

Welcome

Welcome to our 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.

This community is managed by Greystar Management Services. It is our desire to provide the highest quality living arrangements possible for our residents. Your professional management team is discreet, efficient, and experienced. This is your assurance that things that go wrong will be taken care of as quickly as possible. The buildings, grounds, equipment and other facilities are here for your pleasure and use.

We are now neighbors in a comfortable community. We pledge our cooperation and request yours. If we both use this book as our basis, "life will be enjoyable".

FAIR HOUSING STATEMENT

Greystar Management is committed to compliance 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 your community 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.

COMMUNITY STANDARDS OF OCCUPANCY

All new residents in your apartment community meet the same non-discriminatory qualification standards based on income, employment, credit and rental history.

The maximum number of occupants allowed in each size apartment is available in the office. The term "occupant" refers to all adults and children in an apartment.

If the number of occupants in your apartment changes for any reason, Please contact the Management Office immediately.

Our policies require that if the number of occupants in your apartment changes, you must contact the office.

YOUR MANAGEMENT OFFICE PHONE NUMBER IS:

EMERGENCIES AND SECURITY GUIDELINES

MAINTENANCE EMERGENCIES

Maintenance requests will be completed in a timely manner. 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 office 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°)
- no water
- commode not functioning (when only one in an apartment)

Present danger to property . . .

- flooding
- broken pipes

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

RENTER'S INSURANCE

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

For this reason, we strongly recommend that you:

- Obtain adequate renter's insurance coverage for your personal belongings.
- Obtain adequate automobile insurance coverage.
- Practice the tips outlined in the Security Guidelines for Residents (see page 5).

FIRE SAFETY

Fires are a serious problem in apartment communities, much more so than a single-family dwelling, due to the number of families living within each building. Though damage is usually confined to property loss and damage, the loss of personal items can be quite an emotional experience. Most often started through carelessness with cooking, 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 club rooms. 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 stairwells 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:

- Prevention
- Detection
- Escape planning and practice
- Fire Department notification (Dial 911)

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 and pour into a metal can.
- Monitor children carefully. Do not let children cook on the stove.
- Keep lighters and matches out of the reach of children.
- Avoid cooking while intoxicated, medicated or sleepy.
- Rather than trash cans, use an empty metal container such as a coffee can for ashtray disposal.
- Do not remove, disable or take batteries out of your smoke detector(s). Test smoke detectors monthly to make sure they are still functional.
- Do not store gas-operated tools or vehicles (motorcycles) inside the apartment or under stairwells.
- Barbecue grills are not allowed on balconies or patios.

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, creosote, as this produces sputtering, smoking fires with toxic fumes and causes build-up inside the chimney.

EMERGENCIES AND SECURITY GUIDELINES

- Never use fire starters such as charcoal lighter or kerosene and definitely not “gasoline.”
- Never burn trash or Christmas trees in the fireplace.
- Always use a log grate. It positions the fire properly and ensures a good flow of combustible 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 fireplaces in apartments 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 grate and lay in small pieces of dry kindling wood. Open damper and light newspaper, then close screen to keep sparks and embers in.
- Never leave the fire unattended or with unattended children.
- Never clean or empty the fireplace until the fire is out and ashes are cold. Always place in a metal ash container (not a plastic or paper trash bag) to cool off or 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.
- Never put hot ashes in a dumpster.
- Never store firewood in a manner that would inhibit or block any exit, stairway or balcony if it caught fire.

Fire laws and insurance requirements prohibit the use of BBQ grills in breezeways, balconies, patios or within 10 feet of a building. Lighter Fluid and flames are potentially hazardous to items such as boxes, furniture and the building.

Make sure smoke detectors work properly

If a fire occurs, smoke detectors alert you 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 change batteries or have electrical systems checked. **Under your lease, it is your responsibility to replace dead or missing batteries immediately. Do not disable your smoke detector.** Disabling a smoke detector or removing working batteries is a violation of state law.

Establish and practice escape plans

In a fire, there is not 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 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. Make sure that your children understand the plan. Do you have senior citizens, infants, disabled or ill occupants living with you who will need help? Plan for these situations now.

IN CASE OF FIRE, CALL 911 A.S.A.P.! 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 elevator in a fire! Use the stairs. Close all doors behind you to slow fire spread.

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.

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 your neighbors as well. A little bit of planning and awareness can make the difference between safety and disaster for everyone.

FREEZING WEATHER

In the event of severe, freezing weather, please take the following precautions:

- Drip all the faucets in your apartment. Drip both the HOT and COLD water.
- Turn on the heat and set on 50° minimum. Open your closet and cabinet doors to expose plumbing fixtures 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 on 50° minimum. These precautions are essential in order to avoid substantial damage to your apartment from broken pipes.

EMERGENCIES AND SECURITY GUIDELINES

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

STORMS (*Violent or Electrical Thunderstorms*)

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

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

- Secure outdoor furniture, plants and decorations to prevent them from blowing away or blowing into windows, 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 which might shatter.
- Do not run outside to warn others. If you can hear or see the tornado, it is too close for you to take any other 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 they are trained to do.

Not every stranger who enters your property is a criminal, but criminals do take advantage of activity in apartment communities by pretending to be legitimately involved in sales, repair and service. If you see any solicitors in your community contact the office. If you suspect that any employee is invoiced 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 neighbors yourself. They may not be aware of the disturbance.
- Second, if the problem persists, contact the management office. After office 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.

Solicitors

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, please contact the office.

Lighting

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 handle your request.

SECURITY GUIDELINES FOR RESIDENTS

Follow these guidelines* and use common sense in practicing safe conduct. Inform all other occupants in your dwelling, including any children you may have, about these guidelines.

Personal security-while inside your apartment

1. Lock your doors and windows - even while you're inside.
2. Use dead bolt locks on the doors while you're inside.
3. When answering the door, see who is there by looking through a window or peephole. If you don't know the person, first talk with him or her without opening the door. *Don't open the door if you have any doubts.*
4. Be careful in giving out keys, gate cards or lock combinations.
5. Don't put your name, address or phone number on your key ring.
6. If you're concerned because you've lost your key or because someone you distrust has a key, ask the manager to rekey the locks. You have a statutory right to

SECURITY GUIDELINES (cont.)/COMMUNITY POLICIES

- have that done, as long as you pay for the rekeying.
7. Dial 911 for emergencies. If the 911 number does not operate in your area, keep phone numbers handy for the police, fire and EMS. If an emergency arises, call the appropriate governmental authorities first, then call the 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:
 - any needed repairs of locks, latches, doors, windows, smoke detectors and alarm systems; and
 - 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 driver's license number or other identification on valuable personal property.

Personal security-while outside your apartment

13. Lock your doors while you're gone. If you have them, lock your door handle lock, keyed dead bolt lock, sliding door pin lock, sliding door handle latch and sliding door security bar.
14. Leave a radio or TV playing softly while you're gone.
15. Close and latch your windows while you're gone, particularly when you're on vacation.
16. Tell your roommate or spouse where you are going and when you'll be back.
17. Don't walk alone at night. Don't allow your family to do so.
18. Don't hide a key under the doormat or a nearby flowerpot. These are the first places a burglar will look.
19. Don't give entry codes or electronic gate cards 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'll be gone for an extended time. Ask your neighbors to watch your apartment since the management cannot assume that responsibility.
22. While on vacation, temporarily stop your newspaper and mail delivery, or have your mail and newspaper picked up daily by a friend.

23. Carry your door key in your hand, whether it is daylight or dark, when walking to your entry door. You are more vulnerable when looking for your keys at the door.

Personal security-while using your car

24. Lock your car doors while driving. Lock your car doors and roll up the windows when leaving your car parked.
25. Don't leave exposed items in your car, such as cassette tapes, wrapped packages, briefcases or purses.
26. Don't leave your keys in the car.
27. Carry your key ring in your hand whenever you are walking to your car-whether it is daylight or dark and whether you are at home, school, work or on vacation.
28. Always park in a well-lighted area. If possible, try to park your car in an off-street parking area rather than on the street.
29. Check the backseat before getting into your car.
30. Be careful when stopping 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 system can't prevent crime. Always proceed as if security systems don't 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.

* From the Texas Police Association and the Sheriffs' Association of Texas.

RENTAL PAYMENT

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

- All rent is due on the 1s of the month and is late on the 2nd.
- If your rent is received by the office after the date specified on your lease, you will be charged a late charge of \$_____ plus \$_____ per day late. Due to fair housing non-discriminatory practices, no exceptions can be made.
- No personal checks will be accepted for rental payments after the _____ of the month. After that date, you must use either a money order or cashier's check. Cash is not accepted.
- 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 plus applicable late charges will be assessed on all checks returned by a bank for any reason. Checks will not be redeposited. Returned checks must be cleared by cashier's check or money

COMMUNITY POLICIES

- order within 24 hours of notification.
- After we receive _____ returned checks, we will no longer accept personal checks for the rent on your apartment (or any other charges). You must pay by cashier's check or money order.
 - If rental payments are made after office hours, drop your check or money order in the night drop slot.
 - No cash will be accepted at any time for rental or other payments.

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 & Locks

Duplicate Keys \$ _____

Rekeying Lock \$ _____

After-hours charge when locked out \$ _____

Gate entry access card \$ _____

Rent

Late Charge \$ _____

plus daily late charge of \$ _____

Returned Check Charge \$ _____

CHILDREN

Children under the age of _____ 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.

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

Since unattended children are always at risk for injury or abduction, please teach your child personal safety rules. Our community policies do not allow parents or guardians to leave children under the age of _____ without adult

supervision. We are obligated to report unattended children to child protective service agencies.

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

- Laundry rooms
- Exercise rooms
- Club rooms
- Pool area
- On or near access gates

No children of any age are allowed in:

- Holding ponds
- Creek areas
- Construction areas
- High voltage equipment areas or mechanical room

DECORATING

The staff at your apartment community works very hard to maintain your community's appearance. We ask that you assist us in the following ways:

- All window coverings must show a light background when viewed from outdoors. This restriction includes both drapes and blinds. Foil is not permitted in windows. HOliday decorations are allowed but must be removed within tow weeks of 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 trash, boxes, tires, auto parts, broken furniture, etc. The management reserves the right to monitor the decor and appearance of your patio or balcony.
- No alterations may be made to your front door or entrance to your apartment other than a decor wreath. We encourage you to use a front doormat, but we will remove mats that are not designed for outdoor use such as carpet scraps or automobile mats.
- Inside your apartment, you have the freedom to decorate by handing pictures, etc. in accordance with Lease Contract limitations. However, in order to receive a refund on your security deposit, you must return the apartment to its original condition, except for reasonable wear and tear as defined by statute. If you fail to do so, you will be charged appropriately. This includes the removal of shelf-paper, tub or shower decals, shelf brackets, hooks, towel holders or using paint sealers to cover dark or unusual shades of paint.
- Residents are responsible for any damages caused by their waterbeds.

COMMUNITY POLICIES

KEYS & LOCKS

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

No one should have a key to your apartment without your prior written permission. This includes family, friends, delivery and repair services. (Of course, management will retain a key).

Additional policies regarding keys and locks include:

- Our staff will be happy to make a duplicate of your apartment key for a minor charge.
- If you lose your apartment keys or wish to have your lock rekeyed, we will do so for a charge of \$_____ per lock, which will include one (1) key.
- After office hours, a charge of \$_____ will be assessed for letting you back in after you have inadvertently locked yourself out. Residents must provide photo identification before our staff can allow them access to an apartment. Our staff will open the door only for the residents or “occupants” listed in the lease.
- Take precautions with your keys. Do not hide a key outside your home. Do not give your keys to acquaintances. Do not put your address on your key ring. Keep your car keys and apartment keys on separate rings.
- Your apartment is provided with a latch on each window and a keyless dead bolt on every exterior door. If your apartment has a sliding glass door, it is equipped with a pin lock and one additional latching device, either a handle latch or a security bar.
- 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!

PEST CONTROL

Your apartment home will be exterminated every _____ months by a professional extermination company. If your home needs additional service, please contact your management office. For maximum effectiveness, please remove all items from your kitchen and bathroom cabinets.

PETS

Any pets outside the apartment home must be kept on a leash at all time. Removal of pets waste from the property by the pet owner will be required. If you have a pet you must have owner’s written approval with all pet deposits and/or fees paid in full. Any violation of pet rules and regulations will be subject to all pet fees as stated in your lease agreement.

TRASH DISPOSAL

Throughout the property, there are convenient locations for disposal of trash. Please assist us in keeping your community grounds free of debris by placing all trash inside the designated receptacles. If your community offers trash pick-up, trash will be pick up at your door between the hours of _____ and _____ on _____.

At all other hours and on Sundays and Holidays, residents will be responsible for the placement of garbage in receptacles provided by the management. Place all trash in plastic bags and tie securely. Residents who have patios should place their trash outside their patio gates.

APARTMENT TRANSFERS

Occasionally residents choose to transfer from one apartment to another within an apartment community. Contact the management office if you are interested in transferring to another apartment.

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 follow all of these procedures:

- Fulfill the complete term of your current lease contract.
- Give a 30-day written advance notice to a member of the office staff in the office. We strongly recommend visiting our office in person and completing a prepared 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 scheduled day of your 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, in writing.
- Return all keys, including access gate card keys or opener if applicable, to the office. When you are ready to return your keys, we strongly recommend that you ask a member of our office staff to accompany you on an inspection of your apartment to determine its condition and verify the amount of your refund. Your security deposit is subject to deductions as authorized in the Lease Contract.

MOVE-OUT CLEANING INSTRUCTIONS

Kitchen

1. **Refrigerator:** Defrost, clean, wash and disinfect all surfaces. Turn refrigerator off and leave doors open to pre-

COMMUNITY POLICIES

- vent mildew.
2. **Range:** Clean all surfaces to remove grease and burned-on particles. Thoroughly clean knobs and polish chrome surfaces. Clean underneath burners.
3. **Venthood:** 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 the front panel including knobs.
5. **Sink:** Scrub and clean sink with appropriate cleanser. Clean garbage disposal insert or gaskets, 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 has been 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 and scrub.

Bathroom

1. **Bath/Shower:** Thoroughly clean tile, porcelain or fiberglass surfaces. Do not use Ajax or similar abrasive on fiberglass. Polish faucet sets and chrome.
2. **Commode:** Remove disinfectant devices from the tank. Clean and disinfect all surfaces.
3. **Sink:** Clean and sour sink. Polish faucet set.
4. **Mirror:** Clean with glass cleaner.
5. **Cabinets, Drawers, Medicine Cabinet:** Remove all lining material, wash and disinfect all shelves and interior surfaces. Clean countertop and cabinet fronts.
6. Floor: Sweep, clean and disinfect.

General

1. Clean all light switches, all window and sliding glass door tracks, windows, the front door, mini-blinds and all light fixtures and ceiling fans.
2. Sweep patio, sweep cobwebs from around sliding glass door and other areas. Clean patio light fixture. Clean sliding glass door.
3. Vacuum carpet.
4. Remove debris from fireplace and thoroughly clean ashes from fireplace interior surfaces.
5. Make sure all debris is removed from the apartment including clothes hangers, phone books and trash bags.

6. Replace all burned out or missing incandescent light bulbs.
7. Replace dead or missing smoke detector batteries.

Ask for a copy of our standard cleaning charges which will be deducted if you fail to adequately clean.

PACKAGE DELIVERY

It is our pleasure to accept you packages from the postal service, UPS or overnight express services under the following conditions.

- Package will only be accepted if you have signed a Package Release form.
- Please do not ask us to be responsible for C.O.D. deliveries, packages delivered in a damaged condition or perishable items left in the office.
- Occasionally the number of packages may become too great for adequate storage in our office. At such times, our staff may deliver these packages and place them inside your apartment.
- Our staff will ask for identification before releasing packages to residents or occupants.
- 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:

- **Parking Areas:** All vehicles must display a current registration, inspection and a community resident parking sticker.
- Motor homes, campers, boats, trailers and other recreational vehicles may be parked only in designated areas, when available.
- Inoperable vehicles will be towed at the resident’s or visitor’s expense. “Inoperable vehicles” include any vehicle with flat tires, severe damage, expired license plates or expired inspection stickers. These vehicles will be tagged by the management staff with a 72-hour warning. To avoid being towed, you must correct the problem or remove the vehicle from the community within that three-day period.
- Residents may change a flat tire while the vehicle is parked at our apartment community. However, all other repairs and maintenance are prohibited to

COMMUNITY POLICIES

prevent damage to the parking areas.

- Vehicles which are parked illegally, such as in a fire lane, on the grass or sidewalk, or blocking a trash dumpster, may be towed without notice 24-hours a day.
- Motorcycles or other motor vehicles may not be parked in breezeways or patios.
- Vehicles parked in fire lanes and handicapped parking spaces are subject to towing and tickets.

POOLS

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

- Lifeguards are not provided. Swim at your own risk. For your safety, do not swim alone. Management not responsible for accidents or injuries.
- Pool Hours are _____ to _____ Monday through Friday; _____ to _____ Saturday and Sunday.
- Children under the age of ____ must be accompanied at all times by an adult over 18 years of age responsible for the child.
- Pets are not allowed in the pool area.
- Use plastic or paper containers only. Glass is not permitted.
- Only proper swimming attire is allowed. A swimsuite “cover-up” should be worn to and from the pool. Cutoffs may not be worn in 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 areas, disposing of trash properly and keeping pool gates closed.

In case of emergency, call 911.

LAUNDRY (If Applicable)

Laundry rooms are provided for the convenience of all residents. Please report any problems or needed repair to the office. We will take prompt action.

- Children under the age of ____ 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 ROOM (If Applicable)

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

- Attendants are not provided. Use the fitness rooms at your own risk. Management is not responsible for accidents or injuries.
- fitness Room HOURS are _____ to _____ Monday through Friday; _____ to _____ Saturday and Sunday.

Please check with your physician prior to the use of the fitness room. Use of the fitness room is not recommended for:

- Individuals consuming alcoholic beverage or taking medication, or
- persons with heart or other serious medical conditions.

For your safety and enjoyment and for the safety and enjoyment of others:

- Keep body clear of weights and other moving parts when using fitness equipment.
- Do not make repairs on fitness equipment. Please report needed repairs to the management.
- Do not use, adjust or operate fitness equipment beyond your physical limitations.
- Children under the age of ____ are *not* permitted in the fitness room unless accompanied by an adult 18 years of age or older.
- Please report vandalism and unauthorized users.
- Do not remove fitness equipment from the fitness room.
- Do not leave personal items in the fitness room. Management is not responsible for lost or stolen articles.
- Respect others by keeping noise to a minimum and by disposing of trash properly.

In case of emergency, call 911.

SPAS (If Applicable)

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

- Attendants are not provided. Use the spa at your own risk. Management is not responsible for accidents or injuries.
- Spa Hours are _____ to _____ Monday through Friday; _____ to _____ Saturday and Sunday.
- Use of the spa should not exceed 15 minutes.
- Children under the age of ____ must be accompanied by an adult 18 years of age or older who is responsible for the child.
- Pets are not allowed in the spa area.
- Use plastic or paper containers only. Glass is no per-

COMMUNITY POLICIES

mitted.

- Only proper swimming attire is allowed. A swimsuite “cover-up” should be worn to and from the spa area. Cut-offs may not be worn in the spa.
- Please allow for a 10-minute cool down period after strenuous exercise prior to utilizing spa.

Use of the spa 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

Please check with your physician prior to the use of the spa.

Respect others by:

- keeping noise to a minimum, and
- disposing of trash properly

In case of emergency, dial 911.

RESIDENT AMENITIES

Please consult with the manager for additional policies if your community has a sauna, tanning beds, tennis courts or other recreation areas.

Amenities are provided for the enjoyment of all residents. Help us keep the areas clean and safe by remembering the following policies:

- Attendants are not provided. Use the amenities at your own risk. Management is not responsible for accidents or injuries.
- Pets are not allowed in any amenity area.
- Use plastic or paper containers only. Glass is not permitted. (Alcoholic beverages are not allowed in indoor amenity areas.)
- Read directions before operating any equipment. Proper use of the equipment is imperative in order not to abuse the equipment and to keep it in proper working condition. No horseplay!
- Please read and understand the rules posed with each of the amenities provided for your enjoyment.

In case of emergency, call 911.

ALARM PERMIT

If you elect to utilize an alarm device in your apartment, you must secure a _____ Alarm Permit Application. This must be completed by you immediately and sent to the _____, together with your check or Money Order in the amount of \$_____ for the alarm permit.

Please note that if you install an alarm in your apartment home, it is your responsibility to provide the manage-

ment office with the code for emergency purposes or service requests. All codes are kept confidential.

ACCESS CONTROL GATES

Management shall issue one parking control card(s) or remote transmitter(s) to each resident. A deposit will be charged to each resident. The deposits are established at each individual property. A \$_____ charge will be assessed if the transmitter/card is lost, broken or unreturned to Management upon move-out. **Resident acknowledges that the gates are mechanical devices that periodically fail and are rendered inoperative. Owner is not responsible for damage to your vehicle, or your guests vehicles.** No one is allowed to stand, pull or play on gates. Gates are electronic and can be dangerous if tampered with. Residents will be responsible for an damages caused by noncompliance with any and all instructions, rules or procedures instituted by Owner regarding the operation of the same.

RESIDENT AMENITIES

Management Office: _____

Police (emergency): 911

Fire Department: 911

Emergency Medical Service: 911

Post Office: _____

Library: _____

Voter Registration: _____

Auto License & Title: _____

Hospital: _____

Doctor: _____

School: _____

Newspaper Delivery: _____

Cable TV: _____

Utility Service: _____

Emergency Maintenance: _____

Other: _____

ADDENDUM TO APARTMENT LEASE CONTRACT

The following indicated monies will be considered to become a part of the Apartment Lease Contract dated _____ through _____ for resident(s) _____

Apt. No. _____ of the _____ Apartments.

Security Deposit: _____

Pet deposit _____

Gate Card/Transmitter* _____

Exercise Room* _____

Total - All deposits _____

**Note: These Deposits will only be retained if they are not returned.*

Pet Fee _____

PAYMENT SCHEDULE - AMOUNT OWNED: _____

(Total of Deposits and Pet Fees)

<u>SCHEDULE PAY DATE</u>	<u>AMOUNT DUE</u>	<u>DATE PAID</u>	<u>AMOUNT PAID</u>	<u>REPRESENTATIVE INITIAL</u>
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____

Resident(s) Signature

Management Representative Date

Resident(s) Signature



PACKAGE RELEASE FORM

Due to the liability involved, _____ Apartments will be able to accept packages from the U.S. Postal Service and commercial delivery services (UPS, Federal Express, etc.) only with written consent.

Please fill out this form if you anticipate receiving packages through the office. We appreciate your cooperation and understanding in this matter. This package release form applies only to resident(s) listed below:

Name(s): _____

Address: _____

Apartment Number: _____ Telephone: _____

Number of package received per month (estimate): _____

I release _____ from all liability for accepting and storing packages.

Resident Signature: _____

Resident Signature: _____

Resident Signature: _____

Resident Signature: _____

Date: _____



RESIDENT HANDBOOK & COMMUNITY POLICIES ADDENDUM

Resident's Name: _____

Apartment Number: _____

Property: _____

Move-In Date: _____

I acknowledge receipt of a Resident Handbook & Community Policies which becomes a part of the Lease Contract. 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, occupants and guests. Reasonable changes to these rules may be made as provided in your Lease Contract.

Resident Signature: _____

Resident Signature: _____

Resident Signature: _____

Resident Signature: _____

Date: _____



RELEASE AND CONSENT

I, as a resident or occupant of the _____ Apartment Community, agree as follows:

1. I may wish to participate in activities at the Apartment Community named above, including but not limited to:

Spa or hot tub	Squash court	Fitness room
Sauna	Volleyball court	Exercise equipment
Swimming pool	Basketball court	Playground
Tennis court	Sport court	Other activities
Racquetball court	Tanning bed	
2. I agree to exercise due care for my safety at all times, and I assume all risks associated with or incidental to the activities named above.
3. In consideration for my being permitted to participate in such activities, I release and discharge the above Apartment Community, its owners, managing agents, officers, directors, agents, employees, and assigns from all present and future claims and liabilities resulting from my participation or involvement in any of the above activities, including but not limited to property damage and personal injuries.
4. I will refrain from participation in such activities if my health, medical condition, medical treatment, or prescription medicine makes such activities dangerous for me. I give management permission to summon or provide, at my expense, medical personnel or treatment in connection with such activities-but management will have no duty to do so. If I need medical attention, I consent to all necessary treatment and authorize all steps necessary to treat any injury or condition.

I understand that this is a full and complete release and a covenant not to sue. I have read it carefully and thoroughly and have executed it voluntarily.

DATED this _____ day of _____ .

Resident or occupant (printed name)

Resident or occupant (signature)

Address

(_____) _____
Telephone

GREYSTAR