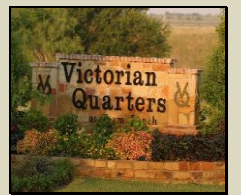


WELCOME HOME
TO
VICTORIAN QUARTERS AT TEAM RANCH



RESIDENT HANDBOOK

8889 Cook Ranch Road
Benbrook, TX 76126
817-560-1666

Website:
www.victorianquartersapartments.com
Email:
victorianquarters@assetplusproperties.com

VICTORIAN QUARTERS AT TEAM RANCH
RESIDENT HANDBOOK
AND
COMMUNITY POLICIES

Please Note: The policies set forth in this handbook are additions to the rules and policies outlined in the Apartment Lease Contract and are binding on all residents, guests of residents and occupants of your apartment. Failure to comply with any of these policies is a violation of paragraph 18 of your Apartment Lease Contract *and may result in 1) extra charges (where applicable), 2) the landlord declining to renew your lease upon its expiration, or 3) eviction from your apartment.*

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Welcome home to Victorian Quarters at Team Ranch community! We are pleased that you have chosen to make your home with us.

This Resident Handbook is designed to orient you with your apartment community. Please keep it handy. Many questions you may have are answered in it.

FAIR HOUSING STATEMENT

We are committed to comply with all Federal, State and Local fair housing laws. Your community policies are designed to provide for consistent and fair treatment of all residents in the spirit of these laws.

The staff at Victorian Quarters at Team Ranch has a legal obligation to treat each individual in a consistent manner. Please do not place them in the difficult position of denying a request for an exception to a written policy.

Thank you in advance for your cooperation.

Good Neighbor Policy

The policies in this handbook apply to all residents as well as their guests. Please remember your neighbors and help us maintain a quiet, clean community environment.

COMMUNITY STANDARDS OF OCCUPANCY

All new residents in your apartment community meet the same non-discriminatory qualifications and standards based on income, employment, credit, rental and criminal history. Applicants who qualify for participation in Federal, State or Local Housing Programs may be held to different

income criteria.

The following maximum occupancy standard is in compliance with the guidelines issued by the Texas Commission of Human Rights on January 26, 1995. ***Residents who are a family under fair housing laws may not exceed two persons per bedroom plus a newborn child who is less than 24 months old.*** If the resident's newborn child causes such occupancy standards to be exceeded during the lease term, residents must either (1) move into another dwelling of the owner that has more bedrooms and is available for rent at that time, or (2) move out. The rent for the larger dwelling, if available, will be the rental rate at the time of the new lease. Of course, a resident's right of possession may be terminated during the lease term for lease violations as set forth in the lease or as provided by law.

Only those persons listed in Paragraph 1 of your Apartment Lease Contract as "Parties" to the lease and those persons listed in Paragraph 2 of your Apartment Lease Contract as "Occupants" may occupy your apartment. Any temporary guest must comply with Paragraph 2 of your Apartment Lease Contract for the number of consecutive days they may stay in your apartment.

If the number of occupants in your apartment changes for any reason, please contact the office immediately. Our policies require that you must contact the office if the number of occupants changes.

APARTMENT ASSOCIATION MEMBERSHIPS

Victorian Quarters at Team Ranch is a member of the following apartment associations:

National Apartment Association
Texas Apartment Association
Apartment Association of Tarrant County

These associations are dedicated to continually improving professionalism in apartment management. They provide educational seminars and training programs designed to teach apartment owners and managers the legal and maintenance aspects, as well as the human aspects of the apartment management business.

Through their publications we are kept abreast of the latest in industry trends; and through their legislative efforts, we work to make sure the law is fair for both owners and residents.

As a result of these joint efforts, Texas has some of the most affordable rental housing and the fairest laws regarding rental housing in the country.

RESIDENT SHIELD PROGRAM

The City of Benbrook Police Department and the Apartment Association of Tarrant County have designed a crime watch program specifically for apartment communities. This program is called *Resident Shield*.

We are proud to participate in the *Resident Shield* program and urge you to become involved by:

- Attending *Resident Shield* meetings
- Reporting any suspicious activity you observe
- Volunteer to be a Building Captain
- Meeting your neighbors
- Reading Prevention Pointers and Crime Alerts that are issued by management

By working together we can create a pleasant, comfortable apartment community that you will enjoy as your home.

Neighbors Helping Neighbors!

Become Involved!

STANDARD CHARGES AND FEES

Throughout this handbook fees or charges are noted for various services performed. The list below is a quick reference guide for your convenience.

Keys and Locks

Duplicate Keys	<u>\$5.00</u>
Front Door Lock Change	<u>\$40.00</u>
Mail Box Lock Change	<u>\$15.00</u>
Lock Out Charge - After Hours	<u>Must contact a Lock Smith</u>

Remotes

Extra Remote	<u>\$25.00</u>
Lost Remote	<u>\$50.00</u>
Not Returned Remote	<u>\$50.00</u>

<u>Mortgage Verification Fee</u>	<u>\$50.00</u>
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Rent

Rental payments are due on or before the 1st day of each month. Rent is late if not received in the office by close of business on the 3rd day of each month.

Late Charges: \$75.00, after close of business on the 3rd day of the month, plus \$10.00 per day, up to a maximum of another fifteen (15) days, for a total of up to \$225.00 in late charges per month.

Concessions: Any monthly concession will be forfeited for any month rent is paid late in addition to late charges and/or returned check fee.

Returned Check Fee: \$75.00.

All payments received will be credited first to any charges and fees owed and then to any outstanding rental amounts owed. Partial payments will not be accepted. Personal checks will not be accepted after the receipt of two insufficient fund checks have been received.

NEIGHBORHOOD INFORMATION

Directory Assistance

Local	411
Information	817-555-1212
Local Area Codes	817/214/972/682/469

Emergency Numbers

Police, Fire, Ambulance	911
Benbrook Fire Department (non-emergency)	817-249-1727
Benbrook Police Department (non-emergency)	817-249-3000
American Red Cross	817-335-9137
Poison Control Center	800-764-7661
Social Security Administration	800-772-1213
Texas Driver's License Office (DPS)	817-294-1075
Veteran Affairs	817-921-9095
Harris Methodist Southwest	817-433-6550

Transportation

Amtrak	817-332-2931
Fort Worth T Bus Service	817-215-8600
DFW International Airport	972-574-8024

Animal Hospitals

Benbrook Animal Hospital	817-249-2744
City view Animal Hospital	817-294-7733
Benbrook Animal Shelter	817-249-1882

Fort Worth ISD - Tarrant County

Waverly Park Elementary	817-560-5660
Leonard 6 th Grade Center	817-570-4060
Leonard Middle School	817-560-5630
Western Hills High School	817-560-5600

Colleges

Tarrant County Community College	972-881-5790
University of Texas at Arlington	817-272-2011
Texas Christian University (TCU)	817-257-7000

Attractions

Fort Worth Arts District	817-738-1938
Forth Worth Botanical Gardens	817-871-7686
Fort Worth Water Gardens	817-871-5755
Fort Worth Cats Baseball	817-226-CATS (2287)
Lone Star Park-Horseracing	972-263-7223
Texas Motor Speedway	817-215-8500
Fort Worth Zoo	817-759-7500
Billy Bob's Texas, Ft Worth	817-589-1711
Forth Worth Stockyards	817-624-4741
Fair Park, Dallas	214-670-8400
Fort Worth Symphony Orchestra	817-665-6000

Utilities

Direct Energy	888-552-5596
Southwestern Telephone/DSL	800-464-7928
AT&T Home Entertainment	800-585-2278

Banks

Bank of America	972-473-9322
Chase	972-378-2000
Wells Fargo	972-378-9363

MAINTENANCE REQUESTS & EMERGENCIES

Maintenance requests must be submitted in writing and will be completed in a timely manner. For your convenience, you may email your request to victorianquarters@assetplusproperties.com, fax to 817-560-0217, or leave your request in the night drop located at the service entrance on the west end of the management office. Non-emergency requests will be completed between 9:00 a.m. and 5:00 p.m., Monday through Friday, excluding holidays.

Maintenance requests will be handled after hours if they are emergencies. We define **EMERGENCIES** as situations which:

Present a danger to people . . .

- Fire
- No Electricity
- Broken or Non-Working Doors, Locks, Windows
- No Heat (when outside temperatures are below 50 degrees)
- No Air Conditioning (when outside temperatures are above 90 degrees)
- No Water or No Hot Water
- Commode not functioning when only one commode in an apartment

Present a danger to property . . .

- Flooding (Remember, there are cut off valves under each sink and behind each commode.)
- Broken Pipes

After business hours, emergency maintenance requests can be reported to the answering service via the office phone number. The answering service will contact the on-duty maintenance employee who will respond as quickly as possible.

THE OFFICE PHONE NUMBER IS: (817) 560-1666

INSURANCE

As stated in your Apartment Lease Contract and in the Security Guidelines for Residents, the apartment community provides no guarantee of your personal safety and security or the security of your property.

For this reason, we strongly recommend that you:

- ☞ Obtain adequate renter's insurance coverage for your personal belongings and any damage you may do to your neighbor's property. If you own a waterbed, be sure that your insurance covers damage caused by waterbeds.
- ☞ Obtain adequate automobile insurance coverage.
- ☞ Practice the tips outlined in the Security Guidelines for Residents.

FIRE

Fires are a serious problem in apartment communities, much more so than in a single family dwelling, due to the number of families living within each building. Though damage from fires is usually confined to property loss, the loss of personal items can be quite an emotional experience. Apartment fires are most often started through carelessness with cooking grease, matches, cigarettes, and fireplaces. Many fires can be avoided by using caution and common sense.

BE PREPARED - PLAN AHEAD FOR EVERYONE'S SAFETY:

As part of your planning, explore your community. Know every possible exit, including exits from laundry, storage, and clubrooms. If hallways become smoky in a fire, your memory can help you find the way out. Remember never to use elevators in a fire. Keep exit and stairwell doors closed at all times, but not locked. Keep exits clear of debris and storage.

Focus on these four elements in your fire safety plan:

- 1 - Prevention**
- 2 - Detection**
- 3 - Escape planning and practice**
- 4 - Fire Department Notification**

AN OUNCE OF PREVENTION:

An ounce of prevention can save your life. Prevention is your best insurance against fire. We recommend that you take these simple fire safety precautions in your own apartment to prevent fires from starting:

- Let cooking grease cool, then pour into a metal can.
- Monitor children carefully. Do not let children cook on the range.
- Keep lighters and matches out of the reach of children.
- Avoid cooking while intoxicated, medicated or sleepy.
- Rather than trash cans, use an empty coffee can for ashtray disposal.
- Do not remove your smoke alarm. Test alarms monthly to make sure they are still functional.
- Do not store gas-operated tools or vehicles (motorcycles) inside your apartment or under stairwells.

FIREPLACE SAFETY

- ☞ Use dry and well-seasoned hardwoods. Softwoods tend to burn away too quickly and scrap lumber produces excessive sparks.
- ☞ Never use compressed wood dipped in tar, pitch or creosote, as this produces sputtering, smoking fires with toxic fumes and causes build-up inside chimneys.
- ☞ Never use fire starters, such as charcoal lighter or kerosene. **NEVER USE GASOLINE.**
- ☞ Never burn trash or Christmas trees.
- ☞ Always use a log grate. It positions the fire properly, protects the inside of the fireplace and insures a good flow of air to and around the fire, producing the most efficient fire.
- ☞ Do not drop logs into the fireplace, as this may damage the fireplace walls.
- ☞ Build moderate to small fires. Most pre-fab, apartment fireplaces are **not** designed for roaring fires.
- ☞ Be sure the damper is open before starting the fire and close the damper securely only when the fire is completely out and ashes are cold.
- ☞ Use a fireplace screen and keep it clean.
- ☞ To start a fire, crumble newspapers on the grate and lay small pieces of dry kindling wood on top of the newspaper. Place two or three small logs to the rear of the grate. Open the damper and light the newspapers, then close the screen to keep sparks and embers inside the fireplace.
- ☞ Do not ever leave the fire unattended, especially with children present.
- ☞ Never clean or empty the fireplace until the fire is out and ashes are cold. Always place ashes in a metal ash container (not a plastic or paper trash bag) to set for several days or to be watered down. Many fires have been caused by ashes three to four days old that were thought to be out.
- ☞ Never leave ashes inside garages or on balconies. Set them outside in a safe place, away from buildings and vehicles and out of the reach of children.
- ☞ Never put hot ashes in a trash dumpster.
- ☞ Never store firewood in any manner that would inhibit or block any exit, stairway or balcony.

Fire laws and insurance requirements prohibit the use of BBQ grills on patios, balconies or in breezeways. Charcoal lighter fluid and flames are potentially hazardous to nearby items such as boxes and furniture, as well as to your apartment building.

MAKE SURE SMOKE DETECTORS OPERATE PROPERLY

If fire strikes, smoke detectors alert you to fire right away so that you can get out of the building safely.

If you notice that smoke detectors in your own unit or in public hallways are beeping, be sure to have their batteries changed or electrical systems checked. **Replace dead batteries immediately.**

ESTABLISH AND PRACTICE ESCAPE PLANS

In a fire, there is no time to stop and think. You need to know in advance two escape routes from your apartment and your building. That is why it is critical that you make and practice escape plans.

- ◆ Determine evacuation procedures, and decide with your family and neighbors on a meeting place outdoors. Go there as soon as you exit the building and stay there. This way, you can keep track of who is out and who may be trapped inside. If you think someone is trapped, tell the fire department. Never go back into the building yourself.
- ◆ Practice! Rehearse your escape plans as a group. Make sure that your children understand the plan. Do you have Senior Citizens, infants, disabled or ill occupants who will need help? Plan for these situations now!

CALL THE FIRE DEPARTMENT IMMEDIATELY THEN EXIT!

WHAT TO DO IF FIRE STRIKES

Do not rush out of your apartment into the hallway. First, feel the door. If it is hot, use another way out. If the door is cool, leave by the nearest exit.

Never use elevators in a fire! Use the stairs. Close all doors behind you to slow the spread of the fire.

If your planned escape route becomes smoky, get down on your hands and knees and crawl. Smoke rises, so the cleanest air is near the floor.

Never go back into the building. Go directly to your planned meeting place and stay there. If you think someone is trapped inside, notify the fire department.

If you cannot escape your apartment, stuff wet towels, sheets and clothes around the door and vents to keep smoke out. Call the fire department and tell them where you are. If no smoke is coming into the room you are in, open a window slightly. Stay low and wave a bright cloth, towel, or sheet out a window to signal your location.

Remember, by accepting your responsibility to keep your apartment safe from fire, you are not only protecting yourself, but also your neighbors. A little bit of planning and awareness can make the difference between safety and disaster for everyone.

In case of fire, dial 911.

FREEZING WEATHER

In the event of severe, freezing weather, your apartment community will post FREEZE ALERT signs.

Please take the following precautions as soon as possible when you see these signs:

- * Drip all faucets in your apartment. Drip both the HOT and COLD water. The combined stream of water should be about as thick as a pencil. Leave the faucets dripping until the FREEZE ALERT signs are removed from the entrances to the community.

- * Turn on the heat and leave it at a minimum of 60 degrees. Open your closet and cabinet doors to expose plumbing fixtures and pipes so that these spaces will be heated.

If you are going to be away from your apartment for an extended period of time, please leave the thermostat no lower than 60 degree. These precautions are essential in order to avoid substantial damage to your apartment, as well as your neighbor's apartment from broken pipes.

If you have negligently failed to take these precautions, you may be liable for damages to your neighbor's apartment. This is especially important if you do not have insurance to cover this damage.





**Watch for Our
FREEZE ALERT
Signs**

**Notify Management if You Are
Leaving Town During Freezing
Weather**

STORMS (VIOLENT OR ELECTRICAL THUNDERSTORMS)

Spring usually brings with it rapidly changing weather patterns, including violent electrical and/or thunderstorms.





The following action will help prevent damage to your property caused by high wind and heavy rain:

-  Secure outdoor furniture, plants and decorations to prevent their blowing away, blowing into windows or falling onto cars, etc.
-  Make sure all doors and windows are securely closed.
-  Turn off and unplug computers, television sets, and all other electrical equipment.
-  Stay indoors.

TORNADOES

Tornadoes strike without advance warning. Preparedness is important for protection of human life and property.

If you hear or see a tornado, take action.

-  If time permits, open windows so the pressure will not build.
-  Take cover in an interior hallway or room on the lowest floor of the building in the smallest room like a closet or bathroom.
-  Stay clear of windows and patio doors.
-  Do not run outside to warn others. If you can hear or see the tornado, it is too close for you to take any action except taking cover.

SUSPICIOUS ACTIVITY AND NOISE

IDENTIFYING SUSPICIOUS BEHAVIOR

Anything that seems unusual or "out of place" could be criminal activity. Working as a partner with police, every resident has a responsibility to report any suspicious behavior. Do not think that you are bothering the police. Consider the results if a crime is in progress and you do not act!

Never attempt to apprehend a person committing a crime or to investigate suspicious activity. Leave any confrontations to the police. Allow the police to perform the job that they are trained to do.

Not every stranger who enters your property is a criminal, but criminals do take advantage of normal activity in apartment communities by pretending to be legitimately involved in sales, repair, and service. If you see any door-to-door solicitors in your community, contact the office immediately. If you suspect that any employee is involved in illegal activity, please contact the Manager immediately.

NOISE FROM NEIGHBORS

If you have a noise complaint concerning a neighbor, we recommend the following procedure:

- ☞ First, speak to your neighbor yourself. They may not be aware of the disturbance.
- ☞ Second, if the problem persists, contact the office. After hours, the answering service will contact a staff member to address the problem. Please call the office again during business hours so that we can monitor the situation.
- ☞ Third, contact the police. These calls are considered low priority, but they will respond.

BEHAVIOR OF RESIDENTS AND GUESTS

- ☞ Profane, obscene, loud or boisterous language, or unseemly behavior and conduct is absolutely prohibited.
- ☞ ***Drinking alcoholic beverages outside your apartment by you or your guest(s) is prohibited.*** If you observe behavior of this nature, please call the management office at once.
- ☞ ***Carrying, displaying, brandishing, or using weapons of any kind, outside your apartment is prohibited and will be cause for immediate eviction. Residents will be held responsible for the actions of their guests. If you observe behavior of this nature, please call the police department at 911 at once and then call the management office.***

PERSONAL SAFETY

- ☞ For your personal safety and protection, do not allow strangers into your apartment. Your apartment community does not allow door-to-door solicitors of any type. If you are bothered by solicitors or see them in your apartment community, please contact the office.
- ☞ The maintenance of the exterior lighting at our community is an important part of our maintenance program. If you notice that lights are out, please contact our office and we will repair or replace the lights as quickly as possible.

SECURITY GUIDELINES FOR RESIDENTS

SECURITY GUIDELINES. In cooperation with the Texas Apartment Association, we would like to give you some important safety guidelines. The Texas Police Association and the Sheriffs' Association of Texas have approved these suggestions. Follow these guidelines and use common sense in practicing safe conduct. Inform all other occupants in your apartment, including any children you may have, about these guidelines.

PERSONAL SECURITY - WHILE INSIDE YOUR APARTMENT

1. Lock your doors and windows, even while you are inside.
2. Use dead bolt locks on the doors while you are inside.
3. When answering the door, see who is there by looking through a window or peephole. If you do not know the person, first talk to him or her without opening the door. *Do not open the door if you have any doubts.*
4. Be careful in giving out keys, gate cards, or lock combinations.
5. Do not put your name, address, or phone number on your key ring.
6. If you're concerned because you have lost your key or because someone you distrust has a key, ask the management to re-key the locks. You have a statutory right to have that done, as long as you pay for the re-keying.
7. Dial 911 for emergencies. If an emergency arises, call the appropriate governmental authorities first, then call the apartment management.
8. Check your smoke detector monthly for dead batteries or malfunctions.
9. Check your door locks, window latches, and other security devices regularly to be sure they are working properly.
10. Immediately report the following to the management in writing, dated and signed:
 - a) any needed repairs of locks, latches, doors, windows, smoke detectors, and alarm systems; and
 - b) any malfunction of other safety devices outside your apartment, such as broken gate locks, burned-out lights in stairwells and parking lots, blocked passages, broken railings, etc.
11. Close curtains, blinds, and window shades at night.
12. Mark or engrave your drivers license number on valuable personal property.

PERSONAL SECURITY - WHILE OUTSIDE YOUR APARTMENT

13. Lock your doors while you are gone. If you have them, lock your door handle lock, keyed dead bolt, sliding door pin lock, sliding door handle latch, sliding door security bar.
14. Leave a radio or TV playing softly while you are gone.
15. Close and latch your windows while you are gone, particularly when you are on vacation.
16. Tell your roommate or spouse where you are going and when you will be back.
17. Do not walk alone at night. Do not allow your family to do so.
18. Do not hide a key under the doormat or in a nearby flower pot. These are the first places a burglar will look.

19. Do not give entry codes or electronic gate remotes to anyone.
20. Use lamp timers when you go out in the evening or go away on vacation. They can be purchased at most hardware stores.
21. Let the manager and your friends know if you will be gone for an extended time. Ask your neighbors to watch your apartment since the management cannot assume that responsibility.
22. While on vacation, have your newspaper delivery stopped or have a friend or neighbor pick up your newspaper daily.
23. While on vacation, have your mail temporarily stopped by the post office or picked up regularly by a friend or neighbor.
24. Carry your door key in your hand, whether it is daylight or dark, when walking to your entry door. You are more vulnerable to attack when you are preoccupied by looking for your keys at your door.

PERSONAL SECURITY - WHILE USING YOUR CAR

25. Lock your car doors while driving. Lock your car doors and roll up the windows when leaving your car parked.
26. Do not leave exposed items in your car, such as cassette tapes, wrapped packages, briefcases, or purses.
27. Do not leave your keys in the car.
28. Carry your key ring in your hand while walking to your car whether it is daylight or dark and whether you are at home, school, work, or on vacation.
29. Try to park your car in an off-street parking area rather than on the street. If you park on the street, park near a streetlight.
30. Check the back seat before getting into your car.
31. Do not stop at gas stations or automatic-teller machines at night or anytime when you suspect danger.

PERSONAL-SECURITY AWARENESS

No security system is failsafe. Even the best security system cannot prevent crime. Always proceed as if security systems do not exist since they are subject to malfunction, tampering, and human error. We disclaim any expressed or implied warranties of security. The best safety measures are the ones you perform as a matter of common sense and habit.

RENTAL PAYMENT

Although our rental payment policies are stated in your Apartment Lease Contract, we will explain them further here:

- ☞ All rent is due on the 1st day of each month and is **late if not received on or before the third (3rd) day of each month.**
- ☞ If your rent is received by the office after close of business on the 3rd day of the month, you will be charged a late charge of \$75.00, plus \$10.00 per day late, up to a maximum of 15 days, or \$225.00 plus the loss of any monthly concession. In order to comply with Fair Housing non-discriminatory practices, no exceptions can be made.
- ☞ No personal checks will be accepted for rental payments after the 3rd of the month.
- ☞ We can only accept personal checks from a resident listed on a lease. No checks will be accepted if they are drawn on a company account or if they are written by a non-resident. Bank drafts are not accepted.
- ☞ A Returned Check fee of \$75.00, plus applicable late charges and concession loss will be assessed on all checks returned by a bank for any reason. Checks will not be re-deposited. Returned checks must be redeemed by cashier's check or money order within 24 hours of our notification to you.
- ☞ After we receive two returned checks, we will no longer accept personal checks for the rent on your apartment or for any other charges. You must pay by cashier's check or money order.
- ☞ Rental payments may be made after office hours by dropping your check or money order in the night drop slot. If you use a cashier's check or money order, be sure that your name and apartment number is included.
- ☞ All payments received will be credited first to any charges and fees due and second to any rental amounts due.
- ☞ ***No cash will be accepted at any time for rental or other payments.***

WATER AND TRASH BILLING

Your water and sewer will be charged to you based upon your usage in your apartment home. There is a meter attached to each water heater that is read electronically from our water billing company *ISTA*. *ISTA* will mail you a bill in the middle of each month and this amount will need to be added to your rental payment that you pay on the 1st. Please include this amount in ONE payment to our office – there is no need to write multiple checks or money orders.

Your trash is billed in one flat monthly rate. This is also included on the bill sent to you from *ISTA* and should be included with your rental payment each month.

Upon your move in, you will not receive your first water bill for approximately 45 days. This allows time for your account to be set up. Once you begin receiving bills, each bill that you pay will always be approximately 45 days behind. Therefore upon your move out, you will have multiple water bills due to not having a water bill immediately upon move in.

CONCESSIONS

If a special was received upon your move in, the following must be adhered to in order to maintain receiving the special:

- Rent must be paid on time each month. If rent is paid late, you will lose the special you received for that month.
- If a contract is terminated before the lease end date, any and all concessions must be paid back in addition to any termination fees, notice fees, and move out charges.
- If an apartment transfer is completed in the middle of a lease term, any and all concessions must be paid back before the transfer can be completed.

EARLY TERMINATION

If a lease contract must be terminated before the lease end date, the following must be adhered to:

- ❖ A sixty (60) day written Notice of Intent to Vacate must be presented to a member of the office team.
- ❖ A Early Termination fee of two (2) months of market rent must be paid within 30 days of the Notice to Vacate being received. This Early Termination fee is in addition to paying rent through the required sixty (60) day notice.
- ❖ Any and all concessions received must be paid back within 30 days of the Notice to Vacate being received.
- ❖ All move out procedures, see below, will be followed as normal.
- ❖ If payment is not received in full for all amounts owed, our collection agency will be notified and your rental history will be affected.

We do understand that circumstances may arise to cause you to terminate your lease early, but please understand that in accordance with Fair Housing Laws as stated above, no exceptions to these rules can be made by any Staff Member of Victorian Quarters at Team Ranch.

CHILDREN

Children under the age of 16 are not allowed to swim without adult supervision.

If a member of our staff sees a child playing in a manner that is physically dangerous or damaging to the community, that staff member may escort the child home and inform the parents of the situation.

If the child cannot be identified or is unsupervised, we may keep the child in the office until the parents are located.

Please be sure that your children's bicycles and toys are not left in corridors or in the way of other residents. Caution your children to ride their bicycles with care, always looking out for motorists that may not see them. Please have your children ride their bicycles only on paved surfaces. Please have them keep off the grass.

Parents can be held personally responsible for property damage caused by their children. Parents and guardians must be very careful when entrusting their children to others.

Since unattended children are at great risk for injury or abduction, please teach your child personal safety rules. Our community policies do not allow parents or guardians to leave children without adult supervision. We are obligated to report unattended children to child protective services agencies.

Children under 16 years of age are not permitted in the following areas, unless accompanied by an adult 18 years of age or older:

- Swimming pools
- Business center
- Clothes Care Center
- Fitness Center

PETS

Victorian Quarters at Team Ranch is a pet friendly community. We welcome our neighbors to have pets but require the following:

- ✓ We do not accept full blood or any mix of aggressive breeds such as German Shepherds, Pit Bulls, Akitas, Chows etc... Please contact the community office for a full list of aggressive breeds.
- ✓ Only two (2) pets are allowed per apartment.
- ✓ A Pet Deposit of \$150.00 (per animal) must be paid before the animal is in the apartment home.
- ✓ A Non-Refundable Pet Fee of \$250.00 (per animal) must be paid before the animal is in the apartment home.
- ✓ Pet rent of \$5.00 per month, per animal will be added on to the monthly rental amount.
- ✓ A photo of your pet(s) and proof of updated shot records are required to be provided before the pet is in the apartment home. We also ask that the office staff meets your pet so we can get to know our four legged friends as well!
- ✓ A Pet Addendum to the lease contract must be signed by all lease holders before the pet will

be allowed in your apartment home.

The moment that a pet steps foot into an apartment home the above must be completed. Any violations will result in an Unauthorized Pet Violation fee of \$100.00 plus \$10.00 for every day that the animal is in the apartment home in addition to the fees/deposits above.

Tips for being the perfect Pet Owner:

1. Your pet(s) must wear identification tag(s) and have updated shot records. Make sure the office has a copy of your records.
2. Pets must remain on a leash **at all times** when outdoors. Even if your pet is well-behaved and non-confrontational, other pets may not be!
3. Doggie stations are provided for your convenience to dispose of pet waste. Make sure that you clean up after your animal at all times!
4. We love your pets but they are not allowed in the swimming pool area, business center, fitness center, or clothes care facility at any time.
5. Pets may not be left on balconies or tied up to any other areas outside of the buildings. ☺
6. You will be responsible for any damage caused by your pet, whether inside or outside of your home.
7. The City of Benbrook does have a dog barking ordinance in place. Please make sure that your dog does not bark excessively, or the police department may visit your door!
8. Cats are to be inside animals only. Please do not allow your cat to roam around outside in the community.

While we are a pet friendly community, management reserves the right to require removal of an animal if repeated violations occur.

DECORATING / PATIOS AND BALCONIES

The Staff at Victorian Quarters at Team Ranch works very hard to maintain your community's attractive appearance. We ask that you assist us in the following ways:

- All window coverings must show a white background when viewed from outdoors. This restriction includes both drapes and blinds. Foil and blankets are not permitted in windows. Holiday decorations are allowed but must be removed within two weeks after the holiday.
- No structural changes or additions may be made to the exterior of the building, including patios and balconies.
- Since the appearance of patios and balconies affect the appearance of our community, patios and balconies may not be used for the storage of bicycles, trash, boxes, tires, auto parts, broken furniture, etc. The management reserves the right to monitor the decor and appearance of your patio or balcony. Please do not hang or drape any household items or clothing from patio or balcony railings or fences.
- No alterations may be made to your front door or entrance to your apartment other than a decorative wreath.
- Inside your apartment, you may decorate by, hanging pictures, etc. Painting of walls by Residents is not allowed. However, in order to receive a refund on your security deposit upon moving out, you must return the apartment to its original condition. If you fail to do so, you will be charged appropriately. This includes the removal of shelf paper, shelf brackets, tub or shower decals, hooks, or towel holders.
- Only the management staff and service people contracted by the management are authorized to make any repairs to or replace any appliance, heating, ventilating, air conditioning, mechanical, electrical or plumbing fixture or equipment.
- Residents are responsible for any damages caused by their waterbeds. Renters Insurance is required and be sure that your renters insurance policy covers waterbeds.
- Personal items are not permitted in the outside walkways, breezeways or under stairs
- The use or storage of barbecue grills on patios, balconies, walkways, breezeways, etc. is prohibited

KEYS AND LOCKS

The care and maintenance of the keys and locks to your apartment is of critical importance.

We will not allow anyone to have a key to your apartment without your **prior written** permission. This includes family, friends, delivery, and repair services.

Additional policies regarding keys and locks include:

- Our staff will be happy to make a duplicate of your apartment key for \$5.00.
- If you lose your apartment key or mail box key or wish to have your lock changed, we will do so for a charge of **\$25.00** for your front door lock and **\$15.00** for your mail box lock.
- If you accidentally lock yourself out of your apartment after office hours, you must contact a locksmith for re-entry. During office hours residents must provide photo identification to our staff before they can unlock your apartment.
- Your apartment is provided with latches on every window and a deadbolt on every exterior door. If your apartment has a sliding glass door, it is equipped with a handle latch and one additional latching device, either a pin-lock, a security bar, flip latch or screw latch. We strongly recommend that you keep all windows and doors locked at all times. Immediately upon move in, check all of the above and report any broken, missing or unserviceable items to the manager.

**All requests for security device
changes must be made in writing!**

APARTMENT TRANSFERS

Occasionally residents choose to transfer from one apartment to another within an apartment community. A transfer will be handled in one of the following ways:

If your current lease term has **not** expired:

- You must have lived in your current apartment home for at least three (3) months before initiating the transfer.
- You must give a sixty (60) day written Notice of Intent to Vacate your present apartment.
- You must pay a transfer fee of \$300.00 at the time you give notice.
- Repay any concessions received up to move out date.
- You must provide the required security deposit for the new apartment you have chosen.
- The security deposit on your current apartment will be mailed to your new address within thirty (30) days after your transfer to your new apartment (less any cleaning and damage charges).

If your current lease term has expired:

- You must give a sixty (60) day written Notice of Intent to Vacate your present apartment.
- You must provide the required security deposit for the new apartment you have chosen.
- The security deposit on your current apartment will be mailed to your new address within sixty (60) days after your transfer to your new apartment (less any cleaning and damage charges).

Whether or not your current lease has expired, we consider a transfer to a new apartment as a new lease. You will be required to complete a new lease application, which will be verified in the same manner as your initial lease. You will, therefore, be required to pay an application fee for that process.

MOVING?

Your apartment community's move-out policies are outlined in your Apartment Lease Contract, however, we will clarify them further.

In order to receive a full refund of your apartment security deposit, you must comply as follows:

- Fulfill the complete term of your current lease contract.
- Give a sixty (60) day written advance notice to a member of the management staff. We strongly recommend visiting our office in person and completing a Notice of Intent to Vacate form rather than slipping a note through the night drop. Using our form will provide you with written documentation verifying your notice to vacate and will outline potential charges for cleaning or damages.
- Pay all rent and charges through the day you move out.
- Remove all personal belongings from the apartment and follow the Move-Out Cleaning instructions to thoroughly clean your apartment. If you have changed the decor of the apartment, return it to its original condition.
- Provide the office with a complete forwarding address.
- Return all door keys, mailbox keys, and gate remotes to the office. When you are ready to return your keys, we strongly recommend that you ask a member of our staff to accompany you on an inspection of your apartment to determine its condition and verify the amount of your refund. To avoid delays, call ahead to make an appointment with a staff member to inspect your apartment with you.

MOVE-OUT CLEANING INSTRUCTIONS

KITCHEN

1. Refrigerator: Clean, wash, and disinfect all surfaces. Leave refrigerator turned on.
2. Range: Clean all surfaces to remove grease and burned-on particles. Thoroughly clean knobs and polish chrome surfaces. Clean underneath burners.
3. Vent-a-hood: Clean all surfaces to remove grease and burned-on particles. Remove, clean, and reinstall filter. Do not attempt to clean secondary charcoal filter!
4. Dishwasher: Remove debris and wipe inside surfaces. Clean and polish front panel, including knobs.

5. Sink: Scrub and clean sink with appropriate cleanser. Clean garbage disposal insert or gasket, cover, and sink strainer. Polish faucet set.
6. Cabinets and Drawers: Remove all lining material, wash and disinfect all shelves and interior surfaces. Clean and shine countertops and cabinet fronts.
7. Other Appliances: If your apartment is equipped with other appliances, such as a microwave oven or trash compactor, please clean these appliances similarly to those described above.
8. Thoroughly clean light fixture covers, electrical outlet covers, and switch plate covers.
9. Clean areas between appliances, walls, and cabinets.
10. Floor: Sweep, scrub, and strip wax.

BATHROOM

1. Bath/Shower: Thoroughly clean tile, porcelain, or fiberglass surfaces. Polish faucet sets and chrome.
2. Commode: Remove disinfectant devices from the tank. Clean and disinfect all surfaces.
3. Sink: Clean and scour sink. Polish faucet set.
4. Mirror: Clean mirror.
5. Cabinets/Drawers/Medicine Cabinets: Remove all lining material, wash and disinfect all shelves and interior surfaces. Clean and shine countertops and cabinet fronts.
6. Floors: Sweep, clean, and disinfect.

GENERAL

1. Clean all light switches.
2. Clean windows.
3. Sweep patio. Clean patio light fixture.
4. Clean front door.
5. Vacuum carpet.
6. Remove debris from fireplace and thoroughly clean ashes from fireplace interior surfaces.
7. Clean mini-blinds.
8. Make sure all debris is removed from the apartment, including clothes hangers, phone books, and trash bags.
9. Clean all light fixtures and ceiling fans.
10. Replace all burned out or missing incandescent light bulbs.

**Ask for a copy of our
Standard Cleaning Charges!**

PACKAGE DELIVERY

It is our pleasure to accept your packages from the mail service, UPS, or overnight express services under the following conditions:

- ☞ Please do not ask us to be responsible for C.O.D. deliveries.
- ☞ Please do not ask us to be responsible for packages delivered in a damaged condition.
- ☞ Please do not ask us to be responsible for perishable items left in the office.
- ☞ Our staff will ask you for identification before releasing packages.
- ☞ You will be asked to sign a Package Log when you pick up your delivery.

PARKING

Your Apartment Lease Contract allows the apartment management to regulate the manner and time of all parking. Our obligations to all residents require that we apply these policies fairly to benefit the greatest number of residents. General parking and vehicle policies are as follows:




- Please advise your guests that parking at this community is primarily reserved for our residents. Guests are required to park around the perimeter of the property in uncovered parking spaces leaving uncovered spaces close to the buildings for the residents. Residents may not keep or store vehicles for relatives or friends.
- When new residents sign their leases, the staff records the description of the resident's vehicles and their license numbers for our records. When you change vehicles, please call the office with the description of the new vehicle and its license number so that we can update our records. It is important that we have accurate records of vehicle ownership in case of criminal activity or emergencies.
- Due to limited parking availability, absolutely no large trucks, motor homes, campers, boats, trailers or other recreational vehicles may be parked anywhere on the property unless authorized in the Recreational Reserved Parking. Any such vehicles are subject to being towed at the owner's expense.
- Inoperable vehicles will be towed at the resident's or visitor's expense. "Inoperable vehicles" includes any vehicle with flat tires, severe damage, expired registration, or

inspection stickers. These vehicles will be tagged by the management staff with a 48 hour warning. The problem must be corrected or the vehicle removed from the community within the three day period.

- Residents may change a flat tire while the vehicle is parked at our community, however, all other repairs and maintenance are prohibited to prevent damage to the parking areas.
- Vehicles which are parked illegally, such as on the grass or sidewalk, or blocking a trash dumpster, fire lane, carport, or garage may be towed without notice, 24 hours a day, seven days a week.
- Any vehicles parked in fire lanes or vehicles without handicapped license plates or handicapped placards that are parked in handicapped parking spaces are subject to immediate towing and citations.
- Motorcycles or other motor vehicles may not be parked in breezeways, under stairways, or on patios. Motorcycles are to be parked only in the parking lot or in a leased garage.
- Any vehicle that has an anti-theft alarm or horn that, upon activation for any reason, sounds continuously for more than ten (10) minutes, or upon activation for any reason, sounds repeatedly for more than one (1) hour shall be considered illegally parked and may be towed under Article 670g-2 of the Texas Civil Statutes. These policies shall be considered notice to the owner or operator of such unauthorized parking, and no further notice to the owner or operator shall be necessary prior to towing. Also, management is authorized to cut or disconnect any power source to such horn or alarm system to avoid having to tow the vehicle.

CARPORTS AND GARAGES

Carports and Garages are available for rent in addition to your monthly rental amount.

-  Do not park your vehicle in front of a garage or in a carport space that does not belong to you. Doing so will cause your vehicle to be towed at the owner's expense.
-  A carport tag must be displayed at all times when parked in a carport space.
-  Do not park in a handicapped carport parking space without the proper state issued permit. Vehicles in violation will be immediately towed in addition to being fined

by the City of Benbrook.

- ☞ If a vehicle is parked in front of your garage or in your carport space, please contact the Staff of Victorian Quarters at Team Ranch so that we may contact our towing company.
- ☞ Please note that carports and garages may be added at any time to your lease contract. But they may only be removed from the contract at time of renewal or at the end of the lease contract. Garages and carports cannot be removed in the middle of a lease contract for any reason.

LIMITED ACCESS GATE OPERATION

Upon move in, the residents of each apartment are issued one (1) remote opener for the vehicle gates. Residents sign a Remote Access Agreement Form (see the Addendum in your Lease contract for a copy), at the time of move in that lists the numbers of the openers that they received. Residents must return any and all gate openers at time of move out. Failure to do so will result in a charge as listed Standard Charges and Fees Section, above.

ENTERING WITH THE REMOTE OPENER

The remote opener is operated like a remote garage door opener. When you are entering the property from either the south driveway, depress the remote opener button when you are within 20 to 30 feet of the vehicle gate. The gate will open slowly. When there is adequate clearance, proceed through the gate. **The gate will open only long enough for one vehicle to get through. Do not stop while going through the gate! Do not "Piggy Back" through the gate behind another vehicle! The gates do not have sensors to detect a vehicle in its path while closing. If you "Piggy Back" through or take too long to drive through the entrance, the gates will close against your vehicle.**

**VICTORIAN QUARTER'S AT TEAM RANCH
IS NOT RESPONSIBLE FOR
DAMAGES TO VEHICLES
CAUSED BY IMPROPER USE
OF THE ACCESS GATES!**

LEAVING THROUGH THE VEHICLE GATES

When leaving the property through the vehicle gates you do not have to use either the remote opener or the card opener. The gates will sense when your vehicle approaches and will open as described above.

**REPORT MALFUNCTIONING GATES
IMMEDIATELY
TO THE
MANAGEMENT OFFICE!**

ALLOWING GUESTS ACCESS TO THE PROPERTY

All guests must enter from the SOUTH vehicle access gate only. The south gate card pedestal has a small screen and a key pad. If your guest does not know your apartment number, the instructions on the pedestal will direct them to press the # key. The apartment numbers and corresponding codes will begin to scroll up the screen. When they have found your apartment number they can dial the code number on the key pad. Please note: For quicker entry you may give your guests your apartment number ahead of time. They can then simply press the # key followed by your code number. When your code number has been entered your apartment phone will ring. When you answer the call, you can talk to the caller for up to approximately 30 seconds. If you want to allow the caller access to the property, press the 9 key on your phone and hang up. If it is a wrong number or if you do not wish to allow access to the property simply hang up.

**KEEP YOUR CHILDREN SAFE!
KEEP THEM AWAY FROM
THE GATES!**

SWIMMING POOL

The swimming pool is provided for the enjoyment of all residents. Help us keep the pool clean and safe by remembering the following policies:

- **Lifeguards are not provided. Swim at your own risk.** For your safety, do not swim alone. The fountain is NOT a pool. Management is not responsible for accidents or injuries.
- Swimming Pool Hours are:

8:00 a.m. to 10:00 p.m.	Sunday through Thursday
8:00 a.m. to Midnight	Friday and Saturday
- Management reserves the right to deny the use of the pool to anyone at any time.
- The pool may be closed by the management at any time due to inclement weather (thunder or lightning).
- Children under the age of 16 must be accompanied by an adult over 18 years of age, who is responsible for the child.

- No more than two (2) guests per apartment are allowed in the pool area. All guests must be accompanied by a resident at all times. Since the pool is primarily for the enjoyment of all our residents, guests will be prohibited at times when, in the judgment of the management, the pool is getting over crowded. ***Residents are responsible for the behavior of their guests at all times.***
- Use plastic or paper containers only. **Glass is not permitted in the pool area.**
- Pets are not allowed in the pool area.
- No running, chasing, pushing, or rough playing, etc. is allowed in or around the pool area.
- Proper swimming attire only is allowed. No t-backs, g-strings, or thong suits, cut-offs, diapers or topless. A swim suit "cover-up" should be worn to and from the pool.
- Respect others by:
 - * keeping noise to a minimum
 - * covering pool furniture with a towel when using suntan oils
 - * leaving pool furniture in pool area
 - * disposing of trash properly

In Case of Emergency, Dial 911

SATELLITE DISHES

All of our apartment homes are pre-wired to connect to the community satellite dishes at the back of the community. This connection does not require a satellite dish on your patio or balcony.

If you prefer to have a satellite dish on your patio or balcony, the following rules apply:

- A \$150.00 Satellite Dish deposit must be paid before the dish is installed.
- Proof of a Renter's Insurance policy equivalent to \$100,000 must be carried at all times and provided before the dish is installed.
- A Satellite Dish Addendum must be signed by all lease holders before the dish is installed.
- The Satellite Dish may not be installed in any common areas, walkways, or breezeways. The satellite dish must be attached by removable clamps ONLY to your balcony railings or be placed on a tripod. The satellite dish may not be installed on any part of the building other than clamped to the balcony railing. No screws, nails, or permanent anchoring of any kind may be adhered to a building.
- If a Satellite Dish is installed incorrectly or the above rules are not followed, management reserves the right to have the dish removed at the resident's expense.
- If there are any damages to a building from removal of the Dish, the resident will be financially responsible for those damage costs.

WASHING MACHINES

Washing machines and Dryers are available for rental for a rental fee per month (for the pair) with an installation fee for the first month.

If a resident provides their own washing machine and dryer, they are responsible for any maintenance on the machines. If a flood or damage is caused due to malfunctioning equipment or negligence, the resident will be financially responsible for any and all damages caused to their apartment and surrounding apartments.

Victorian Quarters at Team Ranch will not provide maintenance services on any resident owned washers and dryers.

CLOTHES CARE CENTER

A clothes care center is provided for the convenience of all residents. Please report any problems or needed repairs to the office. We will take prompt action.

- Children under 16 years of age must be accompanied by an adult 18 years of age or older.
- Please help us keep the laundry room clean by properly disposing of all trash.
- Laundry washed in the community laundry room has priority for the dryers BEFORE laundry washed elsewhere.

FITNESS CENTER

The fitness center is provided for the enjoyment of all residents.

- **Attendants are not provided. Use the fitness center at your own risk. Management is not responsible for accidents or injuries. Consult your physician before using the fitness center equipment.**
- Fitness center hours are not restricted.
- Children under the age of 16 are not allowed to use the fitness center. Children 16 and older may use the fitness center equipment only with parental permission and parental supervision.
- Pets are not allowed in the fitness center area.
- No food or alcoholic beverages are allowed in the fitness center area.
- Use plastic or paper containers only. **Glass is not permitted in the fitness center.**
- Proper exercise attire is required. Shirt and shoes are required.
- No more than two (2) guests per apartment are allowed in the fitness center. All guests must be accompanied by a resident at all times. Since the fitness center is primarily for the

enjoyment of all our residents, guests will be prohibited at times when, in the judgment of the management, the fitness center is getting over crowded. ***Residents are responsible for the behavior of their guests at all times.***

- Please do not tamper with the fitness center equipment. Immediately request assistance from a staff member if the fitness center equipment malfunctions.
- Use of the fitness center is not recommended for:
 - * individuals consuming alcoholic beverages or taking medication.
 - * pregnant women.
 - * persons with open cuts, abrasions, or sores.
 - * elderly persons or persons with heart conditions.
- Respect others by:
 - * keeping noise to a minimum.
 - * disposing of trash properly.

In Case of Emergency, Dial 911

BUSINESS CENTER POLICIES

The business center is provided for the enjoyment of all residents. Help us keep the business center clean and enjoyable by remembering the following policies:

- **The business center may be reserved for meetings by request through the management office. Reservations for the business center are strictly on a first come, first served basis. The business center may be reserved for meetings for no longer than two hours at a time.**
- **Smile, you are being recorded!**
- Business center hours are not restricted. Residents may gain access to the exercise room and business center through the lock on the north door by the pool.
- Children under the age of 16 are not allowed to use the business center equipment. Children 16 and older may use the business center equipment only with parental permission and parental supervision.
- Any damage to the business center equipment caused by a resident or resident's guest will be charged to the resident.
- Pets are not allowed in the business center area.
- No food or alcoholic beverages are allowed in the business center area.
- Proper attire is required. Shirt and shoes are required.
- No more than two (2) guests per apartment are allowed in the business center. All guests must be accompanied by a resident at all times. Since the business center is primarily for the enjoyment of all our residents, guests will be prohibited at times when, in the judgment of the management, the business center is getting over crowded. ***Residents are responsible for the behavior of their guests at all times.***
- Please do not tamper with the business center equipment or attempt to repair malfunctioning equipment. Immediately request assistance from a staff member if the business center equipment malfunctions.
- Respect others by keeping noise to a minimum and disposing of trash properly.

GENERAL POLICIES

In order for us to provide the highest quality living environment possible for all our residents, we have established the following general policies:

- ⚙ No signs, notices, or advertisements may be displayed in any common area without the manager's prior written approval.
- ⚙ Residents are responsible for the appropriate disposal of their trash on non-trash days.
- ⚙ Trash may be put out the morning of Monday, Wednesday, and Fridays out on curb no later than 9am in a tied secure trash bag. No littering will be tolerated. **Any trash left on non trash days, at front door, patios, or in breezeways will be charged \$25 a bag for removal. If it is a repeating offense, we will set it back inside your apartment home and still will be charged \$35 a bag for corrections.**
- ⚙ Residents shall not erect any outside antenna for television or radio reception or interfere with the master antenna system.
- ⚙ Personal items are not permitted in the outside walkways, breezeways.
- ⚙ The use or storage of barbecue grills on patios, balconies, walkways, breezeways, etc. is prohibited

APARTMENT APPLIANCE TIPS

Dishwasher

- Pre-rinse dishes if they're going to sit in the machine all day.
- Secure all plastics. If you don't, blasts of water may cause these pieces to flip over, fall onto the heating element and melt.
- Never stack items. The water spray won't be able to reach (or clean) the dish that's on top.

Bottom Rack

- Load plates and bowls so that the dirty side faces the water spray. Pots, pans and casseroles should angle down for the best cleaning results.
- Watch out for utensils with long, thin handles. They might slip through the rack and prevent the spray arm from spinning freely.
- Tuck flat pans and platters along the sides and back of the rack. Never place them in front, by the door -- they'll keep the detergent from reaching the dishes.
- Make sure the forks and spoons don't nest together. Place some handles up and others down so that all surfaces get washed.
- Always separate your stainless steel and silver (or silver-plated) flatware. If the two types touch in the wash, a reaction may occur and the silver could pit.

Top Rack

- Place glasses and mugs between the tines -- never on top. The tip of the prong can leave a water spot.
- Angle cups as much as the rack design will allow to keep water from pooling on the base of the upside-down cups.
- Arrange wineglasses carefully. To help prevent breakage, don't let them bump against one another or the top of the dishwasher.

Detergent Do's

Powders, liquids and packets can all clean well. But the detergent has to be fresh or it won't do the job. A good rule of thumb: Buy only what you can use up within two months. And you should always store it in a cool, dry spot (not under the sink, where the detergent can clump or deteriorate).

Garbage Disposal

Here are some ideas to keep your garbage disposal in good working order.

Always run cold water when grinding in order to move the waste all the way through the drain lines. Fats and grease congeal and harden in cold water which can then be flushed through the system. Don't use hot water when grinding because it can dissolve fats and grease, which may then accumulate in the drain line. Almost all biodegradable food waste can be fed into disposals.

However, do not throw down the disposal clam or oyster shells, corn husks or other material with a high fiber content.

Under no circumstances should you put glass, plastic or metal non-food materials through a disposal. This includes bottle caps, dish rags/towels, tin covers or aluminum foil--these are some of the items service technicians commonly find in clogged or broken disposals.

Maintenance is easy. Grinding lemons actually helps clean the disposal by scraping away stubborn deposits. Grinding a little ice is another way to clean out deposits and get rid of odors. If your garbage disposal jams, press the red reset button located on the bottom of the garbage disposal. This will reset your garbage disposal.

Refrigerator/Freezer

For food safety keep your refrigerator between 36° and 40° F and your freezer between 0° and 5° F.

Leave enough space between your refrigerator and the walls or cabinets so air can circulate around the condenser coils. Trapped heat increases energy consumption.

Dust down the coils at the back of the fridge - dusty coils can waste up to 30% extra electricity.

Check door seals regularly to make sure they're airtight.

Cover liquids and wrap foods stored in the refrigerator. Uncovered foods release moisture and make the compressor work harder.

Regularly defrost manual-defrost refrigerators and freezers; frost buildup increases the amount of energy needed to keep the motor running. Don't allow frost to build up more than one-quarter of an inch.

Defrost your food by putting it in the fridge the night before you want to use it. Not only will this help keep your fridge cold, and reduce its power consumption, but it will save you having to defrost it in the microwave.

Keep your freezer full (but not so full that air can't circulate) - it takes less energy to cool a full one than it does an empty one. The mass of cold items inside will help your refrigerator recover each time the door is opened.

Icemaker

Make sure that the ice maker is turned on by flipping the on/off switch on the right side of the ice maker. If you are not using your icemaker or it is full, raise the stop arm to keep the icemaker from making ice. To keep your ice as fresh as possible, empty the ice bucket before refilling it with new ice. This will allow the ice at the bottom of the ice bucket to be used up and not become stale.

Microwave

The foods will be very hot when removed from the oven, so use oven pads and be careful.

If the food is covered during cooking, make sure to leave a small portion vented, or uncovered, so steam doesn't build up and burn you when the covering is removed.

The foods should sit as directed in the recipe after being removed from the oven so the heat can continue to spread and dissipate. This is called 'standing time', but it is actually more cooking time.

Don't use metal containers unless the recipe specifically directs you to: as stated above, microwaves bounce off metal, which can cause arcing and a fire inside the oven. **DO NOT** put aluminum foil inside of the microwave for any reason.

Make sure any glass, plastic containers, and plastic wrap you use are labeled 'microwave safe'.

Never operate a microwave if the door is damaged or doesn't close securely.

Don't operate the microwave oven while it is empty. This can start a fire.

It's also a good idea to stand 3-4 feet away from the microwave when it is operating - just to be on the safe side!

Stove/Oven

Food does not cook any faster at a higher setting or flame size than that which maintains a gentle boil. Water boils at the *same* temperature, whether boiling vigorously or gently. If too high a setting is used, food may burn on the bottom before it is completely cooked.

It is normal to notice some cooking time differences between different ovens.

Do not cover an entire rack or oven bottom with aluminum foil, this reduces air flow and may cause poor results.

Oven-peeking can reduce temperatures 25 degrees with each door opening and affect results. Don't open the door until the specified cook time is up. If you *do* it will extend the cooking time tremendously!

The finish on the pan affects the amount of browning. Dark, dull pans absorb heat and result in darker browning, faster cooking and crispier crusts. Use these for pies and breads. Shiny, bright pans reflect heat and result in lighter, more delicate browning. Use these for cakes and cookies. Glass baking pans and some very dark pans perform better with recommended temperatures reduced 25 degrees.

Keeping the drip pans on your stove top clean will reduce bacteria growth and keep your kitchen from smelling like burned food.

Never leave an item unattended cooking on the stove. This can cause the item to overcook or boil over – potentially causing hazardous results!

Keep all pots and pans out of the reach of small children while on the stove.

Keep all items off of the cooking coils at all times – even when your oven is on the coils can become warm and can melt items.

Air Conditioner/Heater

While the temperature on your thermostat in your apartment home has a range from 60 degrees to 90 degrees, your air conditioner is only able to cool your apartment home down to approximately 20 degrees below the outside temperature. The same goes for your heater. Placing your thermostat on 60 degrees will not properly allow your air conditioner to cool down and can cause damage to the unit.

Turning your air conditioner off when you leave your apartment home will cause you to have a higher electricity bill. Instead of turning off the unit, simply turn the temperature up a few degrees on your thermostat. This way your air conditioner does not have to cool off your walls, furniture, and other items in your apartment home once you return home and turn it back on.

Running your ceiling fans is a great way to circulate air through your apartment home and will help reduce your air conditioning bill.

Make sure to regularly change your A/C filter to maintain optimum performance of the air conditioner/heater.

Water Heater

Never mess with the temperature settings on your water heater. This can cause scalding or water burns. Your water heater is set at a specific temperature. If you need any adjustment in the temperature, please schedule a work order with the office.

Welcome Home to Victorian Quarters @ Team Ranch