



**NATIONWIDE
HOUSING CORPORATION**

**Resident Handbook
Market Rate**



Revised 03/2019

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WELCOME TO YOUR NEW HOME!

Nationwide Housing Corporation would like to welcome you to your new home. We want to make your residency with us as comfortable as possible. We hope that you will enjoy your new home and soon get acquainted with your neighbors.

Nationwide Housing Corporation (“Nationwide”) seeks to apply the highest standards of integrity and quality to maximize the potential of each asset we manage, through meeting residents’ needs and providing the highest levels of service, responsiveness, satisfaction, and professionalism.

This Handbook has been prepared to offer you an understanding of how this property operates; to help you enjoy living in our community; to aid you in maintaining your home in an acceptable manner; and to explain and emphasize the rules and requirements to be followed to keep our community a well-managed and welcoming place for all residents.

Please take time to read through the pages and don’t hesitate to call the Rental Office at the telephone number below if you have any questions.

This Resident Handbook is part of the lease and survives any renewals or modifications to the lease. A violation of this Resident Handbook constitutes a violation of the lease.

Your Manager is: _____
The Rental Office Telephone Number is: _____
Address: _____
Email: _____

In case of a maintenance emergency that needs immediate attention, you can reach us after regular business hours by calling: _____

Please remember that this after-hours service is for maintenance emergencies only.

Maintenance emergencies include:

- No heat (winter only).
- Plumbing issues – overflowing toilet, sewer line, or burst water pipes.
- Power outage – not caused by utility company.
- Inoperable refrigerator.
- Inoperable elevator (if applicable).
- Broken window – lock.
- Lock-out (fee charged to resident).
- *Any condition that may cause permanent damage to you, others, or the building.*

If you have an after-hour’s emergency that is not of a maintenance nature, call:

Police, Fire, Ambulance: **911** _____
Cable TV Company: _____
Electric Company: _____
Gas Company: _____
Water/Sewer: _____
Telephone Company: _____

This property is managed by **Nationwide Housing Corporation, 6200 Shingle Creek Parkway, Suite 300, Brooklyn Center, MN 55430, (763) 512-7720**. Nationwide or “Management”, is the agent of the owner of the property (“Owner”) and is authorized to accept service of process and to receive and give receipt for notices and demands. Notices and demands delivered by Nationwide to the residents’ units are proper notice to the residents.

FAIR HOUSING

All staff have been instructed to treat all residents and prospective residents equally, in accordance with federal, state, and local fair housing laws. Federal and Minnesota law protects the following classes:

- race, color, religion, national origin, sex, disability, familial status (except senior housing), creed, marital status, public assistance status, and sexual orientation.

Additional protected classes may be included, or added, by city laws.

REASONABLE ACCOMMODATIONS AND MODIFICATIONS

A reasonable accommodation is a change, exception, or adjustment to a rule, policy, practice or service that may be necessary for a person with a disability to have an equal opportunity to use and enjoy a dwelling. A reasonable modification is a structural change made to existing property, occupied by a person with a disability, in order to afford such person full enjoyment of the property.

A resident who would like to make a reasonable accommodation or modification request should present it to the Rental Office. Such requests should be in writing when possible, along with the date and time the request was made. If a resident or household member needs assistance in putting the request in writing, a representative from Management will assist you. In circumstances where a disability, or a disability-related need for the accommodation/modification are not obvious, Management may require third party verification.

ASSISTANCE ANIMALS

State and Federal Fair Housing laws permit persons to have animals to provide assistance for disabilities. Service animals, or assistance animals, are not considered “pets”, but rather assistance aids to help a person with a disability have equal use and opportunity of the community. The Fair Housing laws may require us to make an exception to otherwise standard “pet policies” or animal restrictions at the rental community. We will allow a resident with a disability that can provide proper verification of a disability-related need to own an animal, to have an accommodation in our standard animal rules. Residents seeking an accommodation or an exception to any animal rule or policy at the rental community, must obtain Management’s written consent, and provide any requested verification, before an animal is brought to the rental community. Visiting animals, or persons wanting to train animals to be assistance animals for others, or “pet sitting” is not permitted.

The request will be processed by Management in accordance with applicable law.

COMMITMENT TO DIVERSITY

This is a diverse community. We come from different places and cultures. We believe in different things. We are of different national origins, genders, religions, ages, races, and sexual orientations. We are all unique, and we each deserve respect.

We consider our diversity a strength. We know it can also be a challenge. We believe that each individual can contribute to the community. We strive to live together in harmony and to learn from one another along the way.

We want this property to be a place where everyone feels respected, and supported. We act responsibly toward others, and we expect others to act responsibly toward us. We are each fully accountable for our actions.

Nationwide will not tolerate the abuse of any member of our community including Nationwide staff and agents for any reason. No one has the right to abuse, harass, or disturb another person on the basis of age, physical or mental disability, national origin, sexual orientation, race, gender, religious affiliation, marital status, receipt of public assistance, or any other protected class. Bigotry has no place here.

We live and work in this diverse community by choice. As residents and staff, we are committed to making this property a place where the core values of mutual respect and personal responsibility shape our daily lives.

OTHER IMPORTANT INFORMATION

While our properties are privately owned, some have rent rates that are subsidized by the U.S. Department of Housing and Urban Development (HUD). Therefore, regulations governing eligibility must be met to be admitted to and to continue to live at these properties. The Management staff has been employed by Nationwide Housing Corporation to represent the Owner and to ensure the administration of the property is in compliance with regulatory agency rules and regulations.

When a resident moves into our complex, he/she must recognize that every household (household is defined as those persons on the Lease Agreement) living here has met the eligibility requirements and has the same right to reside here.

Whether a household maintains that right or not depends entirely upon the household. Residents are responsible for the behavior of themselves, their household members, and their guests, whether inside their unit or on the property's grounds.

If a resident has a complaint about another resident, that is not a violation of the Lease or this Handbook, we urge residents to try and work with each other to resolve differences and problems. Some common issues, like household noise levels, or interaction between neighbors' family members, are best resolved by residents speaking respectfully to each other and attempting to resolve problems or differences. For problems that cannot be resolved, or circumstances that rise to the level of a violation of the Lease or Handbook or other law, we ask that formal complaints be made in writing, signed, and dated. Management will be available, by appointment, to discuss problems or to answer any questions. If you need assistance in writing a complaint, Management will help you. Please appreciate that Management's ability to act on, or resolve, a complaint that is only made verbally, or is "anonymous", where Management has no way of knowing the source or the person making the complaint or determining the credibility and accuracy of the complaint made, may prevent Management from taking further action.

Management will reasonably act on and investigate resident complaints. Residents that are subject to a formal complaint may receive a notice of the complaint or concern, a notice of Lease violation, or notice that the situation may be grounds for termination of Lease and/or eviction. Residents receiving notices of complaints, Lease violations or warnings, may request a meeting with Management to discuss the complaint. For complaints against Management, or any complaint that Management has not followed the Fair Housing laws or requirements of Section 504 of the Rehabilitation Act of 1973 to make the property accessible for persons with disabilities, or violation of the Violence Against Women Act protections, Management offers a grievance procedure discussed in a separate section of this Handbook.

Management staff has been instructed to be firm in enforcing rules and to be responsive in meeting resident needs. Management may also, with a one-month notice, change the rules and regulations contained in this Handbook or adopt additional rules and regulations for governing the complex.

6200 Shingle Creek Parkway, Suite 300
Brooklyn Center, MN 55430 (763) 512-7720 Phone – (763) 512-7723 Fax
www.nationwidehousingcorporation.com

RENTAL POLICIES AND PROCEDURES

MANAGEMENT RESPONSIBILITIES

1. To provide resident units and common areas fit for residential use property;
2. To keep the property in reasonable repair and make necessary repairs within a reasonable time after written notice by the resident;
3. To maintain the property in compliance with applicable health and safety codes; and
4. To keep the common areas clean and in good condition.
5. To manage and operate the property in accordance with the expectations of the owners, federal, state and local law, including local rental licensing ordinances, and any government agency financing requirements, or applicable rules and regulations.

RESIDENT RESPONSIBILITIES

This is your home and when you take possession of it, you assume responsibility for its care. This includes day-to-day housecleaning, proper care of appliances, rubbish disposal, and adherence to the lease, the Resident Handbook, and any other applicable rules.

The Resident agrees:

1. Not to damage or misuse the unit or waste the utilities provided by the property or to allow his/her guests to do so;
2. Not to paint or wallpaper the unit, change or install alarms or locks, security or monitoring equipment, install appliances (other than small kitchen countertop type appliances) such as air conditioners, washers, dryers, dishwashers, freezers, heaters, whether free standing or installed, or any electrical equipment (including

ceiling fans) or make any structural changes, alterations, or improvements to the unit or the property without prior written consent from Management;

3. To keep the unit clean, sanitary, and free from the storage of excess personal property or “clutter” that could obstruct access to any appliances, block HVAC sources or windows, or prevent first responders from having unimpeded access to all areas of the unit.
4. To give written notice to Management of any needed repair or service work, including any evidence of moisture, leaks, or water intrusion, in any area of the unit or common areas. Residents are expected to monitor all areas of their unit, including closets and storage areas, for any repair needs or evidence of moisture issues or leaks;
5. To notify Management immediately of conditions in the unit that are dangerous to human health or safety, or which may damage the unit or waste utilities provided by Management;
6. Not to remove or alter any fixtures or furnishings supplied by Management without prior written consent, including, without limitation tampering with locks, smoke detectors, or appliances located in the unit;
7. To read and follow the unit care guidelines and recommendations in this Resident Handbook.

PROHIBITED ITEMS

- No dart boards or lawn darts are allowed on the property.
- No live Holiday trees or Holiday greenery is allowed in the unit.
- No fireworks, including fireworks permitted by local law, are allowed on the property or in the unit. No discharging of fireworks is allowed on the property.
- Flammable items such as gasoline, naphtha, solvent, etc., must not be kept in the dwelling unit or stored anywhere on the property.
- Absolutely no fuel-burning or free-standing heaters of any kind are allowed on the property. No device with any open flame, whether a torch, fire table, kerosene lamp, or other, is permitted on any patio, balcony, or in the unit.
- Waterbeds and other water-filled furniture is prohibited in the unit.
- The use or storage of personal grills of any kind or outdoor cooking devices such as camp stoves, turkey fryers, smokers, or similar, is prohibited. Some communities do have property owned grills available for resident use in designated areas.
- Individual wading or kiddie pools, water slides, or sprinklers using water provided by Management, are not permitted unless specifically allowed at an individual property.
- Satellites, antenna, or any cords running out from the unit to a vehicle, or to a balcony or patio, are prohibited unless Management’s prior written consent is obtained. In the case of satellite dishes and antenna, Management may condition consent on resident complying with specific rules and requirements relating to the installation and use of a satellite dish or antenna system at the property, including an agreement relating to the installation, responsibility and obligation for maintaining the system and indemnifying Management against any damage caused by the system, and removal of the system.
- For properties where smoking is allowed, no smoking may take place in units where oxygen is in use.

Refer to the balance of this Resident Handbook and your lease for additional rules and restrictions.

LIABILITY

The Owner/Owner’s agents/Management are not responsible for any injury to residents or residents’ guests unless the injury was caused by the Owner/Owner’s agents’/Managements’ grossly negligent or willful acts or omissions. Without limiting the foregoing, unless prohibited by HUD regulations, the Owner/Owner’s agents/Management are not responsible for the actions or for any damages, injury, or harm caused by third parties (such as other residents, guests, intruders, and trespassers) who are not under the Owner’s/Owner’s agent’s/Management’s control.

Unless prohibited by HUD regulations, the Owner/Owner’s agents/Management are not responsible for any damage to personal property belonging to residents or residents’ guests. If HUD regulations apply, the Owner/Owner’s agents/Management are not responsible for any damage to personal property unless the damage was caused by the Owner/Owner’s Agent’s grossly negligent or willful acts or omissions.

The resident is required to reimburse the Owner/Owner’s agents/Management for:

1. Any loss, property damage, or cost of repair or service caused by negligence, improper use or any other act, omission, including accidents caused by the resident, his/her household members, guests or animals;
2. Any loss or damage caused by doors or windows being left open; and
3. All costs due to abandonment of the unit.

4. All costs due to the violation of this Resident Handbook

Payment is due when the bill is received. The property does not give up its right to reimbursement because of Management's failure or delay in asking for payment.

SECURITY DISCLAIMER

Management does not provide, guarantee, or warrant security. Management does not represent that the unit or the rental community is safe from criminal activities by other residents or third parties. Residents are responsible for their own personal security and that of their household and property. If you observe any suspicious activity or conditions that pose an imminent threat to life, safety or property damage, please promptly notify Management. If illegal, immediately dangerous or unsafe conditions are observed, or if a potential crime is suspected, call 911 first.

CONTROLLED ACCESS AND SAFETY

Because safety is an important aspect of rental housing, all residents are expected to exercise common sense in and about the property. Post local police and fire department numbers, as well as other emergency medical numbers near your telephone and familiarize members of your household and your family with the safety features of the property and the location to go for severe weather warnings.

Residents are required to keep individual unit doors closed and doors should be locked at all times. Never open the door to your unit to any person you do not know.

Most properties operated by Management have a controlled access door system. It is prohibited to give any person who is not an authorized resident on your Lease, or an approved authorized occupant, a key or access materials to the building or your unit. When coming and going from the building, do not allow any person access to the building with you. Even persons you might recognize as guests of another household, might not be welcome guests on any given day. If you are uncomfortable stopping or preventing a person from following you into the building, please notify Management as promptly as possible after the entry occurs.

RENTERS INSURANCE

For the duration of the Lease without any lapse in coverage, Tenant is required to maintain and provide evidence of the following minimum required rental insurance coverage:

\$150,000.00 minimum coverage for the following causes of loss: fire, theft, or other disasters and including liability coverage.

The policy declaration page must include Landlord and landlord's management company as Additional Insureds:

Nationwide Housing Corporation
6200 Shingle Creek Parkway, Suite 300
Brooklyn Center, MN 55430

and

[THE NAME OF THE OWNER OF THE PROPERTY]
c/o Nationwide Housing Corporation
6200 Shingle Creek Parkway, Suite 300
Brooklyn Center, MN 55430

Management carries casualty insurance on the building where you live. Please note that this policy does not cover any loss or damage to your personal property, or your loss of use, temporary lodging, or moving costs, if your unit or personal property is damaged by any casualty. If you, or one of your guests, is injured at your unit, Management's insurance may not provide medical expenses or damages. If you are sued for any accident or casualty, caused by you or any member of your household, or any animal you own, Management's insurance will not pay to defend you or pay any damages you owe.

Residents, their household members, or animals, that cause accidents or damage to the property, such as water damage caused from a tub overflowing, leaving a window open and allowing pipes to freeze, or fire or smoke damage caused by resident accident or inattention, may result in you owing money to Management, and other residents, for

the damage you cause. A renter's insurance policy can provide liability coverage to protect you against personally paying the damages for such accidents. Without such insurance, you will be responsible under your Lease for damages to the building, to Management, and other residents. Reasonably priced insurance policies are available from many insurance agencies. These policies can provide coverage to you for damage to your personal property, loss of use, temporary housing expenses, moving costs, and defense and liability coverage. Residents are strongly encouraged to obtain "renter's insurance" or similar insurance coverage to protect their personal property and persons against loss, damages, injuries, and casualty.

Resident understands that Management's insurance, and that of the property, does not and will not protect resident, and resident's personal property, vehicles, or household members, from injury, damages, or losses due to burglary, vandalism, fire, smoke, water, hail, wind, sewer backup and water intrusion, heat, freezing, lightning strikes, power surges or power failure, garage door malfunctions, or wrongdoing or accidents involving other residents or animals. Management will not be responsible for any lost or stolen personal property, including mail or packages left with Management.

Resident hereby agrees to indemnify, compensate and forever hold harmless, Management and Owner, and their respective successors and assigns, any parent affiliate and subsidiary entities, their insurers, their assigns, their successors, their legal representatives, officers, directors, employees, agents, or any others who may be acting on behalf of them from any and all claims, damages, actions, causes of action or liability whatsoever, resulting from or arising out of injury to or death of any guest, agent, employee, licensee or invitee of the Resident in or about the Premises, or damage or destruction of any property owned by the Resident or any guest, agent, employee, licensee or invitee of the Resident, unless such injury, death or damage solely and directly results from the intentional or grossly negligent acts of Management or Owner. Resident shall furnish Management with evidence of the required renter's insurance prior to occupancy of the Premises, at the time of each lease renewal, and within 48 hours of any request by Management. Resident's failure to provide the required evidence of renter's insurance shall entitle Management to impose a non-compliance fee of \$15.00 per month, which charge shall be deemed additional rent.

UTILITIES

Please read your lease for utility obligations of both Management and residents. It is the responsibility of the residents to make arrangements with the local utility company for connections and disconnections, if applicable. Utilities to the resident's unit must be placed in the resident's name prior to signing the lease (if utilities are paid by the resident). Resident is responsible for continuous payment for utilities that are resident's responsibility under the Lease for the full Lease term, including any notice period. Any disconnect notice is grounds for a Lease violation or termination of Lease. Resident may not plug in or use any utilities provided to the common areas of the property and may not use outside water faucets for any purpose such as washing vehicles, watering plants or lawns, filling pools, etc., without Management's prior written consent. The resident must also contact the local telephone company for telephone services and the local cable company for cable TV and/or internet service to the unit.

Where utilities are paid for and provided by Management, resident is expected to take reasonable steps to conserve and not waste utilities. During heating months, windows and doors should only be open for brief periods of time, and when monitored, to allow fresh air to enter the unit. Where residents are responsible for heat, residents should keep units at approximately 65 degrees during heating months, and must not turn off or turn down heat when absent from the unit below 65 degrees as this could result in interruption of heat to the unit, damage or freezing of pipes. Residents may not use any oven or stove as an additional heat source. If the temperature in the unit cannot be maintained at 68 degrees during the heating season, issue a maintenance request. Resident should keep heat and air circulation sources free of personal property, clothing, or window hangings, which could prevent any heat register, or air circulation, from proper operation.

Any resident found responsible for sewage backup will be charged all applicable charges to cover damages and cleaning costs. In this event, Management is not responsible for any damage to any furniture, clothing, furnishings, articles or materials or other personal property kept or stored in the unit. Water shall not be left running in the kitchen, bathroom, or elsewhere. Immediately report all plumbing problems including any signs of moisture, or leaking. Resident will be responsible for damage caused by standing water, or water leaks that are not timely reported. Residents will be responsible for paying for plumbing repairs due to their violation of this Handbook, improper use or neglect (for example, frozen pipes due to the utilities being shut off because of non-payment).

Electrical panels are not to be touched by the residents or guests. They are not to be covered up by personal belongings. If there is a problem with the electrical panel in the unit, contact the Rental Office immediately, or if after hours, call the emergency number.

MOVE-IN

Please schedule your move-in with the Rental Office. Moving in and out of the unit must be accomplished during the approved office hours as specified by the Manager. Upon move-in, the resident will inspect the home with the Manager and complete and sign a Unit Condition Checklist. Notes will be made of any defects in the unit. The statements of condition on the move-in report done by any single member of the resident's household will be binding on all residents. The same list will be used when the resident moves out to charge damages against the security deposit. Please check with the Manager for more detail.

During the move in process, residents must not block or leave open any central building door. Elevators may not be blocked and Management may restrict the hours or use of elevators in the building for moving to allow uninterrupted use for residents and guests in the building. Moving vehicles, including moving dollies, may not drive on or cut across any portion of the grounds, or lawns of the property. Resident will be responsible for any damage caused to the grounds by any moving vehicle or moving equipment.

MOVE-OUT/SECURITY DEPOSIT

You paid a security deposit when you moved in. The security deposit is not rent, but a deposit to ensure that you meet your lease obligations and not damage your unit.

The security deposit may not be applied to your last month's rent.

To maximize the likelihood that you will receive your entire security deposit when you move, you should:

1. Complete the full term of the lease;
2. Provide proper notice to end your lease (as described in your lease);
3. Pay all owed amounts on time (utility bills, rent, late fees, damage charges, etc.);
4. Not damage the property beyond normal wear and tear (cleaning, painting and deodorizing required to remove or treat staining or odors due to smoking, animals, cooking, and/or grease, or other persistent odors is not considered ordinary wear and tear);
5. Clean the entire unit and follow any other cleaning or move out instructions provide by Management, including the return or replacement of light bulbs, screens, or other equipment or fixtures that are a part of the unit;
6. Return all keys/fobs/garage passes/parking permits/etc.;
7. Remove all debris and trash from the unit and place in the proper disposal containers. Any surcharge by the trash hauler for discarded furniture or other items will be deducted from your security deposit; and
8. Provide in writing a valid forwarding address.

The security deposit plus interest will be accounted for and returned in accordance with Minnesota law.

Reminder: The lease terminates at Noon on the last day of the month. Therefore, the resident must have vacated the unit by that time. Failure to comply will result in overtime charges and payment to Management of any other damages or costs incurred.

It is the resident's responsibility to notify the utility company of the lease termination date. Residents are responsible for utility charges to the unit through the end date of the lease, and any notice period, even if he/she moves out before that date. The utilities must remain in the resident's name with the utility company until the last day the resident is responsible for rent, even if the resident moves out early.

During the final inspection, note will be made regarding any cleaning that is needed, damages beyond normal wear and tear or missing items (i.e., refrigerator shelves or blinds). These items are the responsibility of, and will be charged to, the resident.

Residents in military service who are called to active duty for more than 90 days may terminate the lease before its expiration date by giving Management one month's advance written notice and by providing a copy of the written military orders to Management. (Example: a resident called to active duty may give a written notice on or before May 31 that his/her lease will terminate at noon on June 30.)

In the event of death of a sole household member, any deposit and accrued interest refund will be payable to "The Estate of (resident's name)".

RENT PAYMENT

Rent is due on or before the first (1st) day of each month, and must be paid by check, money order, or cashier's check; future-dated checks and cash will not be accepted. Please make the check, money order, or cashier's check payable to the name of your housing community. To ensure proper credit, make sure the building and unit number is indicated on the payment. If rent is not paid in full by the end of business on the fifth (5th) day of the month, the resident will be charged a late fee in accordance with the lease. In Minnesota, the late fee will be the amount stated in the lease or 8% of the overdue payment, whichever amount is lower. If rent or other charges are not paid by the sixth (6th) day, all amounts due must be paid in full with a money order or cashier's check. Management may refuse partial payments. According to your Lease, late payment of rent is considered a violation of the Lease. Repeated late payments are grounds for termination of the Lease. More than three (3) late rent payments in any twelve (12) month period may result in Lease termination. Should a problem in paying rent arise, contact the Manager on or before the first (1st) day of the month to make payment arrangements. At least one-half of the rent must be paid before arrangements can be made. No more than one (1) payment arrangement will be allowed in a year. Management's acceptance of less than the full amount of rent and any other amounts due from the resident will not waive Management's right to file an eviction action for nonpayment of the balance of the owed amounts.

A service fee of will be charged for checks returned by the bank for non-sufficient funds or any other reason. This will be in addition to the late fee. No form of payment other than a money order or cashier's check will be accepted as rent once the resident has issued a NSF check.

AFTER HOURS LOCK-OUTS

Residents who require lock-out assistance after regular office hours will be charged an administrative fee that is due with the following month's rent, unless otherwise stated in the lease. For security reasons, our staff may require current photo identification listing the resident's unit as his/her address before granting access to the unit.

ABSENCE/EXTENDED ABSENCE

In the event a resident will be gone for an extended period of time, we ask that the resident please leave a contact address or phone number with the Rental Office in case of an emergency. It is advisable to place newspaper service and mail delivery on hold.

Residents that are absent from the property during snow removal months, are responsible for making arrangements to have their vehicle removed from any surface parking areas to comply with Management's snow plowing services. Management will not allow unit entry by any person not listed on the lease for any reason without prior written consent by the resident.

LEASE VIOLATIONS/EVICTIONS/NON-RENEWAL OF LEASE

Non-compliance with your Lease, or the requirements of this Resident Handbook, are grounds for termination of your Lease or eviction.

Eviction is a serious matter. Residents can be evicted from their units if they violate the lease, lease addenda, this Resident Handbook, or other property rules/regulations. Here are some examples of violations for which a resident can be evicted. This list is not exhaustive:

- Failing to pay rent or other amounts that are owed (for example, lock out fees, late fees, maintenance and damage charges, utilities for which the resident is responsible, etc.).
- Interference with the management of the building, including Management staff, maintenance, or other vendors or contractors doing work at the rental community including, but not limited to, failing to allow access after notice has been given, screaming, yelling, using foul or offensive language with any agent of Management.
- Violation of the property's smoking policy.
- Keeping an animal, or having a visiting animal, other than as allowed in the property's applicable animal policy.
- Permitting other persons who are not listed on the lease to use or occupy the unit (staying more than 3 nights in a 10 day period) or sub-letting your unit. Residents may not accept mail or packages, or list non-residents or persons not approved in writing by Management, to receive mail or packages at the unit.
- Poor housekeeping that (1) may affect the health or safety of the resident or any other resident of the property; (2) may cause more than normal wear and tear on the unit; (3) could attract or provide harborage, to rodents or pests; or (4) may violate building, fire, or safety codes; (5) failure to comply with, or take

actions, that are requested in any notice of deficiency or request to address conditions in a unit relating to housekeeping, sanitation, or other conditions after notice from Management.

- Failing to report pest infestation and/or refusal to cooperate in treatment, including but not limited to refusing to admit pest-control personnel into the unit, failing to prepare the unit for treatment in accordance with instructions from Management or pest-control personnel, or failing to comply with rules or guidelines set by Management or pest-control personnel in order to remove pests from the unit or control the infestation from spreading to other parts of the property.
- Engaging in conduct, or actions, that Management has determined make it more likely for your unit, or the building, to experience a pest problem, such as bringing in abandoned property, allowing persons to visit or stay at your unit that have been exposed to pest problems or have stayed at a location infested with bed bugs, or repeat pest problems in your unit.
- Refusing to let Management enter the unit when Management is seeking to enter the unit in conformity with your Lease and the law.
- Refusing to cooperate in any rehabilitation or renovation of the property.
- Refusing to timely sign the lease, HUD form 50059, or any other form or to provide any paperwork or verification required by Management or by federal or state regulations.
- Allowing trespassed persons into the unit or onto any part of the property.
- Engaging in conduct that disrupts the livability of the property (including but not limited to violations of the Commitment to Diversity).
- Disturbing the peace, health, or safety of other residents or Management or Management's agents, or otherwise affecting other residents' quiet enjoyment of the property.
- Engaging in discriminatory conduct against other residents, other residents' guests, Management, vendors, or the Owner/Owner's agents/Management on the basis of a protected class, while on or off the property.
- Engaging in conduct that has an adverse financial effect on the property.
- Submitting false, incomplete or misleading information to Management.
- Engaging in conduct that may be considered hazardous to the Owner/Owner's agents, Management, vendors, or other residents (for example, storing gasoline in a unit or garage, carelessness that might lead to a fire).
- Engaging in illegal activities (including but not limited to the use, sales, or possession of any illegal drugs or drug paraphernalia).
- Committing drug-related petty misdemeanors, misdemeanors, or felonies on or near the property.
- Committing damage, theft, or vandalism to property belonging to the Owner/Owner's agents, Management, vendors, other residents, or guests.
- Assault, harassment, threat to do bodily harm, or any arson-related or other criminal or illegal offense committed at any location and directed at the Owner/Owner's agents, Management, vendors, residents, or residents' guests.
- Making statements or placing posts on social media or sending emails, texts, or other communications to other residents, other residents' guests, the Owner, Management, or vendors that have the effect of interfering with the management of the building; disrupting the livability of the property; disturbing the peace, health, or safety of any individual; discriminating on the basis of protected class against any individual; or constituting harassment or a threat against any individual.
- Posting photographs of other residents on social media without the other residents' written consent.
- Residents who are subject to a lifetime sex offender registration requirement are not allowed to reside at the property. If such a person has been erroneously admitted to the property, Management will terminate the resident's lease and/or evict the resident. Remaining members of the household will be allowed to continue to reside at the property so long as they are willing to remove the sex offender from the household and lease. If the household is unwilling to remove the sex offender from the household and lease, Management will terminate the entire household's lease and/or evict the household. If a resident has falsified information or otherwise failed to disclose criminal history on his or her application or on recertification paperwork, Management will have the right to terminate the resident's lease and/or evict the resident.
- Resident and Resident's guests shall not engage in any conduct that results in a conduct notice; action alert; any "strike", warning, or similar notice of disturbance conduct or violation related to any rental license provision, certificate of occupancy, or similar licensure; fine; citation; or similar notification from any local police department, other law enforcement agency, or local licensing enforcement or regulatory agency or authority. The receipt of such a notice is a lease violation for which Management may terminate Resident's lease on 10 days' notice (regardless of the balance of the term of the lease) and/or evict Resident.
- Failure to adequately supervise household members or guests, including their engagement in illegal activities.
- Involvement in actions or activities that have a negative financial effect on the building, or the reputation of the building or its residents.

- Residents may also be evicted/non-renewed for what is called “other good cause” and failure to carry out any obligations under the Minnesota Landlord and Tenant Act. Management reserves the right to give resident notice of any actions or conduct by resident that may be considered other good cause to terminate the Lease if such actions or conduct are not already listed or covered in resident’s Lease and this Handbook.

The Resident understands that if, after he/she begins occupying the unit, he/she or a household member is charged with a crime, or other unlawful activity, that would have caused Management to reject the application had the crime or pending charge been known before the start of the lease, this will be grounds for lease termination and/or eviction.

If Management incorrectly determines that Resident meets the property’s screening criteria and accepts Resident’s application, whether through mistake, omission, inadvertence, negligence, or fault of Management, Management’s tenant screening agency, or Resident, or for any other reason, Management has the right to terminate Resident’s lease with 10 days’ notice, regardless of the length of the lease term. Resident acknowledges that holding over after termination of the lease by notice due to Resident’s ineligibility for occupancy under the property’s screening criteria is a basis for eviction in a court action.

Acceptance of rent or other amounts due from the resident, performance of annual or interim recertifications, and/or execution or modification of any lease will not waive Management’s right to terminate the lease and/or evict the resident for crimes occurring included charges issued whether or not a conviction or final disposition is reached, after the start date of the initial term of the initial lease or for any other known or unknown violations of the lease, lease addenda, this Resident Handbook, or other property rules.

NOTICE TO VACATE

Residents may terminate the lease only by giving written notice as instructed in the lease. If the resident moves out before the lease ends, the resident is responsible for paying rent until the end of the lease period or until the unit is re-rented. A “Resident’s Notice to Vacate” form and a list of items to be completed prior to move-out will be given to the resident when the written notice is received by Management. The Manager will then schedule a time for a move-out inspection. The unit should be left clean and in the same condition as move-in, except normal wear and tear.

TERMINATION OF LEASE UPON DEATH OF RESIDENT

Please see Minnesota Statute § 504B.265 for information about lease termination upon the death of a resident.

The personal representative of the resident’s estate should contact the Rental Office to discuss the lease and the disposition of personal property in the unit.

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TRESPASS LIST

In an effort to prevent any unauthorized persons on the property, we follow the guidelines below regarding trespass notices.

Management and law enforcement officers may question any person in any common area of the property or any public area for any reason or for no reason. Persons may be asked to show identification. Any person who cannot show that s/he is a resident or a guest of a resident may be asked to leave or escorted off the property.

Any person who is not a current resident who violates the Lease Agreement, Resident Handbook, or posted notices, may be placed on Management’s trespass list. Management also reserves the right to exclude former residents, visitors or guests if such person is reasonably believed to pose a danger to the health, safety, morals, or quiet enjoyment of the property or employees. A person that previously lived at the property, or was an unauthorized occupant or visitor, or a person where Management is advised by local law enforcement officials to take action to exclude such person, may be placed on Management’s trespass list. Any person who refuses to show identification, or who falsely identified themselves, may be placed on Management’s trespass list. Persons who are on Management’s trespass list will be banned from the property.

If Management has determined for any of the reasons shown above, that a person should be excluded from the property, resident agrees to, and must, cooperate with Management to advise the trespassed person that the person is

not welcome to visit or come to the property or to see or visit resident, that such person is no longer welcome as a visitor or guest in resident's unit, and to cooperate with, and notify Management, if such person or visitor does come to the property or attempts to enter resident's unit. A failure by resident to cooperate with Management to exclude persons that are on Management's trespass list, will be considered a material violation of Lease and other good cause for Lease termination.

CRIME-FREE/DRUG-FREE HOUSING

1. The resident, any members of the resident's household, and any guest or other person under the resident's control shall not engage in illegal activity, including drug-related illegal activity, on or near the property. "Drug-related illegal activity" means the illegal manufacture, sale, distribution, purchase, use, or possession with intent to manufacture, sell, distribute, or use, of a controlled substance (as defined in Section 102 of the Controlled Substance Act [21 U.S.C. 802]) or possession of drug paraphernalia.
2. The resident, any members of the resident's household, and any guest or other person under the resident's control shall not engage in any illegal act or any act intended to facilitate illegal activity, including drug-related illegal activity, on or near the property.
3. The resident and members of the household will not permit the dwelling unit to be used for or to facilitate illegal activity, including drug-related illegal activity, regardless of whether the individual engaging in such activity is a member of the household.
4. The resident and members of the household will not engage in the manufacture, sale, or distribution of illegal drugs at any location, whether on, near, or off the property.
5. The resident and any members of the resident's household, and any guest or other person under the resident's control shall not engage in acts of violence or threats of violence, including but not limited to the unlawful discharge of firearms, prostitution, criminal street gang activity, intimidation, or any other breach of the lease or act that otherwise jeopardizes the health, safety, or welfare of the Owner/Owner's agents, Management, or other residents and their guests.
6. A SINGLE VIOLATION OF THE ABOVE PROVISIONS SHALL BE A MATERIAL VIOLATION OF THE LEASE AND A BASIS FOR IMMEDIATE LEASE TERMINATION AND EVICTION. There needs to be no criminal conviction but can be based on preponderance of the evidence.

TRANSFER POLICY

It is both costly and labor-intensive for residents to move from one unit to another. Transfers normally will only be considered when change in family composition requires or justifies a larger or smaller unit or when a transfer is needed for a reasonable accommodation. Transfer fees may apply.

In order to qualify for a transfer, Management may impose reasonable requirements including:

- That resident has lived in their current unit for at least six months.
- That resident does not have Lease violations, late payments, or other amounts owed, within the past six months.
- That the current unit has been maintained in a clean and tidy manner. Management will inspect the current unit and may require resident to pay any damages beyond ordinary wear and tear before a transfer may be permitted. If housekeeping problems or deficiencies have been noted, or damages exist in the current unit that Management considers unreasonable or beyond ordinary wear and tear, this is grounds to deny a transfer request.
- In the case of transfers requested for a reasonable accommodation or modification, Management may require verification from a health care provider or social service provider of a disability, and disability-related need for the transfer.
- Utility bills must be current.
- Management reserves the right to subject resident to screening and qualification for occupancy at the transfer unit, including criminal and public background checks on all adult household members.

If a resident is transferred to a new unit, any unpaid amounts for the old unit will be transferred to the new unit, and the resident will be responsible for paying those amounts. The transfer or execution of a new lease will not waive the resident's obligation to pay those amounts, and failure to pay is a lease violation that can lead to lease termination or eviction. The security deposit from the original unit will be transferred to the new unit and will not be returned until the household moves from the property.

ELECTION YEAR INFORMATION

Per Minnesota Statute § 211B.20, political candidates are allowed access to any multi-home dwelling. Please refer any potential candidates to the Rental Office prior to granting them access to the building.

YOUR HOME AND COMMUNITY

UNIT CARE

The resident shall keep the property in a clean and sanitary condition. When absent from the unit, all unit doors should be locked. It is solely the resident's responsibility to lock their unit doors. It is recommended that residents keep doors locked even when residents are present. Residents are cautioned that windows and patio doors could allow access to animals, or intruders, and should be kept closed and locked at all times unless resident is home and able to monitor windows and doors. Residents and their guests are not allowed in other residents' units without prior consent.

If a resident would like to install window treatments, or curtains, prior written approval must be given by the Manager. Curtains, draperies, and wall hangings, must not obstruct or block air vents, or be so close to windows that they allow excess moisture, or humidity, to damage window treatments and casements. If window blinds are provided in a unit; any damage to them will be deducted from the security deposit. If a resident would like to have the blinds replaced, the resident will need to pay for them prior to their installation based on costs that will be assessed by the Manager. No sheets, blankets, flags, tin foil, etc., shall be used as draperies in any unit. Screens shall not be removed from any of the windows.

Residents will be responsible for replacing any burned out light bulbs in their unit after initial occupancy unless otherwise directed by the Manager. Upon vacating, working bulbs are to be left in each light fixture. Failure to have working bulbs in all fixtures and appliances during (or in preparation for) annual, interim, or move-out inspections will result in the cost of the bulb replacement being incurred by the resident.

Notify the Manager immediately of any plumbing leaks or evidence of moisture, discoloration, or staining. Some amount of condensation on toilet bowls is normal during warm weather months, but any evidence of water leaks or seepage must be reported at once to Management to prevent further damage, or deterioration to the unit. Failure to report any needed repair or damage relating to water or moisture that leads to further damage in the unit, may result in charges to resident. Resident should also report any malfunction or problems with electrical outlets, switches, light fixtures, or appliances. Preventive and corrective repairs and maintenance services will be provided by Management in a timely manner. In general, Management will strive to handle most non-emergency work orders and repairs in a reasonable manner. Items that need to be replaced, or on order, may take a longer time for repair or replacement. Preventive maintenance is not charged to the resident.

Resident should not attempt to move or relocate any appliances, even for general cleaning, as this can damage flooring or result in disconnection or damage to appliance connections. If you want to clean under or around an appliance, please submit a work order to Management.

Residents are liable for any damage their household members, guests or animals may cause. Residents are responsible for any damage caused by nails or pre-pasted wall hangers, pre-pasted decorations, or double sided tape, including paint or sheetrock being torn off the wall. Use small nails when hanging pictures or other items; hooks are not to be installed in walls or ceilings. Use Sticky-Tack, not tape, on wooden doors, trim, and cupboards.

Any damage to cabinets, refrigerators, windows, window screens, light fixtures, glass doors, etc., caused by the resident's failure to properly maintain or care for the unit, or to timely report needed repairs or service needs, will be considered damage beyond ordinary wear and tear and may be charged to the resident.

Tubs and showers must be cleaned with non-abrasive cleaners to prevent damage to the surface. Hard water stains, mold, mildew, and soap scum come off quickly using "The Works" tub and tile cleaner.

For fire safety and to minimize food odors, kitchen exhaust vents, fans, and filters should be cleaned on a regular basis with warm water and detergent. To allow adequate ventilation, air movement, and to prohibit damage caused by excess humidity and moisture, it is important that exhaust fans and vents are used in kitchens and bathrooms. It is a violation of the lease to cover or obstruct any exhaust vent. Any cooking process that involves boiling, steaming, or

lengthy use of the stove or oven should include running the fan at all times while the stove is in use and for a reasonable period of time after cooking is complete to exhaust food odors and humidity from the unit.

Exhaust fans should be used before and after bathing to reduce the accumulation of moisture. Keeping bathroom doors open to allow air exchange will prevent excessive levels of humidity, and potential mildew, from accumulating in bathroom areas.

Residents are expected to take steps to contain odors to the resident's unit that may be related to smoking, food preparation, animals, personal fragrances or other activities. Complaints of odors in adjoining units, or common areas, that are attributed to a Resident's activities or Resident's unit need to be addressed, corrected, and contained to Resident's unit.

Resident will be responsible for costs associated with improper items causing any service or repair requests in drains or toilets. Grease should never be disposed of in any drain, but must be placed in a glass jar or can and allowed to cool, before thrown in the garbage.

Damage from smoke and smoke odors is not considered normal wear and tear. When vacating a unit and there is smoke damage, the resident will be charged for priming and painting, possible carpet replacement, and for any other damage. Existing residents who wish to have units painted because of smoke damage will have the same charges applied to them.

Smoke and Carbon Monoxide detectors are provided in all units. Residents are responsible for reporting a non-working detector whether it's from being damaged or needing batteries. It is against the law to tamper with, cover or disconnect smoke detectors or remove their batteries. Residents who remove, tamper with, or damage any detectors or any other health or safety device are violating the Lease and this is grounds for Lease termination and eviction. Further, residents will be responsible for any damages relating to the cost of repair, replacement, or malfunction, including water damage and flooding that can occur if sprinklers or sprinkler heads are subject to tampering, or interference. Further resident will be responsible for any fine or penalty imposed by any government agency, including any first responders answering a false alarm. This prohibition against interference with, tampering, disturbing, removing, covering, or damaging any life, health, safety, or fire equipment includes smoke detectors, carbon monoxide detectors, alarm/horn strobes, sprinklers and sprinkler heads, fire extinguishers, and fire panels.

*Smoke Detector Disclaimer
To the Extent Allowed by Law*

Resident agrees that Management is not the operator, manufacturer, distributor, retailer, or supplier of the smoke detector(s). Resident assumes full and complete responsibility for all risk and hazards attributable to, connected with, or in any way related to the operation, malfunction, or failure of the smoke detector(s), regardless of whether such malfunction or failure is attributable to, connected with, or in any way related to the use, operation, manufacture, distribution, repair, servicing, or installation of said smoke detector(s). No representation, warranties, undertaking, or promises, whether oral, implied, or otherwise, have been made by Management, Owner/Owner's agents, or employees to resident regarding said smoke detector(s) or the alleged performance of the same. Management neither makes nor adopts any warranty of any nature regarding said smoke detector(s) including expressed or implied warranties. Management shall not be liable for damages, losses, and/or injuries to person(s) or property caused by (1) resident's failure to regularly test the smoke detector(s); (2) resident's failure to notify Management of any problem, defect, malfunction, or failure of the smoke detector(s); (3) theft of the smoke detector(s) or its serviceable battery; and/or (4) false alarms produced by the smoke detector(s).

APPLIANCES

No additional appliances other than those supplied in the unit shall be installed by the resident, including window air conditioners, dishwashers, laundry equipment, freezers, heaters, or any portable unit, unless specifically authorized in writing by the Manager in advance.

Range

Cleaning the oven regularly with an oven cleaner will eliminate burned food buildup, and cleaning the top burner pans will eliminate grease buildup. Hood vent filters should be removed and cleaned monthly in hot soapy water. Do not place tin foil under the burners as this is a fire hazard.

Never use any sharp instruments to clean the oven.

Self-Cleaning Ranges

Do not use oven cleaner to clean these machines as it may damage the appliance.

Disposals

Where garbage disposals are provided, please take care in using them. Cold water (not hot) needs to be run thoroughly while in use. Even after the disposal is empty, it is wise to let the water run a few minutes to clear the line. Never put your fingers or hands down the disposal when it is turned on. Do not put metal, glass, plastic, grease, paper, cigarettes, bones, egg shells, vegetable peelings, banana peels, pasta, rice, mashed potatoes, fruit or avocado pits, aquarium rocks, animal fat, or animal waste, sponge, popcorn, tea bags, dishcloths, and especially any leafy or fibrous vegetables down the disposal. This will dull the blades or plug up the line and can burn out the motor. The disposal should be used on a limited basis to clean food items off plates, It is not a substitute for properly disposing of excess food materials in the garbage. Putting large quantities of any food item, particularly cooked rice, pasta, or potatoes, or any meat or items with food fats or grease, through the disposal, can result in drains being clogged and damage to the disposal, as well as building plumbing. It is recommended that a lid or cover be placed over the disposal when not in use to prevent items from falling into the drain. A handful of ice cubes once a month will sharpen the blades and makes the disposal more efficient. Do not use drain cleaners at any time. Residents are responsible for the misuse of their disposals and any related repair or replacement costs and service charges.

Dishwasher [IF APPLICABLE]

Make certain dishes are scraped and rinsed prior to placing them in the racks. Do not crowd dishes, cups, glasses, or silverware so that water can circulate freely over each piece. Avoid covering the center hole in the lower rack for maximum efficiency. USE ONLY DISHWASHER DETERGENT PRODUCTS. Use of other products will damage the appliance. The dishwasher should be run or used on a weekly basis to keep parts and seals properly functioning. Even persons that do not choose to wash dishes in the dishwasher, are required to run and cycle the dishwasher periodically to keep parts and seals flexible and in good working order.

Washers in Units (if applicable)

Clean any soap or other residue left in the machine prior to use. Using laundry equipment for dyeing clothes is prohibited. Do not overfill the tubs; this will result in water all over the floor. Do not overload washers or dryers with oversized items or items that may potentially damage the machines such as large comforters, shoes, pillows, rugs, etc. Residents are responsible for damage caused by misuse of washers or dryers and will be charged for repair or replacement costs and service charges.

Area rugs, and mats, should not be placed in washers as the plastic or rubber backing in rugs and mats may damage the equipment.

Dryers in Units (if applicable)

Clean the lint filter each time the dryer is used and make sure the filter is in place when the dryer is running. Tennis shoes or other shoes are not to be placed in the dryer at any time.

TELEPHONE/ENTRYWAY SYSTEM (IF APPLICABLE)

Upon installation of your telephone, please inform the Rental Office of your new telephone number so that it can be programmed into the entry system. Names of residents will not be released to persons seeking entry without specific instructions to Management by a resident. Although we do not wish to be inhospitable, we cannot assume the responsibility of determining who would or would not be welcomed by a resident; this is for your safety.

EXTERIOR PATIOS/DECKS AND BALCONIES (FRONT AND BACK) (IF APPLICABLE)

No interior furniture (couches, recliners, rugs, etc.) is allowed on patios/decks/balconies. Only furnishing that is designed and intended to be outdoor furnishing, like patio furnishing, is permitted on patios and balconies. Residents may not run cords outside to patios and balconies. Balconies and patios may not be used for storage, including storage of bicycles or toys. Residents may put household plants on balconies, but a tray or protection under the plant to prevent water seeping to lower patios, or staining a balcony and patio surface is required. Plants should only use normal soil, as potting soil and fertilizer can be flammable and a source of spontaneous combustion caused by sunlight. Residents may not put birdfeeders or feed animals on any patio or balcony. Nothing may be nailed, screwed, or secured in any way that would damage any surface of patios/decks/balconies. All patios, decks, and balconies must be kept clean and well-maintained at all times; no garbage should be left out at any time. The drying of clothes and or any other materials such as rugs by hanging from or upon decks and/or balconies is prohibited. Smoking is prohibited on patios, decks, and balconies (including those attached to personal units), regardless of whether the property has a smoke-free policy.

ANTENNAS/SATELLITE/TELEPHONE/CABLE/OTHER

No wiring or cabling is permitted to run from the inside of the unit to any outdoor patio or balcony. No antenna or satellite dish may be installed on any portion of the common area of the property, or attached to any portion of the structure. Antennas and satellites are only permitted with Management's prior written consent and in accordance with reasonable rules and regulations relating to such installations. Do not run cables from room to room inside the unit. Additional wiring or moving of telephone jacks/cable TV outlets is prohibited; only existing telephone jacks/cable TV outlets may be used. If applicable, please refer to the satellite dish addendum and rules and regulations, available in the Rental Office, for further clarification and permissions.

GARBAGE

Residents and guests shall deposit all garbage in the provided containers. Garbage containers are to be kept at the location provided and in the designated space. The sanitation service will pick up the garbage on a regular basis. Please keep the area around the garbage containers as clean as possible.

We suggest the use of heavy-duty garbage bags. Do not allow household members who are not able to handle the bags to transport the trash so as to avoid damage to the common areas during the disposal process. Please use plastic garbage bags only. Items too large for the trash chute must be taken directly to the dumpster. Under no circumstances is trash to be left in the hallways or in trash rooms.

Do not dispose of ash trays, car batteries, household furniture, dead animals, motor oil, antifreeze, or tires in the dumpster and/or trash chutes. Disposal of these items can be arranged with the Manager. If no prior arrangements are made and a resident is found disposing of the aforementioned items, a lease violation will be given. All garbage brought to the containers must be placed in the proper receptacle. Do not leave garbage next to the dumpster and/or trash chutes. Residents are liable for any charges assessed by a governmental agency or sanitation service for improper disposal of materials.

Trash and garbage services are provided only for resident and resident's household. Resident may not dispose of any oversized items, including furniture or electronics, without written permission and may be required to pay additional charges.

For privacy, sanitation and security purposes, no resident or person may look through or remove any item from the recycling or trash areas.

RECYCLING

Residents are required to use the recycling bins for recyclable items. Failure to cooperate with, and participate in Management's recycling program, is a violation of this Handbook and the resident's Lease. Recycling reduces the amount of garbage, helps the environment, and is mandatory for multi-unit dwellings. Cardboard boxes must be broken down before being placed in the recycling bins. Residents must follow all city and other applicable recycling guidelines/rules/regulations.

MAIL, PACKAGES, AND NEWSPAPER DELIVERY

Every resident will be assigned a mail box to which the U.S. Postal Service makes deliveries. It is a lease violation to interfere with another resident's receipt of mail. Management reserves the right to work with the U.S. Postal Service and the letter carrier to list the names of authorized residents, or other approved and authorized occupants, at a rental unit and for mail and package delivery to be restricted to approved residents and occupants. As a courtesy, Management may accept packages on the resident's behalf in the Rental Office. The resident will be informed of any packages and must pick them up within 48 hours of notification. Management is not responsible for any lost or damaged packages. Residents are expected to receive normal amounts of packages and mail at the rental community. Use of the rental community for any business or commercial activity that involves the delivery of substantial amounts of mail or packages is considered a business use and may be restricted or prohibited. Management makes no representation that the property is able to accommodate or handle delivery of packages or mail in quantities beyond normal household use. Some residents receive newspapers that are delivered to common areas rather than to their mailboxes. It is a lease violation to take another resident's newspaper without his/her permission or to deliver other residents' newspapers to their unit doors. It is also a lease violation to hoard, monopolize, or otherwise interfere in the delivery of free newspapers and coupons delivered to common areas. Residents are allowed to take one free newspaper/coupon flier and must leave the others in the common area so that all residents may access them.

DRESS IN COMMON AREAS

All residents and guests must be appropriately dressed when in all common areas. Shoes must be worn at all times. Residents must not go shirtless or wear items similar to pajamas, robes, nightgowns, bathing suits (other than in a pool area) or sheer garments in common areas.

Common Area Use & Amenities

Residents must accompany guests when using common-area amenities. Guests are not allowed to use common-area amenities on their own. If a resident's personal care attendant or other assistant must use common-area amenities as part of providing services or assistance to the resident, (i.e., such as when doing laundry for a resident) s/he should wear a badge or identification card if one is provided by the assistant's/PCA's employer.

Please note that community amenities are provided at the discretion of Management and may be limited, replaced, or removed at any time. The resident agrees and understands that the rental payment set forth in the lease is solely for the exclusive use and occupancy by the resident of the unit. No part of the rental payment is for the use of community amenities or recreational facilities. Suspension, interruption of use, change in hours, or other partial or complete termination of any community amenity and/or recreational facility shall not be grounds for the resident to reduce or deduct any amount from the rental payment due and owing under the lease.

As applicable, common areas include but are not limited to the community room, laundry room, playground, office, pool area, parking lots, driveways, hallways, garbage areas, sidewalks, front and back lawns, and any area that you share with another resident. Residents and their guests are not to use the indoor common areas as a social or recreational area, unless that is the intended use of the area. For example, residents congregating in, visiting, or playing in hallways, can interfere with the use and enjoyment of other residents and cause noise. Residents and their guest(s) must not block pathways or egress and access to the building, including stairs and hallways. When entering the building, shoes and overshoes should be wiped clean at the entrance and dirt not tracked down the halls. Residents must clean up and are liable for tracked-in dirt beyond normal wear and tear. Front and rear doors should not be propped open at any time.

No decorations may be placed in common areas.

Community/Party Room [IF APPLICABLE]

Contact the office if you wish to reserve this room. Use of the Community/Party Room is exclusively for residents wanting to use the room for social or familial purposes. Residents may not invite members of the general public or use the Community/Party Room for any public use. The Community/Party Room may not be used for any sale or business activity. Residents will be responsible for all guests or persons visiting the room at the time it is reserved by resident. Limits on the number of persons that may use the room may be in place at individual communities. Individual communities may also have a Community/Party Room Rental Agreement that needs to be signed as a condition for any rental.

For properties with a community room, please see your Manager for specific rules and regulations for use of this amenity.

Residents must help keep common areas clean. Residents and guests must not store any items in the common areas. Doorways and halls must be unobstructed for fire safety purposes. This means that mats, decorations, and shoe trays, are not permitted in front of any door or in any common area hallway. Hallways and common areas must not have any personal property left in them including bicycles, toys, or carts. Management shall be entitled to remove such items when left in common areas. Items removed by Management will be held for thirty (30) days. If not claimed, such items may be disposed of by Management in its sole discretion. All items such as rolling carts, bicycles, tricycles, strollers, etc., must be kept in the designated storage area. Bicycle racks are provided at most properties and should be used. Use of a bike lock is recommended, which is at the expense of the resident. Management is not responsible for lost or stolen personal belongings. Residents and their guests are to remain out of any furnace room, shop, utility closet, the maintenance rooms, garages, and any other storage areas used by Management.

Flags, banners, notes, signs, campaign signs/materials, or other similar items (except those related to oxygen use) shall not be posted on unit or common area windows, doors, or windowsills. Residents are prohibited from posting any materials anywhere on the property except at a designated location such as a community bulletin board or inside their individual units, provided such items are not visible from the exterior of the building. Materials that are posted on a community bulletin board must be preapproved by Management before being posted, and will only remain on the bulletin board for a maximum of 30 days. If 24 C.F.R. § 245.115 applies to the property, tenants may post information on bulletin boards related to the establishment and operation of a tenant organization.

MEAL PROGRAMS AND FOOD SHELVES OFFERED BY OUTSIDE AGENCIES

At some properties, outside agencies provide a meal program or food shelf. The programs and food shelves are operated by the third-party agencies. The Owner and its agents are not responsible for the meal programs or food shelves and are not liable for any damages that may arise from the programs/food shelves.

BEAUTY SALON

Some properties have a beauty salon on site. The salon is operated by a third party. The Owner and its agents are not liable for any actions of the third party and are not liable for any damages arising from use of the salon.

LAUNDRY FACILITIES (IF APPLICABLE)

Coin/card-operated laundry facilities are provided for the residents' use only. Only authorized residents, or approved PCA's or live-in aides assisting residents are allowed to use these facilities. If the laundry rooms need cleaning, or if you have lost money in the machines, please notify Management immediately. Management is not responsible for lost, stolen, damaged, or unattended clothing.

Clothes are not to be left in the machines; items left in the machines or in the room will be placed in storage for 30 days and if not claimed, they will be disposed of by Management in its discretion. Clean any soap or other residue left in the machine prior to use. Using laundry equipment for dyeing clothes is prohibited. Never reach into the washer while it is still moving. Do not overfill the tubs; this will result in water all over the floor. Do not overload washer or dryers with oversized items or items that may potentially damage the machines such as large comforters, shoes, pillows, rugs, etc.

Residents who are home during the day should plan to do their laundry at this time in order to give other residents the opportunity to do their laundry at night or on the weekends. There is no laundry schedule, but if conflicts arise a schedule may be established by Management. Residents are not to leave the machines dirty; please clean the lint screen in the dryer after each use. The laundry room door should be kept closed at all times per fire code and to prevent disturbing nearby residents. No storage of personal items is permitted in the laundry room.

Immediately report problems with the laundry equipment to Management. Residents and their guests are only permitted to use the laundry room for purposes of doing laundry and not for meeting, social, or recreational purposes. Residents will be charged for damage to the laundry room or laundry machines caused by misuse. Do not dump sand or other items in laundry room drains or use laundry facilities as a bathroom. Any person caught tampering with the laundry equipment will be prosecuted to the fullest extent of the law. Utility sinks in the laundry facilities are to be used for laundry purposes only.

Laundry facility hours may be set by Management and are subject to change from time to time. It is a lease violation to use the facility when it is closed.

RULES REGARDING OUTSIDE COMMON AREAS

Playground equipment is for residents and the residents' guests who meet the weight and height capacity to safely play on the playground equipment. Residents and their guests who play on the playground equipment do so at their own risk. Residents should properly supervise household members and guests while using the playground equipment. Writing of any kind on playground equipment will be considered vandalism, and a lease violation will be issued to the resident's household.

No littering, spitting out of gum, or using glass containers will be allowed in any of the common areas. Please throw your garbage in the receptacles provided. Residents and their guests should not play in the parking lots, dumpster and/or trash chute area, or streets.

Ball sports are to be enjoyed only in designated areas.

There will be no use of sidewalk chalk, unless a specific area is designated by the Manager for its use. When using sidewalk chalk, suggestive or offensive drawings, words, or profanity will not be tolerated.

Residents and their guests are not to ride any type of bike, scooter, roller blades, skates, or skateboard in the interior or exterior common areas. Medical or assistance devices are excluded from this rule.

Do not climb on fences or trees; do not use picnic tables or benches for any purpose other than sitting. Bird feeders or other feeding of outdoor animals is prohibited, except in designated areas. Residents may not install bird or other animal feeders without Management's permission. Trees, shrubbery, and other landscaping materials are a vital and valuable part of the community grounds; the resident will be liable for damage to landscaping caused by resident and guests, whether caused intentionally or by negligence.

Graffiti will not be tolerated on anything belonging to the property, including buildings, mailboxes, fences, trees, playground equipment, etc. Graffiti found on anything belonging to the property will be considered vandalism.

Clotheslines are not permitted.

PARKING LOTS/DRIVEWAYS/GARAGES

All residents must register their vehicle with the Rental Office and may be required to demonstrate proof of ownership and/or insurance. Management has the right to post or change "no parking" signs, and residents and their guests must obey all signage. Vehicles that are parked illegally or in restricted areas or violate parking policies will be towed away at the vehicle owner's expense.

A parking lot has been provided for the residents, and has a speed limit of 5 mph. If there is assigned parking, a designated spot will be assigned at move-in. Park so as not to obstruct other vehicles, the sanitation service's pick-up area, or utility company truck access. Do not park, drive, or ride bicycles or any motorized vehicle (excluding those used for medical purposes) across the lawn or on sidewalks at any time.

Absolutely no vehicle repair or maintenance is permitted on the property. All vehicles parked on the property must be in drivable condition and have current license plates and tags; the storage of junk automobiles on the property is prohibited. Expired licenses, flat tires, leaking fluid, etc., indicate a "stored" condition and the vehicle shall be removed at the resident's or owner's expense.

The only vehicles that may be parked in the parking lot are passenger vehicles such as cars, pick-up trucks, vans, and SUVs and motorcycles and other similar two-wheeled vehicles, commercial or oversized vehicles, vans, or trucks. Boats, trailers, campers, ATVs, four-wheelers, snowmobiles, and similar vehicles are not allowed in the parking lot or any other exterior common area.

Due to the damage caused to asphalt and landscaping by detergents and cleaning solvents, washing of vehicles in the parking lot is permitted only in certain designated areas. Contact the Manager if you have questions.

All designated handicap-parking stalls must be left open for handicap-designated vehicles. Any vehicle without a handicap permit will be subject to police ticketing and towing. Fire lanes need to be kept clear, and there is no parking in front of fire hydrants.

For the properties that have garages, they are available on a first-come, first-serve basis. Rental of any garage space is handled by Management in the Rental Office. Vehicle repairs and maintenance may not take place in the garage. For individual garages, garage doors must be kept closed and locked at all times except when moving a vehicle in or out of the garage. Garages are to be used exclusively for the storage of a motor vehicle. The garages are not intended for, or rented for, use as a general storage space for personal property, furnishings, appliances, boxes, or miscellaneous personal property. Residents are specifically prohibited from storing or keeping any flammable, combustible, hazardous, or other illegal, stolen, or regulated or dangerous materials in the garage. Storage of propane gas containers, firearms, toxic chemicals, gasoline, kerosene, camp stoves, illegal, stolen, dangerous, regulated or hazardous materials in garage, or report of storage of such materials, is grounds for Management to enter the garage or to give law enforcement or other governmental authorities' access to the garage and confiscate items without prior written notice. Resident may not use, run or maintain electricity in, or to, the garage in an attempt to heat the garage in any manner.

Residents are put on notice that the rental of a garage space is solely for purposes of parking a motorized vehicle, such as a car, that can safely be exposed to temperature changes, water and the elements. Management hereby advises resident that garage spaces are not waterproof and that it is possible, and at times likely, that water may enter a garage through roof leaks, or through the bottom of a garage space during heavy rains or other high water times. Resident specifically agrees and acknowledges that resident may not store any other personal belongings, such as boxes of personal items, furniture, appliances, etc. in the garage, and that any damage to such personal property is at resident's sole risk and expense. Resident shall be responsible for any damages, whether or not the fault of resident,

caused by resident's vehicle or personal property in a garage area. For example, should the vehicle of resident catch on fire and damage the garage or property of other residents, resident will be responsible for the damage.

Resident may not conduct any business or social activity in any garage space. Residents, guests, family or household members, or visitors, may not use the garage for purposes other than parking a vehicle. Social and recreational activities, such as exercise or sports, like bouncing balls off the walls, are not permitted in the garage.

Resident shall notify Management in writing of any condition that may cause injury, require repair, or affect the usability of any garage. Resident may not make efforts to "repair" doors, springs, rollers, or other elements of the garage. Resident may not install or attach any shelving, fixtures, or improvements or alteration to any garage wall, door, or other surface in the garage. Any substance or activity that could stain or damage the garage floor, door or any other part of the structure is prohibited.

Residents may be requested or required to remove snow from the entry of a garage within 24 hours after any snow or ice event. For individual garages where a key is furnished, resident may not duplicate the key provided. Resident is not permitted to change the locks or install any security or other device on an individual garage stall rental. Management shall have the right to enter resident's garage space for purposes of performing inspection, conducting repairs, doing maintenance, or to show the garage to prospective tenants, buyers, lenders, insurers, or other inspectors. When building-wide inspections are being conducted, posted notice of inspection or notice delivered in any newsletter or flyer of Management shall be sufficient.

Resident must vacate any individually rented garage at the end of the Lease term. Resident must leave the garage in a clean and undamaged condition.

Residents are responsible for oil spills or any damage to the garage floor and structure. Residents and their guests are not allowed in other residents' personal garage spaces without prior consent.

Any community garage areas are not to be used as general storage areas. Bicycles are to be placed on the bike racks. Residents are not permitted to store gasoline, paint, or any flammable or hazardous materials in any garage area, including personal garages. Guests are not allowed to park in your garage stall without written permission of Management. The speed limit is 5 mph in the garage. The garage door timer is set for 5-10 seconds. Once you have cleared the door, stop and wait for the garage door to close. Do not allow another vehicle to follow you into the garage. When exiting the garage, the last car should wait for the garage door to close. Remember, once someone has gained access to the garage, they have access to every vehicle, including yours. Management is not responsible for any damage done to vehicles, vandalism, or theft of property from vehicles. Residents must have their own insurance coverage to insure against any loss or injury to their vehicle or property in the garage.

STORAGE LOCKERS (IF APPLICABLE)

Storage lockers are the resident's responsibility. Under applicable fire and building codes, residents are responsible for keeping storage rooms or lockers locked at all times. Resident should periodically inspect all personal property or items in any storage closet or locker and promptly report any repair need, or any sign of water damage or seepage. Management does not carry fire, theft, or any casualty insurance on resident's personal possessions. Do not store gasoline, paint, or any flammable or hazardous materials in lockers. Residents and their guests are not allowed in other residents' storage units without prior consent.

ANIMALS

Specifics regarding animal/pet policies are identified in your Lease. Please contact your Manager regarding the animal policies at your community. With minor exceptions, such as small fish tanks, ownership of any animal requires prior written consent and meeting other animal requirements at the applicable rental community. Residents are not permitted to bring animals to the property, or have visiting animals, without Management's prior written consent. Pets of any kind are not allowed unless approved in writing by Management, not even to visit. All Companion, Service, or Assistance Animals must have prior written Management approval. If the resident lives in a community where animals are permitted, the resident must notify the Rental Office to register the animal, furnish any required paperwork, and pay any applicable animal deposits and/or animal fees. Residents are responsible for supervising their animal, complying with any animal rules, and the costs of any damages caused by their animal. Any resident complaints of animal odors, noise, or other animal behavior that disturbs other residents will be grounds for Management to ask the resident to remove their animal or be in violation of the lease and this Resident Handbook. Animals are not allowed in the common areas or grounds of the property other than for entering and exiting the building and in designated areas on a leash or in an animal container. Leashes must not exceed 6 feet in length and a

responsible resident, or other person, must keep the animal under actual control at all times when in common areas of the property.

SMOKING

Smoking is permitted in the units of this property.

Smoking is not allowed in any interior common area such as hallways, stairwells, elevators, community room, etc. Smoking is allowed only in individual units or twenty five (25) feet from the building. No smoking is allowed on any balconies, patios, or decks, regardless of distance from building. Smoke damage is not considered normal wear and tear. When vacating a unit and there is smoke damage, the resident will be charged for priming and painting, possible carpet replacement, and for any other damage caused by smoking in the unit. Cigarette butts are to be disposed of properly, not thrown on the ground.

This is a non-smoking property.

No smoking is allowed in the unit rented by the resident, in any other unit, in any building on the property, or in or on any interior or exterior common areas. The entire property, including all exterior areas, is smoke-free.

The term “smoking” means inhaling, exhaling, breathing, or carrying any lighted or heated cigar, cigarette, or other tobacco product or plant product in any manner or in any form. This also includes use of any electronic cigarette, pipe, or “vaping” device.

Residents acknowledge that Management’s policy of providing a smoke-free living environment, and the efforts to designate the property as smoke-free, do not make Management or any of Management’s Agents the guarantor of residents’ health or of the smoke-free condition of the resident’s unit and the common areas. However, Management shall take reasonable steps to enforce the smoke-free terms of its leases and to make the property smoke-free. Management is not required to take steps in response to smoking unless Management knows of said smoking or has been given proper written notice of said smoking.

Management specifically disclaims any implied or express warranties that the building, common areas, or resident’s unit will have any higher or improved air quality standards than any other property. Management cannot and does not warranty or promise that the rental property or common area will be free from secondhand smoke. Residents acknowledge that Management’s ability to police, monitor, or enforce the agreements of this policy is dependent in significant part on voluntary compliance by residents or residents’ guests.

A breach of this policy shall constitute a breach of the lease. If the community has been designated a no smoking property, then this promise and agreement is considered a material requirement of the resident’s lease. A single violation of the no smoking agreement shall be considered a material violation of the Lease, and grounds for Lease termination and eviction. Management shall not be required to prove multiple violations of the no smoking policy, and smoking is specifically agreed to be a “material violation”, at a no smoking property.

If no box is checked above, the “This is a non-smoking property” rules apply.

RESIDENT POLICIES

QUIET ENJOYMENT

No loud noise is acceptable at any time. If a neighbor is making excessive noise, please politely speak to him/her first. If the noise continues, notify the Manager. Loud boisterous conduct anywhere on the property that disturbs the comfort of and peaceful enjoyment of the property by others is prohibited. Please be considerate of other residents at all times, particularly with regard to loud television sets, stereos, radios, playing musical instruments, gaming, exercise equipment, or conversation, especially after 10:00 p.m., before 8:00 a.m., or on legal holidays.

Quiet hours will begin at 10 p.m. and will be strictly enforced. Curfews may be imposed at the property based on local ordinances.

Residents and guests are not to be placed in dangerous situations such as hanging themselves or others out windows. Nobody may exit or enter units through windows, and nothing is to be thrown from windows, patios, or balconies. Patios and balconies are not intended to be used as a unit entrance and accessing any balcony on an upper floor is a Lease violation.

Musical instruments, exercise equipment, or any equipment that may cause loud noise or vibration, may be restricted or prohibited by Management if it is causing noise or vibration in other units or common areas.

GUESTS

Friends and relatives are, of course, welcome to visit you at any time. Unless the resident has prior written permission from Management, guests are limited in the amount of time they may stay on the property. Only those individuals identified on the lease are permitted to live in, use or regularly stay at the unit. All guests must have their own legal and verifiable residence. All residents are subject to Management screening, including background screening. Residents that live at properties that receive assistance are required to disclose their income and assets. Allowing any person to have the use and benefit of the unit, or the common area facilities, without this background screening and without disclosure of income and assets, is a violation of the Lease, this Handbook, and program requirements. Residents are expected to accompany guests when they are at the property. Giving keys or access materials to any person is a violation of the Lease and this Handbook.

Residents are responsible for their guests' and their family's actions and conduct at their unit or in any other common areas of the rental community. Any guest or visitor that has caused a disturbance or violated any provisions of the Lease, Resident Handbook, or posted rules, or been a source of disturbance or harassment to any other resident, staff member, or visitor of another resident, may be subject to a Management issued trespass action and will not be permitted to return to the property or the resident's unit.

The resident must obtain prior written permission from the Manager if a guest will be staying in the unit more than seven (7) consecutive days and nights or more than 14 days and nights in any 12 month period. Any guest found to be staying with a resident who is not listed as a household member on the lease must provide the Manager with a verifiable address or that person will be considered an unauthorized occupant. If a person is seen routinely at the property, but cannot provide a local and verifiable address, Management may require such person to make an application and apply to be added to the household. A resident's failure to cooperate with this request or requirement, will be considered in violation of Lease and this Handbook provision.

If Management suspects that an unauthorized person is residing in the unit, the resident will be asked to prove that the person in question has a permanent residence elsewhere. Acceptable proof of other permanent residence is:

1. Valid lease with a valid rent receipt (for the current month);
2. Copy of a utility bill for the current month showing the person's name and address;
3. A current pay stub showing name and address;
4. Current bank statement showing name and address; or
5. Vehicle registration showing name and current address.

Guests are expected to follow the lease, this Resident Handbook, and all other rules. All residents are responsible for the actions of their guests.

EXCESSIVE TRAFFIC

Individual units and the property are to be used exclusively for residential purposes. All business and commercial uses are prohibited. Social and friendly gatherings of residents and their guests are welcome provided that such gatherings do not become boisterous, excessive, or generally objectionable to the other residents or Management.

If the number of guests and visitors to a resident's unit is determined to be excessive, in terms of the number of visitors or guests or its tendency to disturb fellow residents, or the pattern of guests coming to visit residents, including excessive traffic from visitors at unusual hours, visits of short duration, or visitors who leave vehicles running in driveways or parking areas, or other unusual or excessive traffic patterns that disturb other residents, and suggest activity that could be a business or commercial activity, or potential unlawful activity, will be considered a violation of the Lease and a violation of this Resident Handbook. If the number of resident's guests or visitors is excessive in terms of its total number, or its tendency to disturb fellow residents or adversely impact the reputation of the building, Management may ask resident to restrict or limit the number of visits or, alternatively, issue a notice of Lease violation or termination of Lease.

FOUL OR INAPPROPRIATE LANGUAGE- PROFESSIONAL CONDUCT ON PREMISES

Residents and their guests must treat each other with respect. All residents and their guests must refrain from using foul language, racial or other bigoted slurs, derogatory hand gestures, and derogatory remarks while on the property. There will be no tolerance for fighting in any form among residents or their guests while on the property. Residents

and their guests must treat Managers with respect and not interfere with their managerial duties. Threatening staff or using derogatory remarks towards any staff person will not be tolerated and may be grounds for lease termination.

ALCOHOLIC BEVERAGES

Consumption of alcohol is prohibited on the property outside of a resident's unit. Public intoxication on the property that disturbs other residents or Management is prohibited.

HOME-BASED BUSINESS/USE OF UNIT RESTRICTIONS

Home-based businesses must be approved by the Manager in writing. Management may consent to business use of the property such as resident working from home, or business uses that do not require any members of the public or guests to come to the rental property. Any business or income producing use that would involve visitors or traffic, or could involve substantial quantities of mail or packages coming to the building, may be prohibited. At subsidized properties, all income generated from a home-based business must be counted towards annual income. Residents are permitted to provide occasional child care for family members and friends. But operation of any daycare business, or regular child care for family members, such as taking care of family members on a regular basis for a non-resident before or after school begins, is prohibited without Management's written consent.

Your Lease prohibits any assignment or subletting. Residents are expected to have guests that are social and familial acquaintances. No "sharing", barter, or subletting of the unit (no Airbnb or similar) for any consideration is permitted.

SOLICITING

Residents and their guests are not to solicit from other residents. This includes selling products and also includes requests for gifts or loans of food, cigarettes, money, etc.

MAINTENANCE AND FACILITIES

KEYS/LOCKS

Each adult household member will receive one key for each lock. Keys may not be duplicated, given or loaned to anyone else. If a resident needs an additional copy of a key for some reason, please contact the Rental Office. There will be a charge for any additional keys distributed to the resident. Do not install additional or different locks or alarms on any doors or windows without written consent from Management. Chain locks or other lock additions and alterations to existing locking systems are not permitted. Should this occur, maintenance will be forced to remove them and charge the resident for the repair. No security, or monitoring device that would photograph, videotape, or monitor any common area is permitted. Residents may install cameras, recording, or common area monitoring devices that are exclusive to resident's own internal unit, but no alarm, recorder, camera, or other security device is permitted in, or aimed at, any common area without Management's prior written consent. All keys and entry cards must be returned to the Rental Office upon vacating the unit. There will be a charge for each key and/or entry card that is not returned. If the resident requests to have a lock changed, the resident will need to pay for the change prior to its installation based on costs that will be assessed by the Manager.

AIR CONDITIONING (A/C)

The following will ensure that your air conditioner is operating efficiently and effectively:

Wall Air Conditioning Units

Turn the air exchange knob to close. This will allow air circulation inside the unit and close off the outside air. The air conditioner has a filter that should be cleaned in hot, soapy water at least every two weeks during the air conditioning season. Any additional air conditioners may not be installed by residents without written approval from Management.

Central Air Conditioning Units

Select the "cool" setting on the thermostat. Select the "automatic" setting on thermostat and set to desired temperature.

Mold and Mildew Prevention

Mold, mildew, and fungi are common elements found throughout the indoor and outdoor environment. The presence of these substances in indoor and outdoor air, on the ground, and in soil is common and is not a source of problem or injury to most healthy people. However, certain conditions can permit mold, mildew, and fungi to grow in a way that could be hazardous to building materials. It is the responsibility of every resident to maintain appropriate climate conditions and cleanliness standards to prevent mold and mildew from accumulating in the home.

To minimize the occurrence and growth of mold and mildew in the leased property, residents are responsible for the following:

1. Removing any visible moisture accumulation in the unit, including on walls, windows, floors, ceiling, and bathroom; mopping up spills and thoroughly drying affected area as soon as possible after occurrence; using exhaust fans in kitchen and bathroom; and keeping climate and moisture in the unit at reasonable levels.
2. Residents with larger households, or residents that frequently shower, will find that moisture can and will accumulate in bathroom areas. Exhaust fans should be used before and after bathing. Keeping bathroom doors open to allow air exchange will prevent moisture and mildew accumulation from occurring in bathrooms.
3. Keeping climate and moisture in your home at reasonable levels. Humidifiers, or frequent cooking on stovetops, can increase indoor moisture levels. Residents are encouraged to open windows, even during cool weather months, for brief air exchanges and to promptly clean and remove any excess moisture from walls or windows.
4. Greenhouse structures, or keeping a large number of plants, are not allowed inside units because they can add to excess humidity levels and this can lead to mold or mildew growth.
5. Notify Management immediately if you notice any of the following:
 - a. A water leak, excessive moisture, or standing water in the unit or a common area;
 - b. Mold growth that persists after attempting to remove it with household cleaning solutions; or
 - c. A malfunction in any part of the heating, air-conditioning, or ventilation system.

Residents are liable for damage sustained to the building or to residents' personal property as a result of failure to comply with these mold guidelines.

FURNACE/WATER HEATERS

If there is a furnace in the unit, Management replaces the filter, oils the vent motor, and services the unit before the winter season. This will save energy, keep the unit clean, and help prevent maintenance problems. The area around both the furnace and the water heater must be kept clear of any items for better efficiency and fire safety. For proper operation of the heating system, cold air return ducts must not be blocked.

HEATING AND PLUMBING MAINTENANCE

Thermostats should not be turned below 55 degrees during cold weather as it may cause pipe damage. Do not turn off the heat during the winter months. Notify the Manager immediately of any problems with the heating or plumbing system. Residents should always notify Management of any needed repairs and should never attempt to complete a repair on their own. Management will enter the units regularly to change the furnace filter (applicable to those complexes that have furnaces).

Heating

Residents can help keep the unit warm and prevent the pipes from freezing by following the basic rules below:

- Keep drapes open over the heat registers at all times.
- Make sure that furniture and any other personal property is at least four inches away from the heat registers. Excessive quantities of personal property, storage boxes, and other clutter will impede airflow.
- Immediately notify the Rental Office if problems occur with heat.
- When absent from the unit, make sure to leave the heat on to avoid freezing the pipes.
- Do not open windows or storm windows in cold weather except for brief periods of time when fresh air is desired in the unit and then only when resident is present to promptly close the window.
- NEVER turn the heat off in the unit, or to a setting lower than 65 degrees, even if the resident is vacating the unit. In cold weather, the pipes will freeze and burst causing extensive damage to the unit.

Plumbing Repairs

Residents should always notify Management of any needed repairs.

- If you notice a leak from a pipe under the sink, place a bucket or bowl under it to catch the leak, turn off the sink using the shut off valves located under the sink at the back of the wall, and notify Management.
- If you notice leaking from the faucet handles or spout, shut the faucet off completely and notify Management.
- If you notice spraying of water from the faucet, notify Management.

- Do not use an abrasive sponge and/or scrubbing utensils on stainless steel sinks as they will scratch and damage the surface. Clean with a nonabrasive cleaner only.

Do not put the following down the sink:

- Grease
- Drain cleaners
- Acid
- Any substance other than liquid

**Keep strainer basket in place to catch items such as food waste.*

Shower/Tub

- Utilize an inside shower curtain and shower mat at all times. The inside shower curtain must be inside the tub and encompass corners of the tub area to prevent water leaking during shower usage.
- Should you notice a leak at the fixture or spout, notify Management immediately.
- A small amount of water coming from the tub spout when showering is normal.
- Should you notice a large amount of water coming from the tub spout that decreases water pressure when showering, notify Management.
- Keep the drain opening clear at all times.
- If water is draining slowly, make sure the drain area is free of hair and other debris. *Do not* put any drain cleaner such as Drano down the drain. If slow draining continues, notify Management.
- Should you notice missing caulking or loose fixtures, notify Management.

Toilets

Conventional toilet paper should be the only paper product disposed of down the toilet. Avoid excessive use of paper or putting anything unusual in the toilet. So called “disposable wipes” must never be placed down the toilet, but should be placed in an ordinary wastebasket. Wipes can expand and cause clogging and damage to building drains, as well as causing problems for municipal waste treatment systems. If the toilet malfunctions and cannot be fixed with a plunger, notify Management. There will be no charge unless the damage is caused by negligence, misuse or a breach of this Resident Handbook.

Do not stand on, slam, or use excessive force on the toilet seat.

The following items are considered chargeable damage to the toilet and/or sanitary systems:

- Large accumulation of paper
- Use of paper products other than toilet paper
- Disposable diapers or wipes
- Sanitary napkins, tampons, etc.
- Grease or any other material (other than ordinary use)
- Any other foreign object found to have been dropped or flushed in the toilet
- Kitty litter

It is the resident’s responsibility to keep personal items, cosmetics, hairpins, toys, and other property away from and out of the toilet. These items can cause plugging and damage if they are accidentally dropped or flushed in the toilet.

Clogged Toilet

Do not put drain cleaners in the toilet; use a plunger. If the problem persists, notify Management.

Overflowing Toilet

Immediately shut off the water using the shut-off valve located on the wall near the base of the toilet if the toilet is overflowing. Notify Management and clean up any water from overflow.

Toilet Running Constantly or Not Flushing Properly

Notify Management.

Please understand that condensation on the exterior surface of the toilet is normal in the summer months. This condensation may drip to the floor appearing similar to a leak. Check this before contacting Management regarding a toilet leaking.

Cabinetry and Flooring and Water

Cabinetry and flooring in kitchen and bathroom areas are designed to withstand normal amounts of moisture. But cabinetry and flooring are not “waterproof” and can be damaged, subject to delamination, or leak into other areas, if standing water is permitted to accumulate. Water should be promptly wiped and removed from all cabinet areas, and flooring. Do not leave wet towels, clothes, mats, or other soggy materials on any flooring or cabinetry surface area as this can cause damage to flooring and building materials and lead to problems with mold and moisture.

Rubber backed mats and runners should not be used on any flooring as this can cause discoloration.

INSPECTIONS/MAINTENANCE

All residents are obligated to permit the Owner, the Management Agent, or contractors authorized by Management to enter the unit for scheduled or reasonable inspections, repairs, and other business reasons. To request maintenance, please notify the Rental Office and indicate the item that needs to be repaired or replaced. Residents should always notify Management of any needed repairs and should never attempt to complete a repair on their own. Routine repairs are performed during weekdays, and emergency repairs may be performed 24 hours a day, if necessary, even if the resident is not home. Please note that by placing a service request with the Rental Office, the resident is granting consent for maintenance and is receiving notice that entry to the unit will occur for maintenance purposes whether or not the resident is available. If the resident’s schedule presents a conflict (need to call first, only after a certain time, etc.), please let maintenance or the Rental Office know the requested time frame for completion of the work order. Management will attempt to accommodate reasonable requests, but cannot guaranty when a maintenance work order will be addressed. Generally, there is no charge for repairs and maintenance. However, if the repair is deemed to be misuse (including failure to follow the rules and regulations of this Resident Handbook) or beyond normal wear and tear, the resident will be assessed the cost of repair and labor.

For unit inspections, residents will be notified in writing in advance of an inspection. During inspection, the unit must be in a clean, safe, and sanitary condition. It is resident’s responsibility under the Lease to cooperate with Management’s inspection program, and right to access the unit. When inspections take place, resident is not required to be home, but if home, resident should be appropriately dressed. Management is entitled to access to all areas of the rental unit. Management reserves the right to refuse inspection, and will not conduct an inspection or maintenance or service request, if minor family members are home alone and the responsible adult leaseholder is not present.

Periodic inspections are also conducted to determine that resident households are in compliance with the terms of the Lease, and the provisions of this Handbook and House Rules. Any deficiencies noted in an inspection regarding housekeeping, sanitation, excessive “clutter”, or care of maintenance of the unit in accordance with this Handbook, may be a basis for noting deficiencies that resident must be corrected, or for lease enforcement action up to and including termination of Lease, non-renewal, or eviction. If deficiencies are noted in the condition of the unit, Management reserves the right to conduct reinspections in addition to taking action to enforce the Lease and/or terminate the Lease. Failure to cooperate with Management’s inspection program, is a breach of your Lease and these rules.

If any inspection of a unit, or report about a unit, reveals life, fire, sanitation, or other health and safety issues, Management reserves the right, and Resident consents, to Management contacting, or providing copies of inspection reports to, local building and code enforcement officials. Resident acknowledges and agrees that it is a term of the Lease and this Handbook to comply with local and state sanitation, health, and fire codes.

CITY AND STATE HOUSING AUTHORITIES/HUD INSPECTIONS [IF APPLICABLE]

Based on local and state housing or code requirements, or requirements of any financing program, your unit may be inspected periodically by a local or state housing agency, HUD officer, contract administrator, or local code official, including a representative of Management and a maintenance staff member. These inspections are required by local law and financing programs to determine that the property is being maintained in accordance with local rules and program requirements. Residents are expected to cooperate with these inspections.

PRE-MOVE OUT INSPECTIONS

During the notice period, after resident or Management has given notice to vacate, Management shall be entitled to conduct a pre-move out inspection for purposes of determining any items of repair, maintenance, or potential renovations or replacements, that might be necessary in the unit to ready the unit for a future resident. At individual properties, Management may allow or make arrangements with residents, on their vacate date, to conduct a move out inspection and advise residents of any additional cleaning, or damage beyond ordinary wear and tear, or charges for replacement, that may be assessed against resident or resident’s security deposit. Management is not obligated to allow resident to participate in a move out inspection, and move out inspections may not be offered or available at

some rental communities, or based on Management's availability and scheduling during end of the month, move out times.

PEST CONTROL SERVICES

If you notice evidence of rodents or pests in the unit, please contact the Manager immediately. The Manager will schedule the unit to be treated by professionals.

All residents are required to assist Management in pest control procedures. Participation in our pest control treatment program, including preventative inspections and treatments when pests are discovered, is MANDATORY. Residents will be notified of the treatment dates; this will serve as notice to enter units on those dates. If the unit is not ready when our pest control vendor is treating the property, the resident may be required to pay a re-treatment or repeat visit fee. The resident is required to comply with all requests for readying the unit for pest control treatments, which may include emptying cupboards, removing materials from under sinks or vanities, and other requests. Residents are also required to follow any recommendations or treatment control requests of our pest control vendor.

Failure to promptly notify Management of pests in the unit or follow the requirements of our pest control vendor is a serious lease violation. Prompt notification to Management is necessary to prevent pest infestation and to keep pests from spreading. If routine inspections find that a home has had an ongoing pest problem that is not reported, this may be grounds for lease termination.

If a resident's unit becomes infested with pests, upon notice from Management, the resident agrees that the members of the resident's household will not use the building's interior common areas or enter other residents' units, and no other residents will be allowed to enter his/her unit until the infestation is treated and Management has provided notice to the resident that the members of the household may again use common areas and enter other residents' units, and other residents may enter his/her unit.

Residents with infestations may be required to dispose of personal property, furniture, mattresses, etc. Management will not reimburse or replace personal property that must be treated or disposed of. Resident may also be asked to conduct, or be responsible for, laundering, at high temperatures and under instructions provided by Management's pest control provider, clothing, bedding, towels and linens, and other fabrics and materials at high temperatures at a commercial laundry. Residents **must** seek Management's assistance in discarding items infested with pests so that residents do not spread pests when throwing items away. For effective extermination, it is often necessary to treat all units surrounding the problem area. Should this occur, the resident must cooperate fully with the extermination effort even if his/her unit does not seem to be affected.

The presence of pests in a property is sometimes unavoidable, because even the best housekeeping practices cannot always prevent pests. However, doing the following will greatly reduce the chances of getting unwanted pests:

1. Inspect products when they are purchased to ensure that you are not bringing insects home.
2. Store food in seamless metal, glass, or plastic containers.
3. Remove and clean dishes and food from your kitchen promptly after dining.
4. Use plastic garbage bags and take the garbage out frequently.
5. Rinse all cans and bottles with hot water if they are stored for any period of time.
6. Clean stove and refrigerator on a regular basis.
7. Wipe up all spills and grease promptly.
8. Move stove and refrigerator periodically to clean behind and under them.
9. Do not store paper grocery bags in the unit.
10. Do not use cardboard boxes for storing items if at all possible. If you do have to use them, keep them out in the open. Avoid stacking cardboard boxes on top of each other.
11. Rodents and insects are generally attracted by garbage. Always wrap food and meat scraps. Do not allow garbage to accumulate.
12. Residents should not bring home items that are "abandoned", donated, or discarded and marked "free" for pick up. Residents should not remove items from any trash or garbage areas, as discarded items are often thrown away because they have pests.
13. When traveling, it is recommended that residents carefully inspect luggage before bringing items back into the unit. If there is any suspicion or reason to believe that a resident has been exposed to a pest, particularly bed bugs, laundering clothing and items exposed to a source of pests at high temperatures is a preventative step to take.

Management relies on pest control professionals to diagnose and treat pest problems. These professionals have access to treatments not available to the general public. Pest control treatments that can be purchased by members of the public are usually not effective in treating certain types of pests and can actually hamper Management's treatment efforts. *For this reason, residents are not allowed to use their own pest control treatments.* Bait traps and pellets placed by the pest-control professional are sometimes needed to control the infested areas. Please exercise caution around these items, for they may be poisonous.

SNOW REMOVAL

During the winter months, the parking lot will be plowed at measurements of two (2) inches of snow or more. Residents will receive a notice to move vehicles from the lot. All vehicles that are still in the parking lot will be towed at the vehicle owner's expense. Residents who plan to be gone from the home anytime during the winter months should make arrangements with a friend, neighbor, or relative to have the vehicle moved when plowing is necessary.

Removal of snow from common areas and sidewalks will be completed *after* the snow has stopped. If applicable, the area in front of the unit is the responsibility of the resident residing in the unit and the resident must have the area cleared within 24 hours of the end of the snowfall.

SAFETY CONSIDERATIONS

Medical emergency procedure

Dial 911 if there is a serious medical emergency that needs immediate assistance.

If possible, have someone meet emergency personnel at the front door of the building. If possible, call the Manager and advise them of the situation.

Security and safety

This building is only as safe as you make it. Close and lock doors to the unit at all times. Management will not allow service technicians (TV repair, etc.) or delivery people into the unit unless they have prior written authorization from the resident. Please keep unit doors and garages locked at all times, and do not allow anyone in that you do not recognize as a resident of the property. Do not allow strangers or other residents' guests' access to the building while you are entering or leaving the building. Should you observe illegal activity or loitering of a suspicious nature, contact the Manager or the Police Department immediately.

Catastrophe or uninhabitable unit

In the event the property are damaged by fire, natural disaster or other condition, where the unit is not habitable, such as sewer backup, wind damage, flood, pest infestation or other condition that could result in the unit being condemned or placarded, Management reserves the right to terminate the Lease at once, and to require the resident to vacate.

Tornados and Violent Weather

When a tornado warning has been issued, take shelter immediately. Injuries from high winds and hailstorms are often caused by broken glass and blowing objects. **STAY AWAY FROM WINDOWS.** Go to a windowless room, such as a bathroom, on the lowest floor. Take a flashlight and portable radio with you. **DO NOT GO OUTSIDE UNTIL YOU HEAR THE ALL CLEAR SIGNAL.**

Elevator Emergency

If you are in the elevator and it stops and the doors do not open, open the telephone door, lift the receiver and wait for the operator to answer. Give your name, address of the building, and nature of the problem. Do not prop open the elevator doors. If there is no phone, pull or push the alarm in the elevator; do not try to force the elevator doors open.

An elevator technician will respond to the call and will assist you as soon as possible. Move to the rear of the elevator when the doors are being opened.

Fire Precautions

Residents are responsible for any damage to the unit as a result of negligence. We suggest that every resident take the following precautions:

- Do not place matches or lighters where minor family members can reach them.

- Do *not* overload electrical outlets.
- Replace worn electrical cords.
- If smoking is allowed on the property, do *not* smoke in bed or when tired, or laying down or reclining.
- For fire safety purposes, the rental property prohibits residents from lighting or using candles in any portion of the property. Any other open flame, including gas or kerosene lanterns, or smoking substance, like incense, is also prohibited.
- Any item that generates heat, like a curling iron, must not be placed on or near any shelf area where it could cause damage to cabinetry, or near any flammable source such as any fabric or curtain.
- Resident should actively monitor any item on a stove, or in a microwave, and any cooking. Unattended cooking is a major source of household fires.
- No fireworks, even "lawful" fireworks are permitted to be used at the property, or kept anywhere at the property, including in resident's vehicle when parked at the property.
- Live Christmas trees, or other live holiday greenery, are not permitted.
- In property where smoking is permitted, never empty ashtray contents into a wastebasket.
- Dispose of newspapers and other refuse regularly.
- Do not keep any flammables, explosives, or other non-household combustible items in the unit.
- Do not block hallways or entrance areas.
- Ownership or storage of excessive amounts of personal property or furnishings can pose a fire hazard to the resident and other residents. It will also impede the circulation of heat and ventilation in the unit. The resident must remove, or store off-site, any personal property deemed by Management to be excessive.
- Regularly clean grease from cooking range, oven, and exhaust fans and vents regularly. Never leave any paper, flammable, or other object not designed for cooking near stoves or cook top surfaces. Residents must keep all paper and other flammable materials away from any water heater, furnace, or other installed heating source.

Fire Safety

Read the procedure below very carefully. In the event of a fire, these procedures may save your life or the life of your neighbor. Remain Calm At All Times.

- 1) If the fire alarm sounds, REMAIN CALM:
 - a) Feel your unit door and knob – if either is hot to the touch, DO NOT OPEN. Keep the door closed and seal cracks with wet towels; open a window for air. Hang a towel out the window to alert the fire department you are there. Wait for instructions from the Fire Department.
 - b) If the door feels cool, place your foot against the bottom of the door and open slowly. If the hallway is clear, go to the nearest stairway. Close the door behind you and leave the building by the stairway. DO NOT USE THE ELEVATOR IN THE EVENT OF A FIRE.
 - c) If the stairway is not clear of smoke, return to your unit and follow the instructions in paragraph 1(a).
- 2) In the event of HEAVY SMOKE remain calm and do not panic. Dampen a towel or rag and cover your mouth and nose. Stay close to the floor, moving to the nearest window or exit. If the hallways are very smoky, crawl to the nearest exit, as smoke rises. NEVER GO INTO A ROOM THAT DOES NOT HAVE A WINDOW.
- 3) If there is a fire in your unit, leave immediately. Close the door behind you and pull the manual fire alarm. Leave the building by the stairway. For small fires – fire extinguishers are provided in the corridors.
- 4) The Fire Department must be called by telephone when the alarm sounds. The alarm does not automatically notify the Department. Do not assume that your neighbor has called; take the responsibility.

Fire Pits, Grills, Lights, and Torches

No fire pits, BBQ Grills, or torches of any kind are allowed on the property. No grills of any kind are allowed in the unit. Bonfires are prohibited. City ordinances supersede any rules listed here.

GRIEVANCE PROCEDURE

It is Nationwide Housing Corporation's goal to provide quality housing that is well-maintained and managed. If you experience a concern with the management of the property, you must follow the steps listed below:

Step 1)

Resident(s) attempt to resolve any concerns with the on-site Manager. Submit your concern in writing within 14 days of the occurrence. Please state the details of the occurrence and identify yourself and others if needed. If within 14 days you have not received a satisfactory response from the Manager, go to step 2.

Step 2)

Submit your concern in writing to the Regional Manager at Nationwide Housing Corporation, 6200 Shingle Creek Parkway, Suite 300, Brooklyn Center, MN 55430. Please identify yourself, the building, and your concern in detail. If within 14 days you have not received a satisfactory response from the Regional Manager, go to step 3.

Step 3)

Submit your concern in writing to the Director of Property Management of Nationwide Housing Corporation, 6200 Shingle Creek Parkway, Suite 300, Brooklyn Center, MN 55430. You must enclose a copy of all correspondence previously submitted. You will receive a response in writing within a 14 day period.

ACKNOWLEDGEMENT OF RECEIPT

I hereby acknowledge receipt of the "Resident Handbook" and understand that I must abide by the Lease and this Resident Handbook.

Complex/Building: _____

Unit Number: _____

Acknowledged and Agreed:

Resident Signature

Date

Resident Signature

Date

Resident Signature

Date

Resident Signature

Date

I acknowledge that I have been told that the property does not insure me or my personal property.

Initials I currently carry renter's insurance as required under the Lease.
Insurance Company: _____

Expiration Date: _____

Policy Number: _____

Acknowledged and Agreed:

Resident Signature

Date

Resident Signature

Date

Resident Signature

Date

Resident Signature

Date