

# RESIDENT HANDBOOK

## INTRODUCTION

The following handbook provides you with information in which this community is operated. We would like to thank you in advance for your cooperation in helping to provide a clean and peaceful environment for all the members of our community.

Our entire team is professionally trained and skilled in property management. We strive to provide you the best service possible. Luxury is our specialty and providing five-star services is our passion. It is our pleasure to serve you.

## OFFICE HOURS

Regular business hours are posted in the management office. The community center and all our amenities are designed to enhance your lifestyle. We encourage you to take advantage of all we have to offer.

## ONLINE RESIDENT SERVICES

For your convenience, please visit your property website under “Resident” to access online payments and other resident services. You can obtain your username and password from the management office.

## FAIR HOUSING STATEMENT

RAM Partners, its employees, and affiliates will treat all current residents, occupants, guests and prospective residents in a fair and professional manner without regard to race, color, religion, sex, familial status, handicap or national origin in accordance with the 1988 Fair Housing Amendment effective March 12, 1989.

RAM Partners will provide reasonable modifications to the community for our customers and residents with disabilities, as required by the Fair Housing Act Amendments of 1988 (FHA).

- Under the FHA, residents may request that we make:
  - Reasonable accommodations - a change to a rule or community policy.
  - Reasonable modifications - a change to the exterior or interior of the community or apartment home.
- Reasonable accommodation requests should be allowed without verification unless the need for the accommodation is not readily apparent. If the need is not readily apparent, a verification form should be completed by a health care provider or other appropriate person.
- Residents must make all requests for alterations to an apartment home in writing.
- The company will allow the alteration if the resident is willing to pay for the changes.
- The law allows us to require a resident to return the apartment home to its original condition at their expense. This provision is not always applied if the modification is minimal and will not hinder the re-leasing of the apartment home.

## GENERAL POLICIES

These are common rules of etiquette designed to make the community more enjoyable for all residents. These rules apply to all residents, occupants and guests. By signing acknowledgement of receipt of this handbook you agree that you have fully read and understand each paragraph

contained herein. These policies and procedures are an addendum to the Lease Contract. Any violation of these rules can result in termination of said Lease Contract and resident(s) and all occupants' right of occupancy.

- The leaseholder must be present with any occupant or guest while they are using any of the community amenities. Limited to 2 guest per household.
- All rent and miscellaneous monies owed are due on the first day of each month. An initial late fee is assessed to your account on the 4<sup>th</sup> and will continue to accrue each day until your account is paid in full.
- If we receive two (2) returned checks from your apartment, we will require all future monies to be paid in the form of a cashier's check or electronic money order only.
- Where applicable, valet trash pick-up is on your property's scheduled days ONLY. Trash must be placed outside your apartment home on the appropriate days. Please do not place trash out before scheduled pick up days or times. Trash must be in secured containers (tied bags). Please see below for your property specific valet trash schedule. Moving boxes must be broken down and taken directly to a dumpster. Trash and/or furniture are not permitted on patios, balconies, around dumpster/compactor area or in breezeways. Violations are subject to a \$50.00 per bag/item fine.

Sunday – Thursday between 6 pm and 8 pm Place tied bags inside the provided Valet Living container
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- Where valet trash pick-up is not available, securely tied trash must be placed inside receptacles provided.
- Approved pets are permitted with a signed pet agreement and a \$350.00 pet fee per animal. There is a monthly pet rent of \$30.00 per pet. No more than two (2) pets are allowed per apartment. No aggressive breed animals will be allowed as per the Rental Guidelines. All pets must be on a leash and always accompanied by a resident when out of the apartment. Residents are responsible for cleanup of their animals. Violations are subject to a \$50.00 per offense fine.
- All drapes must be white backed. Foil or paper in the windows is prohibited. Blinds must remain in good condition. If damaged, management will replace and bill the cost to the leaseholder.
- Any additions or changes to your apartment must be approved in writing by the management.
- Patios and balconies may not be used as storage areas, clotheslines, etc. **Only outdoor patio furniture allowed.** Management reserves the right to maintain the appearance of all exterior areas of the community. Failure to remove requested items will result in a \$50 per day fine.
- Satellites are NOT permitted.
- Liability Insurance in the amount of \$100,000 is required for all residents. Certificate must be provided at move-in.
- Sidewalks and stairs shall not be obstructed for any reason. Bicycles, recreational and/or sporting equipment may not be left unattended outside the apartment dwelling.
- No bike riding or skateboarding in common areas or parking lots.
- Climbing of trees is not permitted.
- Window screens may not be removed.
- Soliciting, peddling or handbills are prohibited.
- Where applicable, all residents, occupants and guests must comply with the city and/or county curfew Monday through Sunday.
- All audio equipment must be played at reasonable levels. Excessive noise will not be tolerated inside or outside the dwelling unit.

- Smoking is prohibited in common area and designated smoke free buildings throughout the community.
- Bathing suites are not permitted in the clubhouse without the proper attire over them. Shoes are always required.
- Altering the exterior of buildings, elevators, parking lots, etc. on the property is strictly prohibited.

## **PARKING LOT AREA**

- Maximum speed on the property is 10 mph.
- All residents and/or guests must abide by posted signage.
- Recreational and/or sporting equipment such as basketball, volleyball, and/or soccer goals are not permitted in the parking lot areas at any time.
- No one is permitted to play in the parking lot area.
- Parking lots are for access purposes only.
- Parking within the community is for authorized vehicles only.
- Garages may not be used for the sole purpose of storage.
- Unauthorized parking in garage driveway or reserved parking space without proper ID sticker or placard is prohibited.
- All motor vehicles are to be properly aligned in parking areas.
- Boat, Jet Ski, motorcycle, and trailer parking is not allowed on the property.
- On communities where assigned parking and/or parking stickers are applicable, you may only park in your designated space/area.
- Guest(s) must park in designated guest parking areas only.
- Vehicle registration and inspection must be current.
- All vehicles must be always operable.
- No parking in the fire lanes at any time.
- No parking in handicap spaces without a proper permit. Violations are subject to be towed without notice at the owner's expense.
- Car repairs and car washing are strictly prohibited on the property.
- Residents are responsible for educating their occupants and guests about parking policies.

**Violators will be towed and/or ticketed by the Police Department without notice at the vehicle owner's expense.**

The owner reserves the right to limit the number of vehicles permitted per apartment. The maximum number of vehicles per unit type is determined by the size of the garage as shown in the property brochure, and/or assigned parking spaces. If no garages or assigned parking are available, the maximum number of vehicles will be one (1) vehicle per bedroom. A vehicle means a car, truck\SUV, van or motorcycle or similar item, and does not include recreational vehicles. All vehicles on property must be registered with the management office.

All residents are required to park all vehicles up to the design limitation of the garage, inside the garage at all times. Parking in front of the garage in the tandem spaces (if the town home has one) is permitted only when you have parked the maximum number of vehicles in the garage up to the design limitation of the garage. If possible, the extra vehicle must be parked in front of the garage and not in front of any other parking space. Additional parking is for guests only. In no case may any resident exceed the maximum number of vehicles permitted on property. Any space left inside private garages after vehicles have utilized the design capacity of the garage is considered and may be used as storage. The property brochure is considered the definitive guide on the design capacity

of the garage. Underground parking garages and/or multi-resident garages are for parking only. NO EXCEPTIONS WILL BE MADE.

## **AMENITIES**

Residents (lease holder) must have Amenity Bands in their possession when using the facilities. Only one band per household will be provided. A \$100 replacement fee will be charged for lost/stolen band and failure to return the band at move-out.

## **FITNESS CENTER RULES AND REGULATIONS**

- Consult a physician before attempting any fitness program.
- Refer to instructions posted in fitness center.
- Doors and windows to fitness center must always remain closed.
- Do not allow access to anyone. Residents will have their own access remote/key.
- Access remotes/keys are not to be distributed by anyone other than management personnel.
- Do not remove or change the location of equipment.
- Weight support belts are recommended when using the equipment.
- Do not monopolize equipment. Limit cardio equipment to maximum thirty (30) minutes during peak hours.
- A parent or legal guardian must accompany persons under the age of eighteen (16).
- Management and/or its agents are not responsible for personal injury, loss, theft or damage to resident(s) or guest's personal property, or items left in the fitness center.
- A leaseholder must accompany all guests and occupants.
- No more than two (2) guests allowed per household. Guests must be registered at the management office.
- Alcoholic beverages and smoking are strictly prohibited in the fitness center.
- Drinks must be in a container with a lid.
- Proper fitness attire & athletic shoes are required in the fitness center.
- Animals are prohibited in the fitness center except for service animals.
- Return all weights to their proper location after workout.

## **SWIMMING POOL RULES & REGULATIONS**

- **NEVER SWIM ALONE.**
- Pool hours are from dawn to dusk.
- A parent or legal guardian must accompany persons under the age of eighteen (16).
- A leaseholder must accompany all guests or occupants. No more than two (2) guests per household allowed. All persons must shower before entering pool.
- Persons with open sores or communicable diseases are restricted from wet area.
- Swim at your own risk. No lifeguard on duty.
- Smoking is prohibited at any common area, including the swimming pool.
- Animals are prohibited from the pool area.
- No glass containers will be permitted in the pool area.
- Absolutely no diving, jumping, or running in the pool area. Rough or boisterous play, wrestling or games other than water volleyball in pool area is prohibited.
- At least two (2) persons should be present before anyone swims in the pool.
- Life buoys, lines and other safety equipment shall not be removed from their position except for emergencies or potential emergencies. Please help to ensure that the safety

- equipment will be available if needed.
- Proper swimming attire is required.
- Private parties or cookouts will not be permitted at any time.

**FOR EMERGENCIES, CALL 911!**

**PACKAGE ACCEPTANCE**

Package deliveries are not accepted in the community office on behalf of residents, but instead the community offers an onsite package lockers system through a third-party vendor for UPS, USPS, FedEx, Amazon, and alike deliveries.

To receive packages in the parcel lockers, residents will be responsible for enrolling online with [MyParcelPending.com](http://MyParcelPending.com) within 48 hours of move in. Applicable fees explained online during enrollment may apply.

Resident(s) will be charged a \$5.00 monthly fee that will be included in the monthly billing statement.

If a package is too large to fit in a locker, resident(s) understands that they must be present/home for the oversized delivery.

RAM Partners and all affiliated employees are not responsible for notification of package deliveries.

**By signing receipt of the Resident Handbook, you release the Owner/Management Company and all employees affiliated with the Owner/Management Company from all liability for missing, stolen, and/or damage to your packages.**

**PHOTOGRAPHS AND VIDEO**

Property and Resident functions are routinely photographed and or videoed for marketing and other promotional material which may contain your image. If this is contrary to your expectations or poses difficulty for you, you must advise the Community Manager of that fact in writing.

**LIMITED ACCESS** *(If Applicable)*

There is a \$50.00 replacement fee for any remote, fob or access card that is lost, stolen, damaged or not returned at move-out.

Resident is responsible for all replacement batteries.

**MAINTENANCE SERVICES**

**HOME CARE & MAINTENANCE** *(Where Applicable)*

**Hardwood Floor:**

Do –

- Do wipe up any spills immediately with a soft, dry cloth, starting at the edges of the spill and working your way toward the center.
- Do sweep your floors regularly.
- Do vacuum frequently, using a canister vacuum with a special hardwood floor attachment.
- Do move area carpet or rugs occasionally to maintain a uniform appearance in the floor's finish.

- Do place glides made of felt or some other fabric under the legs of furniture to prevent scratches.
- Do use non-marking rubber casters instead of plastic or metal.
- Do lift furniture when moving it to avoid scratches in the floor's surface.
- Do make sure there are no exposed nails or metal heel supports on shoes that could scratch or dent the floor. BE AWARE THAT HIGH HEELS CAN DENT A HARDWOOD FLOOR.

Don'ts –

- Do not let water stand on your floor or use wet cloths for clean-up.
- Do not mop floors, not even with a slightly damp mop.
- Do not use an upright vacuum with beater bars (this can cause dents in the floor).
- Do not use any dust treatment unless it is approved for hard wood floor use.
- Do not use throw rugs with rubber or vinyl backing without checking to see if they will affect the floor's finish.

**Granite Countertops:**

Do's –

- Do blot up spills immediately. Acidic substances like wine, coffee, fruit juices, tomato sauce and sodas can etch the polish or stain the surface.
- Do clean surfaces using a sponge or soft cloth. Preferably use a specially formulated stone cleaner, but warm water and a basic liquid dish soap will do for quick clean-ups.
- Do use coasters under all glasses, bottles, and cans.
- Do use trivets and hot pads under pots, pans, and dinnerware.
- Do use cutting boards.

Don'ts –

- Do not use generic cleaning products such as bleach, glass cleaners or degreasers.
- Do not use vinegar, ammonia, lemon, or orange as cleaners.
- Do not use bathroom, tub & tile, or grout cleaners.
- Do not sit or stand on your countertops.
- Do not place toiletry products directly on your countertop surface.

**Stainless Steel Appliances:**

Do's –

- Do always wipe with the grain.
- Do use a clean, soft cloth or sponge and either mild detergent and water, a solution of white vinegar and water or surface cleaner or a multi-surface non-abrasive cleaner for daily cleaning.
- Do use a product such as Stainless-Steel Magic Spray to polish and help prevent fingerprints.
- Do use a non-abrasive cleaner such as a baking soda paste with a clean, soft cloth or damp sponge for moderate to heavy soil.

Don'ts –

- Do not use any abrasive products
- Do not use chlorine bleach or any product that contain chlorine bleach.

- Do not use scouring pad.

### **Whirlpool Tub:**

Do's -

- Do wipe down entire surface and basin of the tub after every use to prevent mildew from building up in the corners and edges of the jet openings.
- Do make sure to use a soft cloth or squeegee to avoid scratching the surface of the tub.
- Do use a mild non-abrasive cleaner and avoid detergents, disinfectants or cleaning products that come in an aerosol can for maintenance cleaning.
- Do clean the surface as well as the jets and plumbing system twice a month.
- To clean the jet plumbing components:
- Fill tub with water just above the highest jet with hot water and add a small amount of cleaning product and let run for at least seven minutes.
- Drain the tub completely and refill the tub with cold water.
- Run the whirlpool for an additional five minutes to rinse the system.

Don'ts -

- Do not use abrasive cleaners on your tub.
- Do not allow water to stand.

### **Carpet:**

Do's -

- Do vacuum frequently and thoroughly.
- Do get stains out quickly.
- Do use appropriate spotters starting with the mildest.
- Do have your carpets professionally cleaned every six (6) months.

Don'ts -

- Do not overuse detergents, shampoos, or spotters.

### **Walls:**

Do's -

- Do use a non-abrasive cleaner such as a baking soda paste with a clean, soft cloth or damp sponge for moderate to heavy soil.

Don'ts -

- Do not use any abrasive products
- Do not use chlorine bleach or any product that contain chlorine bleach.
- Do not use scouring pad.

### **KEYS & LOCKS**

We have provided you with keys for both your apartment home and your mailbox. Additional keys are available for \$5.00 per key.

You may request at any time in writing to have your locks changed for a \$50.00 fee.

If you are unable to access your apartment home during business hours, we are more than happy to provide you access. Please be sure to have a form of identification and we will let you into your apartment home.

After hours lock outs will be performed by a locksmith at residents' expense. Please ensure the management is provided with a key the following day.

## **PEST CONTROL**

All exteriors of the community will be serviced quarterly.

Routine pest control is scheduled for inside your home. Please contact the management office for the scheduled dates. It is necessary for all residents to comply with preparation requirements associated with the pest control treatment.

In some cases, it may be necessary for an entire building to receive treatment. If this becomes necessary, we will notify you in writing in advance. Failure to comply with the rules for preparation will result in a fine of \$25.00 for first time noncompliance and \$50.00 for each noncompliance thereafter.

Additional pest control treatments are available inside your home by written request.

## **EMERGENCY MAINTENANCE PROCEDURE**

We provide 24-hour emergency maintenance service seven (7) days a week for the following emergencies only:

- No heat in the winter (outside temperature below 50°)
- No A/C in the summer (outside temperature above 80°)
- Please note: A/C repairs can only be performed during daylight. Please submit requests as early as possible to avoid delays.
- Plumbing leak or sewer stoppage which might damage personal belongings or apartment property.
- Commode stoppage (if only one bathroom)
- Refrigerator not cooling
- No electricity
- No water
- No hot water.
- Broken or non-working exterior door, locks, or windows
- Anycondition which might cause a fire
- A gas odor
- Any condition posing an immediate threat to health or safety.

## **ENERGY CONSERVATION**

Respect for our environment and energy conservation is one of our top priorities. Your home may include one or more of the following: additional weather stripping, 70% solar screens, reflective Tech Shield sheathing in the attic, dual pane low-E windows, Celbar Insulation, programmable thermostats and energy saving appliances. Contact the management office for specific details within your community. Below are additional suggestions to help conserve energy.

**WATER:**



- When operating the garbage disposal use cold water. This reduces hot water usage, saves on kilowatts, and eliminates maintenance issues.
- Notify the office immediately when you notice a leaky faucet or running commode. A leaky faucet dripping one drop per second can use as much as 650 gallons of water in one year.
- Using the shower rather than the tub. An average shower uses only 5 gallons of water while a bathtub uses almost 10 gallons.

#### HEATING & AIR CONDITIONING:

- Decide on a desired temperature and leave the thermostat rather than adjusting.
- Be sure obstacles do not block the return air grill. (This is normally located in the wall adjacent to the furnace closet).
- Adjusting blinds can act as insulation. For example, in the winter, keep blinds open to allow sunlight to heat up the apartment. In the summer, keep blinds closed to reduce incoming heat.

#### KITCHEN & LAUNDRY:

- Do not set your refrigerator or freezer to run colder than necessary.
- Less heat escapes with covered pots and pans, this allows you to use a lower setting.
- Unplug small appliances (toaster, blender, coffee maker, etc.) when not in use.
- Wash most loads in cold water.
- Both the washer and dryer operate more efficiently if used on a full load.

## SAFETY AND PRECAUTIONS

#### CRIME DISCLOSURE

Owner may have provided alarm systems, courtesy patrols, pedestrian gates, controlled access, vehicle gates etc. **Such systems are not a guarantee of your personal safety and are not a guarantee against criminal activity.** Owner assumes no duties of security except to proceed with reasonable diligence to repair such systems after written notification from the resident.

Courtesy patrols and owner's representatives cannot physically be at every place at every moment of the day. Also, courtesy patrol personnel are independent contractors: they are not employees of the owner or Management Company. Under all circumstances, residents should assume that electronic and mechanical systems may malfunction and that the person(s) responsible for them are not infallible.

Remember to please call the police first if trouble occurs or if potential crime is suspected. Please read and follow all recommendations provided in your lease contract.

#### SMOKE DETECTOR RULES & REGULATIONS

Repair: You agree that it is your duty to regularly test the smoke detector(s) and agree to notify owner IMMEDIATELY of any problem, defect, malfunction, or failure of the smoke detector(s). You agree to let us know when the batteries need to be replaced, if at any time the existing battery becomes unserviceable.

Replacement: You agree to reimburse owner upon request for the cost of a new smoke detector(s) and the installation thereof in the event the existing smoke detector(s) become damaged by you, your occupants or guests.

## **OUTDOOR COOKING**

Charcoal and wood burning grills are not permitted anywhere in the community. Only propane grills are permitted, and you can store the grill on your patio. No outdoor grilling or storing of grills is permitted in walkways or breezeways at any given time. Grilling on the parking lots is not permitted.

## **FIREPLACE** *(If Applicable)*

The flue damper must be open at all times when the fireplace is in use. Operating the fireplace with the flue damper in the closed position may cause carbon monoxide poisoning, combustion gases, and may result in asphyxiation or fire. If the damper is left partially open, gas and flames may be drawn out of the fireplace opening, creating the risk of both fire and smoke.

The following are restrictions and precautions for the use of the fireplace in your apartment home.

- The fireplace is built for solid fuel only.
- Use of chimney cleaners or flame colorants in the fireplace is strictly prohibited.
- It is prohibited to use gasoline, gasoline type lantern fuel, kerosene, and charcoal lighter fluid, or similar liquids in the fireplace.
- The following materials must never be used in the fireplace: scrap lumber, pine branches, processed fire logs and/or fire starters, or cardboard boxes.
- Keep flammable liquids a safe distance from the fireplace.
- Never leave children unattended when there is a fire burning in the fireplace.
- This fireplace was not tested and listed for use with an un-vented gas log heater. Use of an un-vented gas log heater in this fireplace may create a fire hazard.

## **RELOCATION**

To make moving as easy as possible; please take a moment to review the following procedures.

- Provide the management office with a sixty (60) day written notice. Notice to Vacate Forms are available in the management office.
- Provide the management office a correct forwarding address.
- Disconnect all utilities; telephone, internet, electric, water, and cable *(if applicable)*.
- Pay any monies owed.
- Follow move-out cleaning instructions (listed below)

## **TRANSFER POLICY**

RAM Partners has implemented a transfer policy to allow residents in need of a larger apartment home or relocation out of the area to transfer on-site or to a sister community.

On-site Transfers:

- Transfers must be approved by Community Manager.
- A review will be conducted to include walking current apartment for any damages, good payment standing, and no monies owed. Any damage costs incurred will need to be paid prior to transfer.
- Resident must complete a notice to vacate form. 30-day notice is required.
- If resident is not fulfilling their current lease contract the following will also apply:
  - At least half of the original lease term at the current community must be completed.
  - If a concession was received or a referral commission was paid, the resident must refund to the community any upfront concessions or commissions on a pro-rated basis.

- Transfer fee as stated in the Transfer Agreement must be paid to current unit/property prior to transfer.
- New lease term must be for no less than six months.
- A new application must be submitted, and the transferring resident must meet qualifying criteria. If application was submitted within a twelve-month time frame, a new application will not need to be submitted unless moving to a more expensive apartment. Applicable application fees apply.
- A new security deposit will be due for the new apartment. The security deposit from the prior apartment will be refunded less any applicable charges.
- A bed bug inspection is required for the current apartment prior to move. Applicable fees apply.
- Resident must pay any non-refundable fees required on new apartment.
- Management reserves the right to approve or deny any and all lease transfer requests.

Transfer to Sister Community:

Except for the following, all of the above apply.

- Resident must pay a new deposit to the community they are transferring to.
- Current community manager must approve transfer before any lease paperwork is signed for the new community.

#### **LOCATOR AGREEMENT**

If an apartment locator or real estate agent was utilized in procurement of your lease contract, then we will be paying this agent for a real estate commission on your behalf. This commission is based on the full term of the lease contract. Therefore, if your vacate date is prior to the initial expiration date on the lease contract, you agree to pay back a prorated amount of the locator fee.

*The rules and regulations in this Handbook as well as all rules and regulations posted within the community are hereby made a part of your Lease Contract. Violation of any of these policies can result in termination of your Lease Contract. These policies may be added to, amended, or repealed at any time without advance notice by management.*