



REALTY CORPORATION

## COMMUNITY POLICIES

Welcome to your new apartment home!



[www.pacecares.com](http://www.pacecares.com)



[www.pacerealty.com/thinkgreen](http://www.pacerealty.com/thinkgreen)

# WELCOME

This community is professionally managed by the experienced team at Pace Realty Corporation. We are dedicated to providing each resident with a comfortable living environment and making your experience a pleasurable one. We look forward to a long, lasting relationship.

*“Pace Pride...It shows in Everything We Do!”*

## FAIR HOUSING STATEMENT

This property is an Equal Opportunity provider. We do business in accordance with State and Federal fair housing laws. We do not discriminate against persons because of race, color, religion, sex, disability, familial status, or national origin. We provide housing in accordance with all other local laws if those laws provide greater protection than the Federal Fair Housing Act.

## GOOD NEIGHBOR POLICY

All policies in this handbook apply to residents, occupants and their guests. They are a part of your lease and are legally binding, just like your lease. Please remember your neighbors and help us maintain a quiet, clean community environment.

## COMMUNITY STANDARDS OF OCCUPANCY

All new residents in our apartment community meet the same non-discriminatory qualification standards based on income, criminal background, employment, credit and rental history. The maximum number of occupants allowed in each size apartment is available in the office.

The term “occupant” refers to all persons in an apartment.

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

## TABLE OF CONTENTS

### INTRODUCTION

|  |   |
|--|---|
| Welcome .....                          | 1 |
| Fair Housing Statement .....           | 1 |
| Good Neighbor Policy .....             | 1 |
| Community Standards of Occupancy ..... | 1 |

### EMERGENCIES AND SECURITY GUIDELINES

|   |   |
|---|---|
| Maintenance Requests .....                | 2 |
| Pest Control .....                        | 2 |
| Fire .....                                | 2 |
| Prevention .....                          | 2 |
| Fireplace Safety .....                    | 2 |
| Smoke Alarms .....                        | 3 |
| Establish and Practice Escape Plans ..... | 3 |
| What to do in the Event of a Fire .....   | 3 |
| Freezing Weather .....                    | 3 |
| Storms .....                              | 4 |
| Tornadoes .....                           | 4 |
| Suspicious Activity and Noise .....       | 4 |
| Noise From Neighbors .....                | 4 |
| Solicitors .....                          | 4 |
| Lighting .....                            | 4 |
| Odors .....                               | 4 |

### COMMUNITY POLICIES

|   |    |
|---|----|
| Insurance .....                                     | 4  |
| Rental Payment .....                                | 5  |
| Electronic Rental Payment .....                     | 5  |
| Prohibited Activity .....                           | 5  |
| Pet Policy .....                                    | 5  |
| Decorating .....                                    | 5  |
| Keys/Access Devices & Locks .....                   | 6  |
| Apartment Transfers .....                           | 6  |
| Moving? .....                                       | 6  |
| Move-Out Cleaning Instructions .....                | 6  |
| Package Delivery .....                              | 7  |
| Parking .....                                       | 7  |
| Pools .....   | 8  |
| Clothes Care Center .....                           | 8  |
| Business Center .....                               | 8  |
| Fitness Facilities .....                            | 8  |
| Spas .....  | 8  |
| Resident Amenities .....                            | 9  |
| Trash and Recycling .....                           | 9  |
| Satellite Dishes .....                              | 9  |
| Media and Marketing Activities .....                | 9  |
| Sample Resident Service Request for Repair Form ... | 10 |

# EMERGENCIES AND SECURITY GUIDELINES

## MAINTENANCE REQUESTS

All service requests must be in written form with the exception of maintenance emergencies. We also accept service requests submitted at our website or sent via email. Routine maintenance requests will be completed during business hours, Monday through Friday, excluding holidays. Maintenance work is not permitted when a minor occupant is home alone.

Maintenance requests will be handled after office hours if they are emergencies. We define EMERGENCIES as situations which: *Present a danger to people...*

- \* Fire
- \* No electricity, water or gas
- \* Broken or non-working exterior doors, locks, windows
- \* No heat (when outside temperatures are below 50°)
- \* No air conditioning when a heat advisory has been issued by local government health authority.
- \* Commode not functioning (when only one in an apartment)

*Present danger to property...*

- \* Flooding or broken plumbing pipes
- \* Report water leaks and mold or mildew immediately.

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

## PEST CONTROL

The apartments are treated by a professional, licensed pest control service. Each apartment home is serviced throughout the year and you will be notified of such treatments and the date. Regular treatment is designed for common pest such as roaches and ants. Please notify the office in writing when additional pest control service is requested.

The apartment management is not allowed to distribute or apply pest control chemicals or treatments. You are required to take the steps for preparation as requested in the treatment notification. Failure to take preparatory action may result in a fine and further treatment.

Take caution when bringing boxes or used furniture into your apartment home. Boxes are commonly infested with roaches and used furniture has been associated with bed bugs. If your apartment or furnishings require treatment for a problem you have created, you may be charged for the treatment. Our office staff will be happy to provide you with further information about the prevention and treatment of pests.

## FIRE

Fires are a serious problem in apartment communities, much more so than in a single-family dwelling, due to the number of persons living within each building. The loss of personal items can be quite an emotional experience. In the event of a fire, exit, then call 9-1-1 A.S.A.P!

## PREVENTION

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

- \* Do not remove, disable or take batteries out of your smoke alarm(s). Test smoke alarms monthly to make sure they are still functional and replace the batteries if necessary.
- \* Allow cooking grease to cool and pour into a metal can to dispose.
- \* Keep lighters and matches put away and out of line of sight.
- \* Avoid cooking while intoxicated, medicated or sleepy.
- \* Rather than trash cans, use an empty metal container, such as a coffee can or ashtray for disposal.
- \* Do not store gas-operated tools or vehicles (motorcycles) inside the apartment or under stairwells.
- \* Barbecue grills and any other cooking devices are not allowed on balconies or patios. Fire laws and insurance requirements prohibit the use of BBQ grills in breezeways, balconies, patios or within 10 feet of a building.
- \* Do not store newspapers, magazines or other materials that may fuel a fire.
- \* Never block passageways in your home with furniture or other objects. Keep all windows and doorways clear.

## FIREPLACE SAFETY

If you have a fireplace in your apartment home, be sure to confirm with Management if it is gas or wood. Do not use wood in a gas log fireplace. We recommend the following precautions for safely using your fireplace:

- \* Use dry and well-seasoned hardwoods. Softwoods tend to burn away too quickly and scrap lumber produces excessive sparks.
- \* Never use compressed wood dipped in tar, pitch or creosote, as this produces sputtering, smoking fires with toxic fumes and causes build-up inside the chimney.
- \* Never use fire starters such as charcoal lighter or kerosene and definitely not "gasoline."
- \* Never burn trash or Christmas trees in the fireplace.
- \* Always use a log grate. It positions the fire properly and

# EMERGENCIES AND SECURITY GUIDELINES

ensures a good flow of combustible air to and around the fire—producing the most efficient fire.

- \* Build moderate to small fires. Most fireplaces in apartments are not designed for roaring fires.
- \* Be sure the damper is open before starting the fire and close the damper securely only when the fire is completely out and ashes are cold.
- \* Use a fireplace screen and keep it clean.
- \* Never leave the fire unattended.
- \* Never clean or empty the fireplace until the fire is out and ashes are cold. Always place ashes in a metal container (not a plastic or paper trash bag) to cool off or be watered down. Many fires have been caused by ashes three-to-four days old that were thought to be out.
- \* Never leave ashes inside garages or on balconies. Set them outside in a safe place.
- \* Never put hot ashes in a dumpster or trash chute.
- \* Never store firewood in any manner that would inhibit or block any exit, stairway or balcony if it caught fire.

## SMOKE ALARMS

If a fire occurs, smoke alarms alert you right away so that you can get out of the building safely. If you notice that smoke alarms in your apartment are beeping, this is an indication the battery needs to be changed. Under your Lease Agreement, it is your responsibility to replace dead or missing batteries immediately. If we discover dead or missing batteries, we have the obligation to replace them at your expense. *DO NOT DISABLE YOUR SMOKE ALARM.* Disabling a smoke alarm or removing working batteries is a violation of Texas law and subject to fines.

## ESTABLISH AND PRACTICE ESCAPE PLANS

During a fire, there is not time to stop and think. You need to know in advance AT LEAST TWO escape routes from your apartment and your building. That is why it is critical that you make and practice escape plans.

- \* Be sure all manners of ingress and egress are unblocked.
- \* No furniture should be placed in front of windows or doors.
- \* Be sure there are no trip hazards in the apartment including cords or cables ran across the carpet.
- \* Decide on a meeting place outdoors. Go there as soon as you exit the building and stay there. This way, you can keep track of who is out and who may be trapped inside of the apartment. If you think someone is trapped, tell the fire department. Never go back into the building.
- \* Practice! Rehearse your escape plans. Make sure that all occupants understand the plan. Do you have occupants living with you who will need help? Plan for these situations

now.

- \* If your community has elevators, you will be required to participate in fire drills upon management request.
- \* Highrise communities may be required to participate in fire drills if mandated by the City.

## WHAT TO DO IN THE EVENT OF A FIRE

- \* Do not rush out of your apartment into common hallways. Feel the door that exits the room you are in. If it is hot, use another way out. If the door is cool, cautiously open the door to exit.
- \* If your planned escape route becomes smoky, get down on your hands and knees and crawl. Smoke rises, so the cleanest air is near the floor.
- \* Close all doors behind you to slow the spread of a fire.
- \* Never use elevators during a fire. Always use the stairs.
- \* When you have exited the building safely, call 911.
- \* If you cannot escape your apartment, stuff wet towels, sheets and clothes around the door and vents to keep smoke out. Call the fire department and tell them where you are. If no smoke is coming into the room you are in, open a window slightly. Stay low and wave a bright cloth, towel or sheet out a window to signal your location.

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

## FREEZING WEATHER

In the event of severe, freezing weather, your apartment community may post signage, and/or distribute FREEZE ALERT notices via email or text message. Please take the following precautions as soon as you see these alerts:

- \* Drip all the faucets in your apartment. Drip both the HOT and COLD water. Leave the faucets dripping until the FREEZE ALERT signs are removed from the entrances to the community.
- \* Turn on the heat and set on 60° minimum. Open your closet and cabinet doors to keep plumbing fixtures and plumbing pipes in exterior walls from freezing. If you are going to be away from your apartment for an extended period of time, please leave the thermostat on 60° minimum. These precautions are essential in order to avoid substantial damage to your apartment from broken pipes. If you have negligently failed to take these precautions, you may be liable for damages to yours and any neighboring apartments. This is especially important if you do not have insurance to cover this damage.

# EMERGENCIES AND SECURITY GUIDELINES

## **STORMS** (*Violent or Electrical Thunderstorms*)

Spring usually brings with it rapidly changing weather patterns including violent electrical and/or thunderstorms. The following actions will help prevent damage to the property caused by high wind and heavy rain:

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

Use electric surge protectors for all major electrical equipment. Replace surge protectors regularly as required by the manufacturer's specifications.

## **TORNADOES**

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

If you hear or see a tornado, take action:

- \* Take cover in an interior hallway or room on the lowest floor of the building in the smallest room like a closet or bathroom.
- \* Stay clear of windows and patio doors which might shatter.
- \* Do not run outside to warn others. If you can hear or see the tornado, it is too close for you to take any other action except taking cover.
- \* Consider installing the Red Cross App on your smart phone.

## **SUSPICIOUS ACTIVITY AND NOISE**

### **Identifying suspicious behavior**

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

- \* Never attempt to apprehend a person committing a crime.
- \* Do not investigate suspicious activity. Leave any confrontations to the police. Allow the police to perform the job they are trained to do.

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

### **NOISE FROM NEIGHBORS**

Sound can travel easily from one apartment to another, so practice being a good neighbor and keep voices, loud play, heavy walking/

running and electronics (radio, television, appliances, etc.) to a minimum. Be especially courteous if your schedule requires early morning or late night activity.

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

- \* First, speak to your neighbors yourself. They may not be aware of the disturbance.
- \* Second, if the problem persists, contact the management office. After office hours, the answering service will contact a staff member or Courtesy Officer to address the problem. If you make an after-hours complaint, please call the office again during business hours and speak with the Property Manager so that we can monitor the situation.
- \* Third, if all else fails, contact the police. In extreme situations, if an eviction is necessary, the court will be concerned that all available action was taken to rectify the matter, including involvement by the police.

## **SOLICITORS**

For your personal safety and protection, look through the door viewer before opening the door. Do not allow strangers into your apartment. Your apartment community does not allow door-to-door solicitors of any type. If you are bothered by solicitors during business hours, please contact the office. After business hours, contact local authorities.

## **LIGHTING**

Maintaining the exterior lighting at our community is an important part of our building maintenance program. If you notice lights that are out, please contact our office and we will handle your request.

## **ODORS**

Noticeable odors from any source, including smoke, foods, personal items, pets, etc., will be investigated by the Property Manager who will take reasonable appropriate action to ensure the comforts of all neighbors are addressed and the condition of the apartment is maintained.

There is no smoking allowed in the common indoor areas including but not limited to offices and breezeways/hallways. This includes all types of electronic cigarettes.

## **INSURANCE**

This Community provides no guarantee of your personal safety and security. For this reason, you should obtain adequate Renter's Insurance for your personal belongings. You should only drive a vehicle within the Apartment Community that is covered by adequate Auto Insurance.

# COMMUNITY POLICIES

## RENTAL PAYMENT

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

- \* All rent is due on the 1st of the month.
- \* Online rental payments must be received by the first of the month or within the grace period stated within your Lease.
- \* If your rent is received by the office after the date specified on your Lease, you will be charged an initial and daily late charge in accordance with your Lease.

**Due to fair housing non-discriminatory practices, no exceptions can be made.**

- \* No personal checks will be accepted for rental payments after the date specified in your Lease. After that date, you must use either a cashier's check, credit card, or moneygram electronic payment option (if available at your community). Cash is not accepted in our offices.
- \* At our discretion you may be allowed to pay by credit card, electronic check or moneygram electronic payment option. If you pay by credit card or electronic check, you must also pay the associated credit card, electronic check or moneygram electronic payment option fees.
- \* We can only accept personal checks from a resident listed on a lease.
- \* A returned check fee plus applicable late charges will be assessed on all payments returned by a bank for any reason. Payments will not be redeposited. Returned checks must be cleared by cashier's check, within 24 hours of notification.
- \* After we receive 2 returned checks, or 2 declined electronic payments, we will no longer accept personal checks or electronic payments for the rent on your apartment (or any other charges). You must pay by cashier's check.

## ELECTRONIC RENTAL PAYMENT

Your property may be using "Check Scanners". When you provide a check as payment, you automatically authorize us to either use information from your check to make a one-time electronic funds transfer from your account or to process the payment as a check transaction. When we use information from your check to make an electronic transfer, funds may be withdrawn from your account as soon as the same day your payment is received, and you will not receive your check back from your financial institution.

## PROHIBITED ACTIVITY

All residents, occupants or guests are prohibited from the following areas:

- \* Maintenance Shop
- \* In construction areas
- \* Fountains
- \* On or near vehicle access gates
- \* Near high voltage equipment areas or mechanical rooms
- \* In retention ponds

It is never acceptable to:

- \* Sit, stand, or lean over balconies or ledges.
- \* Overload your balcony with weight, with people, furniture, or other personal belongings.
- \* Throw items off patios or balconies, including cigarette butts, trash, charcoal, pet waste, or any other items.
- \* Ride bicycles, scooters, skateboards, etc. in the parking lots.
- \* Be excessively loud or boisterous in common areas.
- \* The use of wheeled, self-balancing electric boards powered by lithium batteries (commonly called "hoverboards") has resulted in injuries to users through falls and fires caused by the battery packs. In light of these dangers, the use, possession or storage of hoverboards anywhere in the community (including inside your apartment, balcony, garage, or storage area) is strictly prohibited.

Refer to signage at amenity areas for property specific rules.

## PET POLICY

The majority of our communities accept pets and have individual pet policies. Pet owners must pay a pet deposit, pay a pet fee (if applicable), and sign an Animal Addendum. Management can provide specifications for the property including a Prohibited Animal List and deposit requirements. Management reserves the right to meet and interview all animals prior to approval. Properties may implement weight and/or height limits or other restrictions. Pets must comply with all rules in the Animal Addendum. Fish tanks may not be larger than 35 gallons and renters insurance may be required.

## DECORATING

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

- \* All window coverings must show a light background when viewed from outdoors. This restriction includes both drapes and blinds. Nothing should cling to the window glass (ex. foil, vinyl, etc.).
- \* Inside your apartment, you have the freedom to decorate by hanging pictures, etc. in accordance with Lease Contract limitations. However, in order to receive a refund on your security deposit, you must return the apartment to its original condition, except for reasonable wear and tear as defined by statute. If you fail to do so, you will be charged appropriately. This includes the removal of shelf-paper, tub or shower decals, shelf brackets, hooks, towel holders or using paint sealers to cover dark or unusual shades of paint.
- \* Residents are responsible for any damages caused by their waterbeds.

# COMMUNITY POLICIES

On the exterior of your apartment the following policies are enforced:

- \* No structural changes or additions may be made to the exterior of the building, including patios and balconies.
- \* No alterations may be made to your front door or entrance to your apartment other than a decor wreath.
- \* We encourage you to use a front doormat, but we may remove mats that are not designed for outdoor use such as automobile mats.
- \* Since the appearance of patios and balconies affect the appearance of our community, patios and balconies may not be used for the storage of trash, boxes, tires, bicycles, auto parts, furniture (other than that designed for outdoor patio use and is in good working order and appearance), etc.
- \* For buildings higher than 4 stories, as a safety precaution, only iron furniture is permitted on balconies.
- \* Management reserves the right to monitor the decor and appearance of your patio or balcony.
- \* BBQ grilling is not permitted on resident patios or balconies as applicable for city code or insurance provisions. Management can provide additional information for your property.
- \* **Holiday decorations are allowed, but must be removed within two weeks of the holiday.**

## KEYS/ACCESS DEVICES & LOCKS

The care and maintenance of the keys/ access devices and locks to your apartment is of critical importance. No one should have a key or other entry device to your apartment without your prior written permission. This includes family, friends, delivery and repair services. Management will retain a key/access device. Additional policies regarding keys/access devices and locks include:

- \* Management will be happy to make a duplicate of your apartment key for a minor charge.
- \* If you lose your apartment keys / access devices or wish to have your lock rekeyed, we may do so for a minimum charge of \$25 per lock, which will include one key.
- \* After office hours, you may be charged for letting you back in after you have inadvertently locked yourself out. Residents must provide photo identification before management can allow them access to an apartment. Management will open the door only for the residents or “occupants” listed in the Lease.
- \* Take precautions with your keys/access devices. Do not hide them outside your home. Do not give your keys / access devices to acquaintances. Do not put your address on your key ring. Keep your car keys and apartment keys on separate rings.
- \* Your apartment is provided with a latch on each window and a keyless deadbolt on every exterior door. If your

apartment has a sliding glass door, it is equipped with a pin lock and one additional latching device, either a handle latch or a security bar.

- \* We strongly recommend that you keep all windows latched and all doors locked at all times.
- \* We will install additional sliding glass door and window latches if you request. You must pay for any additional security device installation.
- \* All requests for security device changes must be in writing.

## APARTMENT TRANSFERS

Occasionally residents choose to transfer from one apartment to another within an apartment community. Contact the management office if you are interested in transferring to another apartment. If you are currently in a lease term, there may be a transfer fee.

## MOVING?

Your apartment community’s move-out policies are outlined in paragraphs 37 through 41 of your Lease Contract, however we will clarify them further. In order to be eligible to receive a full refund of your apartment security deposit, you must follow all of these procedures:

- \* Fulfill the complete term of your current Lease contract.
- \* Give written advance notice in accordance with your Lease agreement to the management office.  
We strongly recommend visiting our office in person and completing a prepared form rather than writing a note. Using our form will provide you with receipt of your notice to vacate. Management can provide potential charges for cleaning or damages.
- \* Pay all rent and charges through the scheduled day of your move-out.
- \* Remove all personal belongings from the apartment and follow the Move-Out Cleaning Instructions below to thoroughly clean your apartment. If you have changed the decor of the apartment, return it to its original condition.
- \* Make an appointment to have management inspect your vacant, clean apartment.
- \* Provide the office with a complete forwarding address, in writing.
- \* Return all keys, including access gate card and garage opener if applicable, to the office. Your security deposit is subject to deductions as authorized in the Lease Contract.

## MOVE-OUT CLEANING INSTRUCTIONS

### KITCHEN

- \* **Refrigerator:** Clean, wash and disinfect all surfaces. LEAVE REFRIGERATOR ON.
- \* **Range:** Clean all surfaces to remove grease and burned-on particles. Thoroughly clean knobs and polish chrome surfaces. Clean underneath burners.
- \* **Ventahood:** Clean all surfaces to remove grease and burned-on particles. Remove, clean and reinstall filter. Do not attempt to clean secondary charcoal filter!
- \* **Dishwasher:** Remove debris and wipe inside surfaces. Clean and polish the front panel including knobs.
- \* **Sink:** Scrub and clean sink with appropriate cleanser.

# COMMUNITY POLICIES

Clean garbage disposal insert or gasket, cover and sink strainer. Polish faucet set.

- \* **Cabinets and Drawers:** Remove all lining material, wash and disinfect all shelves and interior surfaces. Clean and shine countertops and cabinet fronts.
- \* **Other Appliances:** If your apartment has been equipped with other appliances such as a microwave oven, trash compactor, washer or dryer, please clean these appliances similarly to those described above.
- \* **Nooks:** Clean areas between appliances, walls and cabinets.
- \* **Floor:** Sweep and scrub.

## BATHROOM

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

## GENERAL

- \* Clean all light switch plate covers, electrical outlet covers, all window and sliding glass door tracks, windows, the front door, mini-blinds, all light fixtures and ceiling fans.
- \* Sweep patio, sweep cobwebs from around sliding glass door and other areas. Clean patio light fixture. Clean sliding glass door.
- \* Vacuum carpet.
- \* Remove debris from fireplace and thoroughly clean ashes from fireplace interior surfaces.
- \* Make sure all debris is removed from the apartment, including clothes hangers, phone books and trash bags.
- \* Replace all burned out or missing light bulbs.
- \* Replace dead or missing smoke detector batteries.
- \* Clean the dryer vent connection and wipe up any water that leaked when removing washing machine hoses.

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

## PACKAGE DELIVERY

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

- \* Packages will only be accepted if you have signed a Package and Email Release Addendum.
- \* It is your responsibility to pick up these packages from the office within 24 hours of notice.
- \* Please do not ask us to be responsible for C.O.D. deliveries, packages delivered in a damaged condition or perishable items left in the office.

- \* Occasionally the number of packages may become too great for adequate storage in our office. At such times, our staff may deliver these packages and place them inside your apartment.
- \* Our staff will ask for identification before releasing packages to residents or occupants.
- \* You will be asked to sign a Package Log when you pick up your delivery.
- \* Packages are not stored in a locked facility, thus this community cannot accept responsibility for the security of the package, or if it is lost.

## PARKING

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

General parking and vehicle policies are:

- \* The property may use surveillance cameras to monitor vehicle and pedestrian access to the property.
- \* Motor homes, campers, boats, trailers and other recreational vehicles may be parked only in designated areas, when available. You must receive prior approval from Management before parking such vehicle within the confines of the community.
- \* There is a maximum number of vehicles per apartment. See management for the specific parking rules of this community.
- \* If your community requires a parking sticker, it will be distributed at the time of move-in, and must be displayed as required to avoid your vehicle from being towed.
- \* Charges may apply for any lost or damaged access device or parking permits.
- \* Inoperable vehicles will be towed at the resident or visitor's expense. "Inoperable vehicles" includes any vehicle with flat tires, severe damage, or registration expired. The management staff will tag these vehicles. The problem must be corrected or the vehicle will be towed.
- \* Washing any vehicle or watercraft is not allowed.
- \* Residents may change a flat tire while the vehicle is parked at our apartment community. However, all other repairs and maintenance are prohibited to prevent damage to the parking areas.
- \* If you have a disability that necessitates alternative parking arrangements, contact the office to make such a request.
- \* Vehicles which are parked illegally, such as in a handicap designated space, fire lane, on the grass or sidewalk, blocking a trash dumpster, or blocking a garage may be towed without notice 24 hours a day.
- \* Motorcycles or other motor vehicles may not be parked in breezeways, under stairwells, or on patios.
- \* If your community provides assigned parking, carports/covered parking or garage, please be courteous and park only in your assigned/reserved space. Violators of this policy will be towed.



# COMMUNITY POLICIES

- \* Management reserves the right to change your parking space to accommodate larger vehicles or a resident who needs a reasonable accommodation.
- \* The parking spaces at the Leasing Office designated for guest or future resident parking may only be parked in by residents outside of business hours. These hours are posted on the front of the office building.
- \* Moving vans, or any other vehicle that exceeds garage/ carport clearance, are not permitted.
- \* Do not store perishable items in garage.
- \* Toxic, flammable or explosive materials should never be stored in garage.

## POOLS

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

- \* **Lifeguards are not provided. Swim at your own risk.**
- \* For your safety, do not swim alone. Management is not responsible for accidents or injuries.
- \* 2 guests per apartment home are allowed in the pool area.
- \* Pool hours are posted at each pool area.
- \* Persons under the age of 14 should be accompanied at all times by a responsible adult 18 years of age or older.
- \* Pets are not allowed in the pool area per city ordinances. Exceptions will be made for service animals as required by law.
- \* Use plastic or paper containers only. Glass is not permitted.
- \* Only proper swimming attire is allowed. A swim suit “cover-up” should be worn to and from the pool. Cut-offs may not be worn in the pool.
- \* Respect others by keeping noise to a minimum, covering pool furniture with a towel when using suntan oils, leaving pool furniture in pool areas, disposing of trash properly and keeping pool gates closed.
- \* No profanity.
- \* Note pool load limit on signage and do not enter pool if the pool appears at capacity.
- \* Motorized or remote control toys or equipment are prohibited in the pool area.

**In case of emergency, dial 911.**

## CLOTHES CARE CENTER *(If Applicable)*

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

- \* Please help us keep the laundry room clean by properly disposing of all trash.
- \* Laundry washed in the clothes care center has priority for the dryers BEFORE laundry washed elsewhere.

## BUSINESS CENTER *(If Applicable)*

Resident agrees to obey the following rules and regulations pertaining to the use of the business center:

- \* Resident is limited to one guest accompanying them in the facility.
- \* Resident may use a computer for a period of time to not exceed one hour, unless there is no one waiting for a turn.
- \* When finished using a computer, return to the desktop home screen.
- \* **DO NOT TURN OFF COMPUTERS.**
- \* Resident will not access icons or system files, engage in chat rooms, newsgroups, list servers or bookmarks.
- \* Access of pornographic materials, violation of copy right laws or other use of the intellectual property of others without permission is prohibited.
- \* Business Center is for research and educational purposes only.
- \* Use headphones to avoid disturbing others.

## FITNESS/SPORTS COURTS/YOGA ROOMS, ETC. *(If Applicable)*

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

- \* Attendants are not provided. Use the fitness center, sports courts, etc. at your own risk. Management is not responsible for accidents or injuries.
- \* Please report vandalism and unauthorized users.
- \* Do not leave behind any personal items. Management is not responsible for lost or stolen articles.
- \* Respect others by keeping noise to a minimum and by disposing of trash properly.
- \* Persons under the age of 14 should be accompanied by a responsible adult 18 years of age or older.
- \* Pets are not allowed in these facilities. Exceptions will be made for service animals as required by law.

*Please check with your physician prior to the use of the fitness facilities.*

Use of the fitness facilities is not recommended for:

- \* individuals consuming alcoholic beverages, taking medication, or
- \* persons with heart or other serious medical conditions.

**In case of emergency, dial 911.**

## SPAS *(If Applicable)*

The spa (often referred to as a hot tub) is provided for the enjoyment of all residents. Help us keep the spa area clean and safe by remembering the following policies:

- \* Attendants are not provided. Use the spa at your own risk. Management is not responsible for accidents or injuries.
- \* Use of the spa should not exceed 15 minutes. A longer period could raise your body temperature to dangerous levels.
- \* Persons under the age of 14 should be accompanied by a responsible adult 18 years of age or older.
- \* Pets are not allowed in the spa area.
- \* Use plastic or paper containers only. Glass is not permitted.
- \* Only proper swimming attire is allowed. A swim suit “cover-up” should be worn to and from the spa area. Cut-offs may not be worn in the spa.

# COMMUNITY POLICIES

- \* Allow for a 10-minute cool down period after strenuous exercise prior to utilizing spa.

*Please check with your physician prior to using the spa.*

Use of the spa is not recommended for:

- \* Individuals consuming alcoholic beverages or taking medication
- \* Pregnant women
- \* Persons with open cuts, abrasions or sores
- \* Persons with heart or other serious medical conditions

**In case of emergency, dial 911.**

## RESIDENT AMENITIES

Please consult with Management for additional policies if your community has a sauna, tanning beds, tennis courts, pet park or other recreation or amenity areas.

## TRASH AND RECYCLING

During the designated times, on designated days, the staff may offer trash pickup service from the designated area (ie. service room, curbside, etc.). Please make sure to use trash bags that do not exceed tall kitchen bags in size and have your trash bags tightly secured and ready for removal by management or valet waste vendor.

Residents are encouraged to place trash in tightly secured plastic bags no larger than a tall kitchen bag when disposing of trash in the trash chutes or dumpsters. Do not force larger objects or objects with excessive weight in trash chutes. Call the office for assistance with the removal of these items. Please break down and flatten all boxes in preparation of disposal in designated property locations or dumpsters. Trash should be removed from your home as often as possible to help prevent odors and pest control problems.

The following items should not be disposed of at the community, nor left for the staff to dispose of:

- \* Flammable items
- \* Toxic items
- \* Syringes
- \* Batteries
- \* Concrete
- \* Paint
- \* Furniture
- \* Sharp object

If recycling is offered at your community, follow instructions provided by management.

## SATELLITE DISHES

- \* You will be required to pay a deposit for having a satellite dish or antenna. The deposit will be refunded if you have fulfilled all obligations of your Lease Contract and there is no damage to the apartment from the satellite dish or antenna at move-out.
- \* In addition, you are required to carry liability insurance in the event the satellite dish or antenna damages any property that does not belong to you.
- \* You may not attach the satellite dish or antenna to the building, roof, window, window sill, fence, exterior walls, parking area, or any common area.
- \* No part of the satellite dish or antenna can extend beyond the balcony or patio railing.
- \* No holes may be drilled in outside walls, roof, balcony railings or windows.

A Satellite Dish and Antenna Addendum to the Lease Contract must be signed prior to the installation of such items. It is advisable that you speak with the management prior to purchasing the satellite dish or antenna so you understand specifically how it may be installed.

## MEDIA AND MARKETING ACTIVITIES

You consent to our use of photographs of you taken at functions or events sponsored by the Apartment Community, or in common areas of the Apartment Community, for marketing and promotional purposes. We may use these images in advertising, brochures, flyers, for posting on social media sites such as Facebook and our websites and for related uses. You consent to the publication of these images and waive any claims you may have against us for use of such images. If your picture is posted, management will be happy to remove it at your request. This applies to residents, occupants and guests.

**We are always interested in knowing how you are enjoying your home.  
Please take a few minutes and visit our customer service website at  
[www.pacecares.com](http://www.pacecares.com)**



## Resident's Repair Request

To the management of:

Please perform repairs, installation or service in Apartment # \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Will your alarm be activated?      Yes \_\_\_\_\_      No \_\_\_\_\_

Do you have a pet?      Yes \_\_\_\_\_      No \_\_\_\_\_  
(If so, please make arrangements to confine you pet so that necessary repairs can be made).

In case there are any questions, I can be reached by telephone at:

Home Phone # \_\_\_\_\_

Work Phone # \_\_\_\_\_

Cell Phone # \_\_\_\_\_

Email \_\_\_\_\_

I understand that except in cases of imminent danger to persons or property, all requests and notices must be submitted via resident portal or in writing and delivered to the Office.

I understand that I need to pay in advance for any costs for which I may be liable under the lease.

Resident's Signature \_\_\_\_\_

Resident's name (Printed) \_\_\_\_\_

Date \_\_\_\_\_



REALTY CORPORATION