or storage areas. Ventilation is important in these spaces.
- Do not allow damp or moist stacks of clothes or other cloth materials to lie in piles for an extended period of time.
- Immediately report to the management office any evidence of a water leak or excessive moisture in your apartment, storage room, or any common area.

- Immediately report to the management office any evidence of mold growth that cannot be removed by simply applying a common household cleaner and wiping the area. Also report any area of mold that reappears despite regular cleaning.
- Immediately report to the management office any failure or malfunction with your heating, ventilation, air-conditioning system, or laundry system. Do not block or cover any of the heating, ventilation or air-conditioning ducts in your apartment.
- Immediately report to the management office any inoperable windows or doors.
- Immediately report to the management office any musty odors that you notice in your apartment.

## **COUNTER TOPS**

Counter surfaces are not impervious to severe heat and staining. Substances that may leave stains should be wiped off promptly and hot pads utilized as required to protect the surface. Please do not cut items with a sharp knife directly on your counter tops. Please clean countertops with cleansers designed for the surface of your countertop only.

## **WATER SUPPLY**

If the water is not hot, please report it to the rental office immediately. If there are any leaking water pipes, dripping faucets or continually running toilet tanks, please report it and we will have it repaired. Portable washers place considerable strain on the plumbing. Extensive repairs usually must be made, which are chargeable to the resident. Therefore, these appliances may not be placed in the apartment.

## **ELECTRICITY**

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

## **COMMODOES**

The sewer system is sufficient to handle all normal drainage. Flushing the following items will result in chargeable damage: paper towels, facial tissue, disposable diapers, feminine sanitary products, etc. Care should be taken to avoid dropping foreign objects into the commode. Please don't dispose of grease or oil in the sinks or toilets. Cool grease and oil should be disposed of with garbage in the proper receptacle. Damage caused by negligence will be charged to the resident. Should your commode overflow, immediately stop the flow of water by turning the handle located under the tank in a clockwise direction. Then please call the office.

## **PLUMBING LEAKS AND BURST WATER PIPES**

At your move-in inspection, the management representative explained the location of the main water shutoff valve in your apartment. If you discover a water leak or a pipe freezes and bursts, please turn this valve off (rotate clockwise) and notify the rental office immediately. To help prevent frozen pipes during extremely cold weather, open cabinet doors in the kitchen and bathroom. Water should be left running slowly in the kitchen and bathroom. Please turn in a service request if the caulked areas around your bathtub, tile and windows are badly cracked, broken or chipped. Water seepage can cause severe damage to your apartment as well as your neighbor's.

## **AIR CONDITIONING AND HEATING**

When changing a thermostat from HEAT to COOL or vice versa, always put the switch on the OFF position-pause two seconds - then move the lever to the HEAT or COOL setting. Otherwise, permanent damage may result.

- If the HEAT or COOL cycle does not respond to thermostat setting, check breakers in electrical wall panel and wall switch in furnace room. Make sure they are ON. Check to ensure that the pilot light is on during heating periods if the apartment is gas heated.
- Do not obstruct air intake unit in any way.
- Check air filter visually to see that it is clean. We replace filters on a regular schedule. Please call the office if it appears that the filter is dirty and needs replacing. Clean air filters aide in energy conservation and results in a more efficient operation of the heating and air conditioning.

- Registers are balanced to provide efficient heating and cooling. During seasonal changes, they may be adjusted; bearing in mind that warm air will rise while cool air falls.
- Please keep all windows, doors and storms closed.
- Please keep all materials clear of outside condensing unit. Check for papers or plastics that may blow against air intake.
- Please try to seek a desirable thermostat setting; then leave it there. If your apartment is unoccupied for a given period - such as a working day or weekend - let the system operate in your absence. You should not allow the room temperature to fall below 55° or rise above 85°. Otherwise, damage to your personal property and apartment property may result. Don't turn the heat completely off during cold weather when you are on vacation or otherwise not in your apartment for a period of time. Pipes may freeze and burst. If this occurs because of your negligence, you will be responsible for any resulting damage. Likewise, in hot weather, damage to your furnishings and apartment property may result if the air-conditioning unit is completely turned off.

If the heat goes out, please check the thermostat and make sure that the switch is on the HEAT position. Turn the dial on the thermostat clockwise (raising temperature setting) several degrees and wait a couple of minutes. If the furnace still does not come on, check to ensure that the "Furnace" circuit breaker is in the ON position. Then go to the furnace room and locate the DISCONNECT switch and ensure that it is in the ON position. Check the breaker box by lifting the hinged cover. Check to determine if there is a 15amp breaker. Visually check whether the pilot light is still burning. If the furnace still will not operate, contact the rental office and advise them what you have found during the above inspections. When reporting a problem, pinpoint the trouble as best you can. This will save time and minimize any inconvenience for you.

## **SNOW REMOVAL**

For areas of the country affected by snow, snow plowing will be done anytime there are 2 or more inches of accumulation. It is most helpful to have all cars removed to allow maintenance room to plow.

## **LIGHT BULBS**

All lights are equipped with light bulbs when you move in. Replacement lightbulbs are the responsibility of the resident.

# **SECTION 6: APPLIANCES**

## **GENERAL**

In case your appliance does not operate, first check the circuit breaker to see if it has tripped. Then check the electrical cord to ensure that it is firmly plugged into the wall socket. If these appear to be in order, refer to the appropriate section of this handbook. If the problem is still not resolved, please contact the rental office. A management representative, usually the Maintenance Supervisor, will acquaint you with the operation of the heating and air-conditioning system and all appliances (range, dishwasher [if provided], refrigerator) during the move-in inspection. Please ensure that the management representative explains the operation of any appliance or piece of equipment with which you are not familiar.

## **RANGE**

Please clean top burner pans with a glass or tile cleaner each time they are used. This will eliminate grease build-up. When they become spotted with burned-on grease or food, use a scouring pad to remove all burned-on residues. Regularly clean the oven with a glass or tile cleaner. This will eliminate burned on food. Clean the oven according to directions. Never use any sharp instrument to clean the oven. Hood vent filters should be removed and cleaned monthly in hot, soapy water. Any failures should be reported immediately to the office.

## **REFRIGERATOR**

Unless you have a frost-free refrigerator, defrosting your freezer unit is essential for efficient operation. The chore of defrosting can be made simpler by removing all items from the unit and placing a warm pan of water inside the unit after turning the control knob to the OFF position. Never use scrapers, ice picks or knives to remove frost. Normally, defrosting should take about 30 minutes and should be done at least once every two months or when there is an accumulation of approximately 1/4" of frost. Frequent defrosting ensures peak performance and saves electricity. The inside can be kept fresh-smelling by using baking soda and water after defrosting. Any failures should be reported immediately to the rental office.

## DISPOSAL

The disposal must not be loaded too heavily. The safety overload on the motor will shut off the unit if it is overloaded. To reset the safety overload, wait three or four minutes for the motor to cool and then push the red button on the motor (in the cabinet under the sink). Any time the disposal is being used, the cold water should be running as fast as possible. Even after the disposal is empty let the water run a few minutes to clear the line. If the motor will not start, check the reset and then call the rental office for service. **Never place your hand down the disposal when it is turned on.**

How to operate the food waste disposal:

1. Turn cold water on to full flow.
2. Push food refuse through the splash guard into the disposal. Do not stuff.
3. Flip start switch to ON. Allow disposal to operate until shredding sound ceases.
4. Flip switch to OFF.
5. Run cold water a few minutes longer; then turn off. Water is necessary to wash the food waste down the drain. Cold water, besides being economical, is necessary because it prevents overheating of the disposal motor.

**Please do not discard the following items in your disposal:** metal, glass, plastic, grease/oil, paper, cigarettes, tobacco, bones, banana peels, seafood shells, tea bags (metal staple), dish rags, celery, corn husks, potato peels, onions, etc. If you can't chew it, neither can your disposal. If a spoon, bottle cap or other foreign item should be lodged in the disposal, try to retrieve it, but not when the disposal is on. You will be charged if damage is caused by these objects. Please do not use caustic drain cleaners at any time. A lemon or orange rind or baking soda will keep it odor free. Keep the cover on the drain when not in use to prevent foreign material from accidentally dropping into the waste disposal unit.

## DISHWASHER (If provided)

Food particles left on soiled dishes will jam the dishwasher. Please make certain dishes are scraped and rinsed under running water prior to placing them in the racks. This includes cups and glasses. Do not crowd dishes, cups, glasses or silverware, so water can circulate freely over each piece. Avoid covering the center hole in the lower rack for maximum efficiency. Please use only dishwasher detergent products. Do not use soap or laundry detergents under any circumstances. You will save power (and cut down on your electric bill) by waiting to run your dishwasher until you have a full load; however, do not leave soiled dishes in the dishwasher for a long period of time. Any failures should be reported immediately to the rental office.

## MICROWAVE OVEN (If provided.)

Clean with warm water, mild detergent and soft cloth or sponge. Do not use abrasive cleaners or steel wool pads as they can damage the control panel and the interior and exterior oven surfaces.

## SECTION 7: ENERGY CONSERVATION

Energy conservation results in lower utility bills which benefit both you and the owner regardless of who directly pays the utilities. Energy conservation is also consistent with the nation's goals.

### WATER

1. In operating a garbage disposal, use cold water. This reduces hot water usage, saves on kilowatts or gas cubic feet and eliminates maintenance problems.
2. Please notify the rental office immediately when you note a leaky faucet or running commode. A leaky water faucet dripping one drop per second can waste as much as 650 gallons of water in one year.
3. Please use the shower rather than the tub since an average shower bath uses only 5 gallons of hot water while a tub bath uses almost 10 gallons.

### HEATING AND AIR CONDITIONING

1. Please decide on a desired temperature and leave thermostat there rather than constantly adjusting it.
2. Be sure obstacles do not block the return air grille which is normally located in the wall adjacent to the furnace room.

3. Maintain thermostat controls for cooling at not less than 75° during the cooling season and heat controls at not more than 68° during the heating season (but not less than 55°). To prevent freeze-ups in the winter, thermostats are NEVER to be turned off.
4. If the apartment has a fireplace, close the damper tightly when you are not using it, so the chimney doesn't draw heated or cooled air from the apartment.
5. Adjusting drapes, blinds or shades can act as insulation. For example, during the winter, keep them open and let the sunlight warm the air and cut the heating system's load. On summer days, close the drapes on the sunny side to cut incoming heat.
6. Keep the doors to the outside shut when either the air conditioning or heating is on.
7. Since appliances give off heat which the cooling system must counteract, during the hottest time of day, please consider minimizing their use.
8. After bathing, keep door closed and turn on the bathroom exhaust fan or open the bathroom window to remove the moisture to prevent it from circulating throughout the apartment.

## **WATER HEATER TEMPERATURE**

Your water heater maximum temperature has been set at 120 degrees Fahrenheit. As water temperature increases, the amount of exposure time for serious burns to occur decreases. For example:

155° F	About 1 second
150° F	About 1½ seconds
145° F	Less than 3 seconds
140° F	Less than 5 seconds
135° F	About 10 seconds
130° F	About 30 seconds
125° F	1½ to 2 minutes
120° F	More than 5 minutes

While hot water in excess of 120 degrees Fahrenheit is not inherently dangerous, it poses an increased risk of burns and other injuries, particularly to children, disabled individuals, and the elderly. Therefore, adjustments to your water heater may be made only by members of your community's maintenance staff and only after execution of the Glick Water Heater Temperature Setting Advisory, Risk Assumption, Release and Waiver of Liability.

## **KITCHEN**

1. Please defrost your refrigerator when frost in the freezer compartment is about 1/4" thick.
2. When cooking on the range, a vent fan will exhaust heated air directly to the outside and relieve the burden on the cooling system.
3. The range will cook more efficiently if you match the diameter of pots and pans to those of the heating elements to prevent heat from escaping into the air.
4. A refrigerator operates more economically when filled to capacity but not overloaded.
5. Do not set your refrigerator or freezer to run colder than necessary.
6. Oven heat will not circulate efficiently so don't use the oven to quickly heat your kitchen. It will also damage the appliance.
7. Glass or ceramic baking dishes transfer heat better than metal and can generally be used in an oven set at 25° degrees lower than called for in directions.
8. Less heat escapes with covered pots and pans, this allows you to use lower heat settings.
9. Always make sure that your range is turned off after use.
10. Small appliances (such as electric skillets, toasters, crock pots, etc.) are an economical way to prepare small meals since they use less electricity than the electric range.
11. If there is a dishwasher located in the apartment, be sure to use the correct amount of detergent and load properly for most efficient use. It is most economical to use at full capacity.

## **LAUNDRY**

1. Please use cold and warm water cycles to save energy since the major cost item in washing clothes is hot water usage.
2. Both the washer and dryer operate more economically if used with a full load.

## **MISCELLANEOUS**

Please turn off lights when not needed for a period of time. A 40watt bulb burned for 10 hours uses 4,640 BTUs.

## SECTION 8: AMENITIES

### **LAUNDRY FACILITIES** (For communities with laundry facilities)

Complete laundry facilities are available to you in the community clubhouse and/or individual buildings. Hours are posted on the door to the laundry facility. The machines are provided and maintained by commercial companies which are responsible for their repair. If any of the machines are not working properly, please contact the company or the rental office. Please follow the posted rules for operating the machines. Use of the laundry facilities is at your own risk and discretion should be taken when using the machines for synthetic fabrics and other delicate items. You cannot dye fabrics in these machines. We cannot be responsible for any loss or damage caused by use of the appliances.

Never leave clothes unattended. Please remove clothing from the machines promptly. Keep the laundry areas neat and clean and use the receptacles provided. We want to make the use of the laundry facility a pleasant experience for each of our residents. Management must reserve the right to prohibit the use of the laundry room by any individual failing to comply with normal precautions and posted policies for operation of the machines. Portable washers and dryers are not permitted in apartments except where hook-ups are provided. Smoking is not allowed in any laundry room.

### **CLUBHOUSE**

If your community allows tenants to reserve the clubhouse for private functions, please request a reservation at the rental office. The Rental Office personnel will explain the rental fee, damage deposit, limitations and other policies regarding use of the clubhouse. Smoking is not allowed in the clubhouse or any area of the building.

### **CARPORTS AND GARAGES** (For communities with carports and garages)

These may be leased by contacting the rental office. You may not park in any carport or garage which you are not leasing. Any cars improperly parked in a carport or garage will be subject to towing at the owner's expense. Carports can only be used to park vehicles. They may not be used for storage of boats, campers, or trailers unless specifically approved in writing by the Rental Office. Storage of bicycles or other personal belongings is prohibited. You are not at liberty to affix any items to the carport or garage or make alterations of any kind.

### **FIREPLACE** (For communities and apartments with fireplaces)

Please open the damper before lighting the fire, and keep it open until the ashes are cool enough to touch. If the fireplace smokes, try opening a window an inch or two to assure sufficient air circulation. Conserve heat by keeping the damper closed when no fire is going. Never use gasoline, charcoal lighter or other fuel to light or relight a fire because the vapors can explode. Never keep flammable fuels near a fire. Do not use coal or charcoal in a fireplace because of the danger of carbon monoxide build-up. Don't stuff scrap papers, gift wrappings or old Christmas trees into the fireplace. Do not burn scrap lumber, pine branches, trash, plastics, or flame colorants. They can burn rapidly, giving off heat intense enough to set afire the soot on the inside of the flue, which could spread out onto the roof, igniting the shingles.

Please do not overload the fireplace. Large fires can lead to overheating of wall or roof materials, particularly in metal fireplaces. Always use a screen around the fireplace to keep sparks from flying out and to protect children from injury. Warn children about the danger of fire. Keep flammable materials such as carpets, pillows, furniture, paper or Christmas trees away from the fireplace area. Always remain present while fireplace is in use. Make sure that the fire is out completely before retiring for the night, or when leaving the house. To extinguish a fireplace in an emergency, douse the flames with plenty of sand, water or a chemical fire extinguisher. If you notice any cracks or holes in cement, briquettes, fireplace lining, or firebox, notify maintenance to correct the problem.

### **ELEVATORS** (For communities with elevators)

All elevators are completely automatic. You have only to press a button in the hall to call the elevator and a button in the car to access the different floors.

The building codes governing the installation of elevators are stringently enforced. Elevators are serviced regularly and checked yearly by state inspectors. There may be times when an elevator will malfunction. If this should happen and you are in the car, just follow these simple instructions.

1. Please check to see that the red button or switch marked EMERGENCY STOP is in the RUN position. Passengers will sometimes hit this accidentally when pushing floor buttons.
2. Push button marked DOOR OPEN. This will open door if you are at a landing and the automatic opening circuits have failed.
3. If there is a cabinet marked TELEPHONE, open the door and pick up the receiver. If there is a dial, there will be instructions, usually on the inside of the cabinet door, telling you where to call for assistance. If there is no dial, hold the phone until someone answers.
4. Push the button marked ALARM. This will sound a loud bell and indicate to others that the elevator is stalled. Sound alarm at about 2-minute intervals until you receive assistance.
5. Try to open the door in the car by hand. It is held closed by a spring and should not be too difficult to pull open. If you are at or very near a landing, the landing door will also open and you can safely exit since the elevator cannot run with doors open.
6. While waiting for assistance, DO NOT attempt to leave the car by emergency exits in the ceiling or side panels without outside assistance. The safest thing to do is to remain within the elevator until help arrives.

#### **SWIMMING POOL** (For communities having a swimming pool)

Please observe the following policies which are designed to make your pool use enjoyable and safe. Please be considerate of other residents when inviting guests to swim in the pool. No more than two guests at one time should be invited, and they must be accompanied by a resident. Anyone, resident or guest, using the pool must have a tag, which is obtainable at the rental office; there is a nominal charge for each guest.

- Anyone using the pool does so at his or her own risk and responsibility.
- Management cannot be responsible for lost articles.
- Persons under 14 years of age and non-swimmers must be accompanied by an adult (who can swim) at all times.
- Except for the "baby" pool, all residents and guests must be toilet trained and no resident or guests with diapers (swim diapers are permissible) will be allowed in the pool at any time.
- No running in pool enclosure.
- No Smoking in the pool enclosure.
- Glass objects, glass containers or food are not allowed within 5 feet of the pool area including the deck surface. Put cans, food and all trash in the containers provided.
- Persons having skin abrasions, open blisters, cuts, any skin disease, sores, colds, nasal or ear discharge or any communicable disease are not permitted to swim in the pool.
- Please refrain from boisterous and rough play, as well as loud noises, so that you do not disturb other residents.
- Pets are not allowed within the pool area, unless they are assistance animals.
- Only proper swimwear is allowed in pool. (No cut-off jeans, T-shirts, etc.)
- Specific pool rules and hours of operation are posted by the pool.
- Management reserves the right to deny pool privileges to anyone, at its sole discretion, for violation of these policies or to close the pool at any time for maintenance, inclement weather or other unsafe conditions.

#### **LAKES** (For communities having a lake)

Please observe the following policies which are designed for the safety of all residents. Lakes are only to be utilized by residents. Swimming, trespassing, wading and feeding wildlife is prohibited. Walking, skating or sledding on ice is prohibited. Boating and/or fishing are only allowed if posted on the property.

#### **TENNIS COURT/BASKETBALL COURT** (For communities having tennis courts or basketball courts)

Before undertaking any type of exercise, it is wise to consult with your physician. You will be playing at your own risk, and we urge caution so that you do not over-exert yourself. Management will not be responsible for any accidents. Please observe the following policies to increase your enjoyment and safety while using the facilities:

- Please be considerate of others. If someone is waiting while you are playing, please limit your session to 45 minutes.
- Specific rules and court hours may be posted by the court.
- Tennis shoes must be worn at all times while on the courts.
- No eating or smoking is permitted while on the court.
- Only those persons playing tennis or basketball are allowed on the court.
- Always observe the common rules of courtesy on the court.

- Management reserves the right to limit guests and to prohibit the use of the courts by any individual who fails to comply with the normal precautions and posted policies.

#### **SAUNA AND EXERCISE ROOM** (For communities having a sauna and exercise room)

Before undertaking any type of exercise program, please consult with your physician. You will be exercising at your own risk and we urge caution so that you do not over-exert yourself. Please observe the following policies to increase your enjoyment and safety while using the sauna and exercise room:

- No smoking is allowed in either room.
- No food or beverages are allowed in either room; however, water is acceptable.
- All exercise equipment must remain in place.
- No persons under the age of 16 are permitted in the exercise room or sauna unless accompanied by an adult.
- Elderly persons or those suffering from heart disease, high blood pressure or low blood pressure should not use the sauna unless directed by a physician.
- Upon leaving, all lights should be turned off, sauna should be turned off, all exercise equipment should be turned off, and all doors closed and locked.
- Management reserves the right to prohibit the use of the exercise room or sauna by any individual failing to comply with normal precautions and posted policies.

#### **SENIOR CITIZEN SERVICES**

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

#### **SERVICE COORDINATION (if applicable)**

Service Coordinators are a valuable resource and part of the management team. Service Coordinators assist residents in connecting with resources and support to promote social connection, a sense of community, and to ensure successful residency. Connect with your service coordinator for a calendar of scheduled programs, events and information about local community partners and available resources. Your contact with a Service Coordinator is confidential.

#### **VIOLENCE AGAINST WOMEN ACT (VAWA)**

The Violence Against Women Act (VAWA) provides protections to women or men who are the victims of domestic violence, dating violence, sexual assault and/or stalking – collectively referred to as VAWA crimes. Property Management understands that, regardless of whether state or local laws protect victims of VAWA crimes, people who have been victims of violence have certain rights under federal fair housing regulation.

This policy is intended to support or assist victims of VAWA crimes and protect victims, as well as affiliated persons, from being denied housing or from losing their HUD assisted housing as a consequence of their status as a victim of VAWA crimes. Affiliated persons include:

1. A spouse, parent, brother, sister, or child of the victim, or a person to whom the victim stands in the place of a parent or guardian (for example, the affiliated individual is a person in the care, custody, or control of the victim); or
2. Any individual, resident/applicant, or lawful occupant living in the household of that individual.

Being a victim of a VAWA crime is not reason to waive requirements set forth in the HUD Model Lease or in any lease attachment or HUD approved lease addendum unless such requirements interfere with protections provided under the VAWA.

For example: Property Management may waive the requirement for a 30-day notice to vacate if the victim has provided necessary documentation to certify their status as a victim and the resident wishes to move to elude the accused perpetrator.

Property Management will not assume that any act is a result of abuse covered under the Violence Against Women Act. In order to receive the protections outlined in the VAWA, the applicant/resident must specify that he/she wishes to exercise these protections. If any applicant or resident wishes to exercise the protections provided in the VAWA, he/she should contact Property Management immediately. Property Management is committed to ensuring that the Privacy Act is enforced in this and all other situations.

### **Confidentiality**

The *Notice of Occupancy Rights under the Violence Against Women Act* provides notice to the resident/applicant of the confidentiality of information about a person seeking to exercise VAWA protections and the limits thereof. The identity of the victim and all information provided to Property Management relating to the incident(s) of abuse covered under the VAWA will be retained in confidence. Information will not be entered into any shared database nor provided to a related entity, except to the extent that the disclosure is

1. Requested or consented to by the victim in writing; or
2. Required for use in an eviction proceeding or termination of assistance; or
3. Otherwise required by applicable law.

Property Management will retain all documentation relating to an individual's domestic violence, dating violence, economic abuse, technological abuse, sexual assault and/or stalking in a separate file that is kept in a separate secure location from other applicant or resident files.

### **Requests & Certification**

When Property Management responds to a request to exercise protections provided under the VAWA Property Management will request that an individual complete, sign, and submit the VAWA certification form, within fourteen (14) business days of the request. This certification may be submitted in an equally effective manner, as a reasonable accommodation, if there is the presence of a disability.

If the applicant/resident has sought assistance in addressing domestic violence, dating violence, economic abuse, technological abuse, sexual assault and/or stalking from a federal, state, tribal, territorial jurisdiction, local police or court, the resident may submit written proof of this outreach in lieu of the certification form. Property Management will accept the following:

- A federal, state, tribal, territorial, or local police record or court record; or
- Documentation signed and attested to by a professional (employee, agent or volunteer of a victim service provider, an attorney, medical personnel, etc.) From whom the victim has sought assistance in addressing domestic violence, dating violence and/or stalking or the effects of the abuse. The signatory attests under penalty of perjury (28 U.S.C. §1746) to his/her belief that the incident in question represents bona fide abuse, and the victim of domestic violence, dating violence and/or stalking has signed or attested to the documentation.

The victim is not required to name his/her accused perpetrator if doing so would result in imminent threat or if the victim does not know the name of his/her accused perpetrator.

### **Lease Bifurcation**

If Property Management determines that physical abuse caused by a resident is clear and present, the law provides Property Management the authority to bifurcate a lease i.e., remove, evict, or terminate housing assistance to any accused perpetrator, while allowing the victim, who lawfully occupies the home, to maintain tenancy provided the remaining household members are otherwise eligible.

### **Legal Action**

Victims are encouraged to seek police/legal protection from their accused perpetrator. In some cases, Property Management may file a restraining order against the accused perpetrator to prevent the accused perpetrator from entering the property.

VAWA does not limit the authority of Property Management, when notified of a court order, to comply with a court order with respect to:

- The rights of access or control of property, including civil protection orders issued to protect a victim of domestic violence, dating violence, sexual assault, or stalking; or
- The distribution or possession of property among members of a household.

VAWA does not limit Property Management's authority to deny, evict or terminate assistance to a resident/applicant for any violation that is not the result of an act of domestic violence, dating violence, sexual assault, or stalking.

VAWA does not limit Property Management's authority to terminate assistance to or evict a resident under a covered housing program when Property Management can demonstrate an actual and imminent threat to other resident/applicants or those employed at or providing service to property of the covered housing provider would be present if that resident/applicant or lawful occupant is not evicted or terminated from assistance. Restrictions predicated on public safety will not be based on stereotypes but will be tailored to particularized concerns about individual residents.

Property Management will take into account individual circumstances when making a determination to terminate tenancy; such circumstances might include, among other things, the extent of the offending action, the extent of participation by the leaseholder in the offending action, and whether the leaseholder, if not the wrongdoer, took all feasible steps to prevent the offending action from occurring and has removed the offending person from the lease or otherwise banned the offending person from the premises in the future.

#### **Lease Addendum**

The HUD approved lease addendum will be implemented and provided in accordance with HUD guidance.

#### **Emergency Transfer**

Property Management will consider an Emergency Transfer Request when a person seeking to exercise VAWA protections feels that he/she is:

- In imminent danger
- Was sexually assaulted on the property within 90 days of the request

Please see the property VAWA Policy or Emergency Transfer Plan for additional information.

## Gene B. Glick Company – Apartment Community Directory

<b>Indianapolis</b>	<b>Indiana (excluding Indianapolis)</b>	Ashmore Trace (Greenwood) 317-882-1547
Arden Woods 317-222-4182	Applecreek Apartments (Anderson) 765-640-0655	Hammond Elderly 219-931-0800
Ashton Brook 317-846-4269	Fairington Apartments Anderson 765-649-7366	Kirby Manor (Hobart) 219-942-0001
Ashton Pointe 317-244-6117	Wesley Park (Auburn) 260-925-5464	Carriage House of Kendallville 260-347-0303
Bradford Lake 317-888-2805	Cambridge Square of Bedford 812-279-6661	Briarwood of Lafayette 765-447-7634
Cambridge Square North 317-299-7085	Rainbow Hills (Bedford) 812-675-3248	Fairington of Lafayette 765-447-4115
Carriage House East 317-898-9767	Cambridge Square of Beech Grove 317-788-4596	Fowler (Lafayette) 765-742-8105
Carriage House of Glendale 317-257-8831	Cambridge Square of Bloomington 812-334-3115	Carriage House of LaPorte 219-326-9042
Carriage House West 317-241-7576	Country View (Bloomington) 812.336.0377	Cambridge Square of LaPorte 219-326-5675
Cedar Ridge 317.894.9009	The Reserve (Bloomington) 812-323-2001	Lebanon Manor (Lebanon) 765-894-4106
Chelsea Village 317-875-0015	Woodbridge of Bloomington 812-337-3501	Cambridge Square of Marion 765-662-0023
Colonial Square 317-293-9598	Capri Meadows (Bluffton) 260-824-4626	The Addison on Main (Mishawaka) 574-259-7831
Gardens of Greenbriar 317 253-1375	Colonial Village (Clarksville) 812-288-6627	Williamsburg on The Lake Mishawaka 574-256-0237
Hampton Court 317-257-2746	Fairington of Clarksville 812-282-6611	University Park (Mishawaka) 574-277-7730
Mann Village 317-241-2228	Briarwood of Columbus 812-376-9727	Carriage House of Muncie 765-747-0912
Pleasant Springs 317.781.9200	Fairington of Columbus 812-376-8836	Cambridge Square of Muncie 765-747-8130
Somerset Lakes 317-253-5219	Ashley Pointe (Evansville) 812-479-1844	Carriage House of New Albany 812-944-0941
Thompson Village 317-781-1660	Carriage House of Evansville 812-479-6829	Valley Ridge (New Albany) 812-944-4313
Woodbridge at Castleton 317-842-2505	Archer's Pointe (Ft. Wayne) 260-483-0592	Cambridge Square of Richmond 765-962-4526
Woodlake 317-259-7436	Cambridge Square of Fort Wayne 260-489-5471	Carriage House of Richmond 765-935-3796
Windsor Park 317-241-2809	Fairington Apartments of Fort Wayne 260-484-2978	Jamestown of Seymour 812-522-4264
The Woods at Eagle Creek 317-293-5742	Edsall House (Fort Wayne) 260-426-6370	Blueridge Terrace (Shelbyville) 317-395-7801
Quarry at River North 317-434-3556	Richfield of Fort Wayne 260-422-1315	Loper Commons (Shelbyville) 317-392-0022
	Northwood of Franklin 317-738-2121	Fairington Apartments of South Bend 574-291-2031
	Cambridge Square of Greenwood 317-882-1511	Jamestown Square of Valparaiso 219-462-6149

**Gene B. Glick Company – Apartment Community Directory (Cont.)**

<b>Indiana Cont. (excluding Indianapolis)</b>	<b>Michigan</b>	<b>Virginia</b>
Williamsburg On the Lake of Valparaiso 219-462-6149	Cambridge Square of Flint 810-733-1270	Cambridge Square of Chesapeake 757-547-7119
Jamestown Square of Vincennes 812-886-9304	Suntree (St. Johns) 989-224-8919	Governor's Pointe (Chesapeake) 757-410-5670
Jamestown Square of Washington 812-254-6394	Cambridge Square of Grand Rapids 616-451-3289	The Woods of Fairfax (Lorton) 703-550-9331
Chapelgate Park (West Lafayette) 765-497-3303	Plymouth Arms (Grand Rapids) 616-451-3289	Spruce Village (Martinsville) 276-632-5156
Richfield Apartments of West Lafayette 765-463-0645	Carriage House of Muskegon 231-773-2811	Fairington of Roanoke 540-989-7731
Westhaven (Zionsville) 317-769-4390	Hickory Village of Muskegon 231-773-2811	Carriage House of Virginia Beach 757-499-8593
<b>Illinois</b>	<b>Missouri</b>	<b>Wisconsin</b>
Carriage House of Decatur 217-875-0150	Santa Maria (Hazelwood) 314-684-8966	Meetinghouse (Milwaukee) 414-357-8596
<b>Kentucky</b>	Stonebridge (Florissant) 314-838-2255	Waico Apartments (Milwaukee) 414-264-7151
Regency Park (Bowling Green) 270-842-0172	<b>New York</b>	Lake Oaks (Racine) 262-633-8438
Hathaway Court (Covington) 859-491-5301	Cambridge Square of Hamburg 716-826-1177	
Briarwood of Lexington 859-272-3421	<b>North Carolina</b>	
Fairington of Lexington 859-272-7645	Bethabara Pointe (Winston-Salem) 336-397-4459	
Blairwood of Louisville 502-426-0512	<b>Ohio</b>	
Fairington of Louisville 502-451-6620	Briarwood of Toledo 419-865-0438	
Hampton Place (Louisville) 502-584-4890	Timber Creek (Milford) 513-831-4031	
Mount Vernon Apartments (Louisville) 502-968-6171	<b>South Carolina</b>	
<b>Florida</b>	Carriage House of Columbia 803-772-9400	
Sunbelt Manor (Hollywood) 954-983-8014		
Cambridge Square of Lauderdale Lakes 954-735-5200		
Halcyon 954-983-8014		
<b>Georgia</b>		
Rendant (Savannah) 912-927-4679		
The Woods of Savannah 912-354-7053		