

RESIDENT HANDBOOK

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WELCOME

Welcome to your community! We are pleased you have chosen to make your home with us and we are excited about having you as a resident. Our goal is to provide exceptional service to our residents. We treat all residents with respect, enthusiasm and a positive attitude in every encounter.

The policies and guidelines contained in this Handbook are attached to, and made a part, of your Lease Contract (the "Lease"). As such, you should read this Handbook carefully as you agree to be bound by these policies when you sign the Lease. You are also responsible for your guest's compliance with all policies and guidelines. Violations of rules contained in this Handbook may be subject to fines leading up to eviction. We have a right to change this Handbook from time to time as we deem necessary. Any changes to this Handbook will be effective and a part of the Lease once they have been delivered to you or posted in a public area of the community used for such purposes.

The terms "you" and "your" refer to all residents listed on the Lease. The terms "we", "us" and "our" refer to Management/Owner listed on the Lease. All terms in this Handbook shall have the same meaning as in the Lease.

Everyone in a community has the responsibility to maintain the safety and well-being of the community, to maintain the condition of the facility and to take initiative and action if there is a violation of community standards. Your presence during any violation of the community's standards or policies ultimately condones, supports and/or encourages violation(s). You are responsible for choices you and your guests make while on property. If you witness a crime, please call 911 immediately; then contact the management office.

We require you to purchase Renter's Insurance to protect yourself against loss to your personal property, as well as any damages to property in the community caused by your failure to comply with the policies and guidelines of your Lease and this Handbook.

Our vision is that individuals accept ownership of, and take responsibility for, resolving conflicts and problems in their community. In the event that a conflict arises that you have not been able to resolve, please do not hesitate to contact us.

The Resident Handbook can be updated at any time without notification.

THE LEASE

Occupancy Standards

The number of occupants is limited according to the terms of the Lease and/or the Lease Application or as contained in the **Rental Qualification Guidelines** as posted in the leasing office of the community and on the Management website. You are required to comply with these limitations.

Rent Payment

Payments are due on the first day of the month. You are required to make payments through your online portal through Appfolio. You can pay through the portal multiple ways by credit card, debit card, eCheck or electronic cash payments.

The leasing office will not accept paper checks, cashier's checks, money orders, credit cards, debit cards or cash.

Late Payment and Returned Payment

A returned payment fee, plus applicable late charges will be assessed on all payments returned by a bank for any reason. Non-sufficient funds will not be re-deposited. Late charges will be charged from the first late day.

In the event of a returned payment for any reason, future payments made to recoup the returned payment will need to be in the form of certified funds (via electronic cash slip from your tenant portal) unless otherwise approved in writing. After two returned payments, we will no longer accept eChecks, credit cards or debit cards for your rent payment or any other charges owed; certified fund (via the electronic cash slip from your tenant portal) will be required for all subsequent payments.

It is your responsibility to ensure that all rent payments and other charges are paid on a timely basis. All monies received from you will first be applied to any outstanding debts such as delinquent rent, late fees, NSFs, utilities, charges for damage repair, etc. Any remaining monies will then be applied to the current month's rent. If any amounts are deducted to cover a balance, your current month's rent will not be considered paid in full and late fees will be assessed.

Grassano Properties reserves the right to accept only electronic cash payments if rent is paid past the due date of the first day of each month.

Evictions

Grassano Properties has the right to file eviction if a balance is due or/and if you violate the community rules.

Before an eviction is filed, Grassano Properties will deliver a notice to vacate and will charge the tenant a $25 delivery fee.

In order to cancel the eviction that has been filed because of a balance due or violation of the lease, you will need to pay the total balance due to date or cure the violation and pay the eviction filing fee.

Relet Policy

The Lease does not allow you to "cancel" the Lease early. See Management for buyout options if you are not in default under the Lease.

Unassisted Relet. If you have someone willing to take over your lease, you may contact Management for all sublease/relet fees and policies. Grassano Properties will not market your apartment home or tour your home with prospects in an effort to relet the apartment for you.

The new resident and new guarantor will need to be approved by Grassano Properties. After the new resident and new guarantor (if applicable) have been approved, the new resident will sign a new Lease. Though the apartment may have been prepared before the new resident's arrival, the new resident must inspect the apartment and accept the apartment "as is". The new resident will pay all fees and rental installments as outlined in the lease agreement. Once these conditions have been met, the effective date of the transfer will be the date the new resident moves in ("Effective Date"). You and your guarantor will remain financially liable for all charges incurred until the Lease end date and will be released from all obligations under the Lease which arise after the move-in date.

The responsibilities of paying utilities will fall to the new resident, as stated in the lease agreement. It is encouraged to confirm that all utilities have been taken out of your name.

Transfer Policy

You will be allowed to transfer to a different unit within the community provided the following conditions are met:

- You must be in good standing prior to approval of transfer
- Your apartment will be inspected and if damages are assessed, all damages will be paid prior to approval of transfer
- You may be assessed a transfer fee
- You must have lived in your current apartment for a minimum of six months
- You must requalify under all qualifications for transfer to be approved
- You will sign a new lease and addenda with new lease dates, rental amount, etc.
- If you are transferring to a different unit with an approved pet, a new non-refundable pet fee (where applicable) will be required

Utilities

Section M, #3.5 in the Lease Agreement specifies which utilities are provided by us and included in your rent and which utilities are not provided by us (certain communities offering utility packages may require separate or additional forms). You and your roommates will be responsible for establishing

service with the utility companies that are not included with your rent. You will be billed and must pay those utilities directly to the utility companies, along with any deposits and fees. If you desire additional cable channels, if available, they will be at your expense and you must contact Suddenlink. You and your roommates are jointly liable for the payment of utilities not provided by us.

You are required to place the utilities in your name within one business day prior to move in or you will be in default in accordance with the terms of the Lease. The utilities must remain on, and in your name, until the end of the Lease. You will be responsible for penalties, processing fees and damages resulting from utilities being turned off prior to the end of the Lease.

YOUR APARTMENT HOME

Your apartment must be kept clean, sanitary and free from objectionable odor.

Appearance

Patios/Balconies and Front Entryways/Breezeways

You agree to keep neat and clean all patios and balconies of the apartment, and you will not use these areas for the storage of automobile parts, motorcycles, firewood or other unsightly or heavy items, or to dry clothes or towels. Only outdoor furniture (no upholstered furniture) and related patio items may be placed on any patio or balcony. The storage and use of grills on the patio is not allowed. No unsecured plants may be permitted on the ledges or protruding from the railing. You should never have more than six persons on a balcony at any given time. No motorbikes or mopeds are allowed. The storage of bicycles on patios and balconies is subject to approval by management. Throwing anything off a balcony such as cigarette butts and glass bottles, etc. is subject to a fine. No trash or cleaning items of any kind may be stored outside the apartment. No animals are to be left unattended outside at any time on patios or balconies.

Flags/Signs

Signs, school flags and banners may not be hung from patios, balconies, in windows or from any area that would be visible from the exterior without prior approval by management.

Antennas/Satellites

For safety reasons and to maintain the appearance of the community, we do not allow any kind of outside antennas or satellite dishes to be installed unless approved in writing by us, prior to installation.

If you wish to install a satellite dish, you must send written notice to us prior to installation. You agree to pay any additional security deposit required for installing the satellite dish and to increase your renter’s insurance liability policy per the Lease requirements.

The satellite dish and all wiring must be installed within your apartment, or within the confines of your patio or balcony attached to your apartment. The satellite dish must not extend beyond the edge of the

patio or balcony railing and cannot hang out of a window. The dish must be installed in a manner which minimizes its visibility from the exterior.

The satellite dish may not be installed by drilling holes in railings, exterior walls or any other location. The only acceptable way to install the satellite dish is with a removable clamp or tripod that does not require intrusion into building. The dish must be mounted securely so that it cannot be dislodged. A removable “through the glass” transmitter must be used to transmit the signal from the dish to the interior of the apartment.

You are liable for any injury or damage to persons or property caused by the dish; therefore, you must maintain liability insurance to cover any such injury or damage as long as you have the satellite dish at the community. You must provide proof of insurance (insurance certificate) as set out in the Lease. The satellite dish is installed and operated at your own risk.

We reserve the right to approve all mounting of outside antennas and satellite dishes. Not all apartment locations are positioned for good satellite reception; however, transferring to another apartment for better reception is not permitted unless the current lease has expired. You must re-apply and follow all procedures in order to transfer.

Windows/Draperies/Screens

Windows are to be kept uniform. Windows and doors cannot be obstructed by you. If we provide blinds on the windows, they cannot be removed by you. Blinds broken after move in will result in the replacement of blinds by Management and charged to you at the rate of purchase cost plus labor. If you install draperies or blinds, you must remove them at the end of the Lease term and any damage to restore the apartment will be at your expense. All window coverings must show a white backing - this includes both drapes and blinds. Aluminum foil, tinting, cardboard, signs, etc. may not be placed over windows where they can be seen from the exterior. If you install draperies over blinds, any damage will be repaired and charged to you. Holiday decorations are allowed but must be removed within one week of the holiday.

Window and patio door screens (if applicable) must not be removed, and nothing shall be thrown out of the windows or doors – any damage will be repaired and charged to you. You cannot leave windows or doors open during inclement weather. You will be responsible for any damage, including, but not limited to, paint, wall, cabinets, carpets and floors resulting from failure to exercise reasonable care.

Decorating/Painting/Wall Hangings

No structural changes or additions may be made to the exterior of the building, including the front entrance, patios and balconies. No alterations may be made to your front door or entrance to your apartment. Front door mats are encouraged, but we reserve the right to remove mats that are not designed for outdoor use, such as carpet remnants. Colored light bulbs are prohibited in all exterior fixtures.

On the interior of your apartment, you have the freedom to decorate by hanging pictures or other decorative objects. Stickers, including glow-in-the dark stars, double-sided adhesive foam or tape are not allowed on walls, ceilings, windows, cabinets, exterior or interior doors. You must obtain written

permission from the manager to perform any repairs, painting, wallpapering, carpeting, electrical changes, or to make any other changes to the interior or exterior. It will be your responsibility to return the apartment back to the original condition or you will be charged.

All shelf paper, tub or shower decals, shelf brackets, hooks, towel holders must be removed. If you put these on walls, ceilings, doors, etc., there will be a charge for removal.

Trash

All trash should be bagged and placed inside the compactor or dumpster designated at the community and should not be left in the apartment, breezeways or other common areas. First violations carry a $25 fine, and at management's discretion, can increase with repeated violations, to a maximum of $100 per occurrence. Cigarette butts must be disposed of properly and are not allowed to be thrown on the exterior. Do not put hot ashes or coals, paint, chemicals, motor oil or other hazardous materials of any nature whatsoever in any trash receptacles, dumpsters or similar containers. We have the right to impose reasonable fines for the violation of these provisions, as well as for any littering by you or your guests. Trash inside the apartment home must be taken to the dumpsters a minimum of one time weekly and trash and pet waste are not allowed to accumulate in the home.

Grills

Fire regulations prohibits the use and storage of grills in and around buildings, including patios and balconies, garages and parking lots and around heavily wooded areas. The storage and use of grills are prohibited on the community.

Pets and Animals

Service animals and assistance animals are not considered "pets". Proper documentation will be required in order for service/assistance animals to be approved. All service/assistance animals must be approved prior to being in the community.

If we do not accept pets at the community and you are found to have a pet, you will be subject to a minimum fine of $100 for each occurrence. Multiple occurrences may be subject to additional fines leading up to eviction.

At pet-friendly communities, approved pets include dogs (breed and weight restrictions may apply – check with your community representative), cats and fish, and you must comply with the requirements contained in this section. ALL OTHER PETS ARE PROHIBITED.

Prior to acquiring a pet/animal, you agree to immediately notify us, pay all associated pet fees and pet rent (if required), complete an Animal Addendum, and adhere to all policies contained in the Animal Addendum and this Handbook. Should you fail to fulfill these requirements, a fine of $100 will apply, regardless if you are authorized to retain the pet/animal.

If you acquire another pet/animal or a different pet/animal while you are a resident of the community, you agree to immediately notify us, pay all associated pet fees and pet rent (if applicable), and complete

a new Animal Addendum. Failure to follow these requirements will result in a fine and possible revocation of pet/animal privileges.

- Pets must comply with weight and other restrictions imposed by us. You should contact us for restrictions.
- You will not exceed two pets per apartment.
- If a pet is permitted, you agree to pay a fee upon signing the Animal Addendum. This fee does not cover damages, will not be applied toward any damages, and is non-refundable.
- If required, you will pay a monthly pet rent as set out in the Lease. Pet rent maybe adjusted at the beginning of every Lease term.
- All pets/animals must wear an identification tag.
- Fish tanks (containing fish only) are limited to 20 gallons.
- Exotic pets are not allowed.
- Cats must be neutered/spayed.
- All pets/animals must be registered and inoculated in accordance with local law.
- You must keep all animals and pets on a leash and under your supervision when outside the apartment. The clubhouse, swimming pool areas, sport courts, fitness room and laundry areas are off limits to pets at all times.
- You must walk pet/animal in designated pet areas only and must dispose of waste in a sanitary manner.
- Do not dispose of waste or cat litter in trash chutes. If you do not dispose of waste properly, a $25.00 fee will be charged for first offenses, doubling thereafter.
- Pets/animals may not be tied up or left unattended on patios, balconies or any other areas outside of the buildings.
- You will be responsible for the entire amount of any injury to any person caused by your pet/animal, including all costs of litigation and attorney's fees resulting from such injury.
- Pets/Animals may not disturb other residents or damage or destroy our property. You agree to be financially responsible for repairing or replacing any damage caused by your pet/animal. If needed, the cost of carpet and/or vinyl replacement will be charged to you. If a pet/animal is disturbing other residents or pets/animals, or if pet/animal damages property, you will permanently remove pet/animal from apartment community within ten (10) days upon request from us. Extreme circumstances can dictate removal of pet/animal within 24 hours.
- Periodic apartment inspections may be made to determine the condition of your apartment, with regards to your pet.
- In the event you voluntarily remove your pet/animal or in case of death, you may not replace the pet/animal without consent from us.
- The only pet allowed is the pet(s)/animal(s) listed in the Animal Addendum, as approved by us.
- You are allowed to keep the pet(s)/animal(s) listed in the Animal Addendum only during your current Lease term.
- Pets/Animals are not allowed to be kept outside overnight, in weather over 85 degrees or under 50 degrees.
- No stray animals are to be fed at any time.

Personal Property Restrictions

You and your guests are not allowed to place any unusually heavy objects on the floor, i.e. pool tables, waterbeds, etc. You and your guests agree not to store explosives, gasoline, dangerous or hazardous materials in your apartment, storage facility, balcony or vehicle while parked on community grounds.

Bicycles

Please use designated bicycle racks (if applicable) or carefully store bicycles in your apartment (bicycle hooks are not allowed). You must ride responsibly through the community and obey all posted traffic signs. The operator of a bicycle must not interfere with the right-of-way of pedestrians. Due to life safety concerns, bicycles found in patios, balconies, hallways, breezeways, stairways, blocking public access or exits will be removed and impounded (a fee may be imposed for removal and storage). To protect your bicycle from theft, get a quality lock and properly secure it to the bicycle rack. Bicycles may not be secured to any tree, shrub/plant, stairway or walkway handrail, light or sign post, etc. Bicycles must be removed on your scheduled move-out day or will be considered abandoned.

Bed Bug General Information

Residents shall promptly notify Management of any conditions that may indicate the presence of bed bugs.

Bed bugs do not enter homes from the natural outdoor environment; they must be introduced into the home from a previously infested environment. This can occur by picking them up during travel, bringing them in on used furniture, introduction by guests or visitors, or other means. Often the exact source of the infestation is unknown. Once in the home bed bugs will seek small, protected areas to hide. Infestations can grow rapidly and persist indefinitely until proper corrective actions are taken.

In case of infestation, resident is responsible to follow all protocols or directions from Management. The cost of treatment will be the sole responsibility of the resident. Residents may not treat bed bugs; Management will choose vendor and course of treatment.

In case of infestation: See Vendor Sheet AND:

- Follow all guidelines set forth by the extermination vendor to ensure a timely rectification of the issue.
- DO NOT throw out bed or other furniture. If you throw away infested furniture or other items, or allow bed bugs to spread to other homes in the community due to lack of willingness to fully comply with treatment protocols; you will be responsible for all costs of treatments in all infected units. This can spread the problem and new items will likely become infested anyway. Purchase an encasement cover for your mattress. The brand encasement recommended by a certified professional and tested thoroughly is “Protect a Bed” you may find them at http://www.protectabed.com/
- DO NOT change where you sleep. The bed bugs will follow, and this will only spread the problem
- Launder bed linens regularly in hot water cycle (140 degrees F or hotter)
- Pull beds away from the wall so the bed and wall do not contact each other

- Eliminate cluttered/crowded conditions (piles of clothing, boxes filled with personal items, crowded closets, etc...) The more crowded and/or cluttered the more difficult to achieve control
- Do not store items underneath beds

PROTECTING YOURSELF

Crime

We do not guarantee or assure your personal security and our actions are voluntary in an effort to reduce the risk of crime at the community. You agree that the provision of safety devices and patrol services will not constitute a guarantee of their effectiveness nor impose an obligation to us to continue providing these services. If you witness a crime, please call 911 immediately, and then contact the management office.

Personal Safety

Though we do our best to provide a safe living environment, no community is immune to crime. The following guidelines will provide you with basic, easy-to-follow tips to help you protect yourself.

Inside your Apartment

We recommend you follow the important safety guidelines inside your apartment as follows:

- Dial 911 for emergencies. If an emergency arises, call the appropriate governmental authorities first, and then call the management office.
- Lock your doors and windows – even when you are inside.
- Use night latches or dead bolt locks on the doors while you are inside.
- When answering the door, see who is there by looking through a window or peephole. If you do not know the person, first talk with him or her without opening the door. Do not open the door if you have any doubts.
- If you return to your residence and you think it has been entered illegally, do not enter. Call 911.
- Never give out keys, gate or lock combinations. If lost or stolen, call us immediately to re-key and you must pay a fee for us to re-key the locks.
- Keep a complete list of the serial and identification numbers of computer, television, DVD player, stereo, etc. This will greatly aid in recovering stolen goods.
- Keep valuables out of sight by drawing curtains or blinds and storing such items away from windows.
- Never leave a note on your door stating you are not home.
- Do not display apartment keys in public or carelessly leave them in the mail area, at the pool, or places where they can be easily stolen.
- Do not put your name, address or telephone number on your key ring.
- Check your smoke detector monthly for dead batteries or malfunctions.
- Check your door locks, window latches and other security devices regularly to be sure they are working properly.

- Close and latch your windows while you are gone, particularly when you are on vacation.
- Leave a radio or television playing softly while you are gone.
- Immediately report the following to us in writing, dated and signed:
    - Any needed repairs of locks, latches, doors, windows, smoke detectors, and alarm systems; and
    - Any malfunction of other safety devices outside your apartment such as broken gate locks, burned-out lights in stairwells and parking lots, blocked passages, broken railing, etc.

- Close curtains, blinds and window shades at night.
- Mark or engrave identification on valuable personal property.
- Use lamp timers when you leave for extended periods of time.
- In a residential community, screaming may sound like horseplay. In an emergency, be specific by shouting “Help!” “Police!” or “Fire!”

Outside your Apartment

We may provide systems or services such as courtesy officers, courtesy patrols, electronic alarm systems, emergency alert buttons, pedestrian gates, limited access vehicle gates and gate houses (manned and unmanned). These services or systems are not a guarantee of personal safety or security and they are not a guarantee against criminal activity. We have the right to alter or cancel any of these systems or services without notice. We have no duty of security or personal safety except to proceed with diligence to repair any systems after notification that such systems are not working. In the case of an emergency please dial 911.

We recommend you follow the important safety guidelines outside your apartment as follows:

- When returning to your apartment late in the evening, if possible, always use the main property entrance or commonly used walkways.
- Lock your doors while you are gone.
- Tell your roommates where you are going and when you will be back.
- Do not walk alone at night.
- Do not hide a key under the doormat or a nearby flowerpot. These are the first places a burglar will look.
- Do not give entry codes or electronic gate codes to anyone.
- At all hours, carry your door key in your hand when nearing your entry door. You are more vulnerable when looking for your keys at the door.
- If you notice suspicious persons loitering around the property, report them immediately to the proper authorities. DO NOT confront them yourself.
- Please report any malfunctioning lights to the management office.

Renter’s Insurance

You are responsible for obtaining renter’s insurance for your personal belongings and to protect yourself against any liability. You understand that the insurance in place for the community does not provide coverage for your personal belongings, property damage or bodily injury. If you or your guests suffer a loss due to fire, flood, vandalism, theft, or other cause of loss, that loss will not be covered by the

community's insurance. In general, renter's insurance is not expensive, and can provide substantial protection and peace of mind. A minimum of $100,000 in liability insurance is required with your community listed as the additional insured on your policy.

MAINTENANCE

Service Requests

If an alarm system is installed in your apartment, you are required to provide Grassano Properties Management with a code to the alarm in case of emergency. Management is not responsible for false alarms, fines or other repercussions stemming from failure to provide alarm code.

Management/Maintenance will attempt to enter your home to complete maintenance/service requests three times before your request will be closed.

Management will only accept non-emergency maintenance requests or repairs in writing via online community portal or in writing submitted to Grassano Properties Management.

Resident fences must be repaired at the expense of the resident after 72-hours of move in date.

Running toilets will require that residents shut off the water valve to the toilet to prevent high usage costs. Residents are required to contact Management in writing immediately after noticing a running toilet.

Grassano Properties is not responsible for utility costs or utility reimbursement due to negligence in reporting leaks or other items in need of repair.

Residents will be responsible for any damage caused by unauthorized maintenance performed to the unit. Only Grassano Properties employees are approved to do repairs.

We offer 24-hour response to emergency service requests. Call 911 in case of fire or other life-threatening situations. For after-hours Emergencies (as defined below), call the management office number and follow the prompts, clearly stating your phone number, apartment number and name. They will contact the proper service personnel. For normal service requests, please follow the instructions provided with the Lease.

In an attempt to effectively manage after-hours calls, we categorize calls into two categories: After-hours Emergencies and Priorities.

- An After-hours Emergency is defined as any breakdown or malfunction in which life, health, or property is threatened if immediate corrective action is not taken. Though it is impossible to list or predict all possible scenarios, the list below includes acceptable on-call emergencies.
- Priorities are calls that do not conform to criteria for an After-hours Emergency – in short, they are routine service calls which can wait until morning, at which time the work order will be given priority status. You can be fined for requesting an After-hours Emergency when the call is an obvious routine service call.

After-hours Emergencies

Examples of After-hours Emergency requests are as follows:

- No heat or air-conditioning when outside temperatures are less than 45 degrees or higher than 85 degrees.
- Electrical or gas failure of any nature. Your utility provider must be verified as paid before calling
- Overflowing toilet.
- Stopped up toilet if only one is available in apartment.
- Water problems such as leaks, severe back-up, or broken pipes.
- Malfunction of an essential appliance (non-working refrigerator).
- No water.
- No hot water when exterior temperatures are below 45 degrees.
- Any unsecured entry to a residence.
- Any threatening situation such as: fire, flood, severe weather, police action, protecting a crime scene (broken windows, locks, doors, etc).
- Bio hazards.
- Lock-outs.

Lockouts

If you inadvertently lock yourself out, you can call the management office number. If it is after hours, listen to the prompts from the answering service in order to receive the best service. You will be required to provide photo identification and the service personnel must be able to identify you by pulling your file or the housing roster. After regular business hours, there will be a minimum lock-out charge of $35 per lock-out. Additional charges may be assessed for repeat occurrences. Once you make a request for Management to let you in your home, you must remain at the home to wait on Management; Management will not unlock the home if you are not present with proper ID.

Property Appliance Usage

Central Air & Heat (HVAC)

If your apartment is equipped with individual unit central air and heat, an ideal temperature setting is between 71° – 74° (21 – 23 degrees Celsius), with the minimum to maximum range being from 68° – 78° (20 – 25 degrees Celsius) (please be aware that setting your thermostat to temperature extremes may cause damage to your HVAC unit). You should allow a minimum of ten minutes for the temperature to adjust (choosing an extreme setting will not bypass this 10+ minute adjustment). If at any time you find that your thermostat is malfunctioning or for more detailed operating instructions, please call us.

HVAC Filters

At move-in, your HVAC filter will be new. Additional replacements can be requested at any time by calling the management office.

Pest Control

If your property provides interior extermination services, you will receive a letter, email or text notifying you as to when the company will exterminate your apartment. You will prepare for extermination service as follows:

- Remove all items from under kitchen and bathroom sinks.
- Pick up objects that may interfere with application.
- It is recommended that all persons and pets vacate the premises during treatment and not re-enter the home until treated floors, carpets and rugs are thoroughly dry. Under normal conditions, this may take 1 - 3 hours (four hours are recommended).
- Turn off aquarium air pumps and cover tanks and pumps with plastic wrap.
- Pumps may be restarted about three hours after treatment.
- Your apartment will be treated quarterly.
- You are required to notify Management regarding any pest control issues in your apartment. You will be required to pay for actual costs for any German roach treatments and/or bed bug treatments. A minimum of two treatments by Management's vendor is required.
- For scheduled services such as roach clean out, bed bug treatment, etc., there will be a fine of $50 charged to the resident account if the vendor is not able to complete the planned treatment due to lack of preparation by resident.

Furniture

Supplied furniture (if applicable), is designed for interior use only and may not be used for exterior purposes at any time, including patio. A labor charge will be assessed for furniture that must be removed from the exterior to the interior, as well as for any damages to the furniture. Any furniture provided by you must be removed at the end of your lease term or you will be assessed charges for the removal of such items. Any such items will be considered abandoned upon change of possession of the bed space/unit.

Smoke Detectors

The smoke detectors in your apartment have been tested prior to move-in to ensure they are working properly. You are responsible for ensuring that all smoke detectors are working properly. We request that you test smoke detectors on a monthly basis. Please call us if a smoke detector starts "chirping" or if it is determined through monthly smoke alarm tests that the smoke alarm is not working properly.

Do not disable smoke detectors. Disabling a smoke detector or removing working batteries is a violation of the law and may lead to fines and possible early termination of the Lease.

Mold

Management must be promptly notified in writing of all water leaks, water infiltration, mildew and mold issues. Residents may be responsible for cost of mold removal, outside testing and any property damage due to failure to promptly notify Management of issues, or failure to follow Lease Mold and Prevention Addendum or failure to allow maintenance or necessary outside vendors access to the apartment.

YOUR COMMUNITY

Package Release

Select communities may accept delivery of your packages; contact community staff for information. You will be required to provide identification and to sign the Package Log in order to pick up packages from the office. We will not accept delivery on any item that must be placed inside your apartment, i.e., furniture, or C.O.D. deliveries. We accept no responsibility or liability for any packages, including perishable items or those lost or damaged. Management is not responsible for notifying residents of packages; residents are responsible for tracking all packages and deliveries.

Gates/Access

If the community is controlled access, you and your guests will be expected to understand and abide by the instructions for use. If you have any questions regarding controlled access operations, you should ask a community representative.

Controlled access entries are not intended to provide security or to ensure your safety or that of your guests.

You will be issued a card, or a remote entry device, and a deposit or fee may be required. If an entry device is lost, please call us. If an entry device is not returned to us at move out, or is lost, a replacement fee will be assessed.

Use caution when approaching the gates. Only one car at a time may enter. If you try to follow someone else into the community, the barrier arm/gate can, and most likely will hit your car. Should this occur, and the gate is damaged, you will be responsible for repairing such damage. Never obstruct the functioning of the gates by propping them open. Many gated entrances may be monitored by cameras to ensure compliance with all rules for entrance into the community. These systems are designed to allow only those users who are authorized to enter.

- Do not allow people or pets/animals near the gates.
- Do not enter through the exit gates. This is very dangerous and should not be attempted.
- Do not walk through the gates.
- Do not push gates with vehicle.
- We will not be liable for any damages to your or your guest’s vehicle.

Access Devices

You may be issued an access device for entry into the buildings and/or amenities. Only one access device will be issued per resident and a deposit may be required. The access device must be with you at all times when using the amenities. If you lose the access device or fail to turn it in with your keys at the end of the Lease, you will be charged a replacement fee. A replacement device will not be issued until we receive the replacement fee.

Parking

You and your guests are required to abide by all parking regulations established by us, as well as by the local police and fire marshal. These rules apply to all motorized vehicles, including cars, motorcycles and scooters. We are not responsible for any damage to your or your guest's vehicle while parked at the community. If the conditions for parking are not met, your vehicle may be towed without notice at your expense. It is your responsibility to make sure your guests understand these parking rules and regulations as their vehicles may be towed at their expense if parked improperly. You and your guests agree to abide by the rules regarding parking:

- Any illegally parked vehicles, vehicles with expired tags or vehicles violating the regulations below or any other applicable regulations may be towed at the expense and sole risk of the owner of the vehicle.
- Parking will not be allowed in the area marked as future residents either one before or one hour after regular business hours.
- You may not have more than one (1) vehicle in the community at one time, and your vehicle must be properly registered with our office. Additionally, two-wheel motorized vehicles may be allowed, subject to the rules of the community.
- Vehicles may not, at any time, park in a fire lane, in front of a dumpster, in any non-paved area, in crosswalks, in designated handicapped spaces, without legal permission, or in any other unauthorized location. Vehicles may not block entrances, exits or driveways. Vehicles cannot, at any time for any reason, park in reserved parking, whether covered or uncovered, unless assigned by us. Any vehicle parked in any of the above areas may be towed at the vehicle owner's expense and sole risk.
- Boats, recreational vehicles, trailers, campers, commercial vehicles and trucks larger than the standard size may not remain on our property except for the purpose of loading and unloading, though we reserve the right to permit these vehicles in designated areas.
- You may not perform any mechanical repairs or maintenance while on the premises. You may only wash your vehicle in a designated area, if provided.
- You agree to inform your guests of all parking rules and restrictions.
- Our towing company frequently, and at random, without being called by us, tows any vehicle that is inoperable, has an expired or invalid license plate, expired temporary license plate, is in violation of any of the other provisions of the Lease, Parking Addendum and this Handbook. This is the only notice you will receive. You will be towed, if you are not permitted or parked correctly or you are not in compliance with all other state or local requirements, with no further notice.
- You are responsible for towing and storage charges. We are not responsible for tickets received for parking violations of any area within our community or anywhere else outside our community.
- Tenant may not transfer, sublet, or re-let this Lease or Parking Space without Management's written approval.
- Management is not responsible for any loss, expense, injury or damage to any person or property caused by items including but not limited to theft, fire, ice, snow, rain, water or leaks. Management is not responsible for other persons parking vehicles in Tenant's Parking Space.
- Tenant agrees that Tenant is responsible for all personal property of Tenant, Tenant's guests or persons invited by Tenant in or on the Property, including loss, damage, costs, injury, or death caused by Tenant, Tenant's guests or persons invited by Tenant or for any claim due to acts or from any failure to act by Tenant, Tenant's guests or persons invited by Tenant.
- Tenant is responsible for payment for damages or costs of Management from any claim based upon the acts of Tenant, Tenant's guests or persons invited by Tenant and the legal costs of

defending Management if any claim is made against Management because of the acts of Tenant, Tenant's guests or persons invited by Tenant. Management has the right to choose the attorney who will represent Management.

- Tenant has broken this Addendum if Tenant (i) fails to pay Rent or Additional Rent when it is due, (ii) does anything which is not permitted by this Addendum, (iii) fails to do anything which is required by this Addendum, or (iv) gives Management false information, including but not limited to information or signatures on this Addendum.
- The following are in addition to rights of Management under the law. If Tenant breaks any condition of this Addendum or any Addendum to the Lease, Management can collect or go to court to collect (i) any past due Rent, (ii) any money which is due for the Term from Tenant, (iii) for damages caused by Tenant or Tenant's breaking any conditions of the Lease or Tenant's doing of any act which is not permitted by the Lease, (iv) reasonable costs and expenses which are spent by Management to enforce this Addendum, including court costs, collection costs and attorneys' fees; and or provide notification to Tenant the Lease has been broken, Management may have vehicle removed from parking space at Tenant's expense.
- By signing the lease, tenant agrees to give up the right to receive any notice from management to vacate the parking space before management takes legal action against tenant.
- Moving containers of any kind are not permitted on the property. Only legally registered and operable motor vehicles may be parked here. All vehicles must display valid license plates and inspection stickers, as required (if applicable) by Texas law. Inoperable, unregistered, or unauthorized vehicles—such as boats, recreational vehicles, trailers, campers, and commercial recreational vehicles—are subject to towing at the owner's expense.
- Residents, occupants, and any guests must abide by all warnings and/or signage posted throughout the property.

Parking Permits

- If your community requires a parking permit (decal), you expressly agree to display that permit on the lower corner of the driver's side of your front windshield. Vehicles violating this provision may be towed at the vehicle owner's expense.
- Two-wheel motorized vehicles are subject to these requirements.
- A parking permit allows you to park on premises upon availability. A permit in no way guarantees the availability of parking in front of your building or even on the property. A permit does not allow vehicles to park in fire lanes, crosswalks, designated handicapped spaces, in front of dumpsters, blocking entrances, exits or driveways, or to park in any other unauthorized area.
- Parking permits become invalid at the end of the Lease term or earlier, if the Lease is terminated either by the community or you, or if you sublease your apartment.
- If you renew the Lease, you must obtain a new permit from us at the end of your current lease term.
- Parking permits are valid only on the vehicle registered on the Parking Addendum. Permits are non-transferable between vehicles or between residents and non-residents.
- The community reserves the right to revoke parking permits at any time, for any reason.

Guest Parking

- Where applicable, your guests must park only in designated guest or visitor parking, and they are subject to all the provisions herein.

- If your community requires guest parking permits: Plan to secure one for your guest during business hours only. We reserve the right to limit the number issued each day and to issue none on any day we choose. There is no guest or visitor parking area only guest permits. Guest permits must be clearly in view in the area specified by management when you sign out the permit. (It is your responsibility to ask management where the guest permit should be placed). If the permit is not visible for any reason, the car could be towed at your expense.

YOUR CONDUCT

You are responsible for the consequences of your guests' actions. You should inform your guests of conduct rules and accompany them within common areas at all times.

Community quiet hours are 10 pm – 10 am and noise must be kept to a minimum during this time. However, the conduct of residents, occupants and guests should not be disorderly, disruptive or unlawful at any time and may not infringe on the rights of others in the community to a peaceful living environment.

We may exclude from the community guests or others who, in our judgment, have been violating the law, violating the Lease or any apartment rules, or disturbing other residents, neighbors, visitors, or owner representatives. We may also exclude from any outside area or common area a person who refuses to show photo identification or refuses to identify as a resident, occupant, or guest of a specific resident in the community.

Residents that may have complaints about other residents or residents' guests must submit these issues to Management in writing.

Drugs and Alcohol

You or your guests will not engage in or permit your apartment to be used for criminal activity, including drug-related criminal activity and will not engage in the manufacture, sale, or distribution of illegal drugs at any location, whether on, or near, the community. It is your responsibility to notify the proper authorities if you suspect a roommate or a guest is engaged in illegal activities.

Possession and consumption of alcoholic beverages must be in full compliance with local, state and federal laws and regulations and in accordance with these rules and regulations.

Violation of the above shall be a material violation of the Lease and may be cause for termination of tenancy. A termination does not release you from your financial obligations under the Lease.

Smoking

Smoking is prohibited in all units and common area facilities, including the business office, community center, fitness center, pools, etc.

Cigarette butts must be disposed of in the proper receptacle and not left on the ground. If you fail to comply, a fine will be imposed by us.

Any damage to furniture, carpet, paint etc. will be the responsibility of the resident.

Overnight Guest Policy

Guests are permitted to visit residents following the outlined timeframe: a maximum of 14 days with no more than 7 consecutive nights. Residents will be subject to fines, and possible eviction, in the event a guest is overstaying this policy.

POOLS

No lifeguard on duty. Dial 911 for EMS or Police Emergency.

Residents and guests must be responsible for, and especially careful, in supervising and watching those who are poor or inexperienced swimmers and very young individuals. Young individuals and inexperienced swimmers must not use pool without designated supervision. Young individuals and inexperienced swimmers must be supervised at all times in pool area by a designated, competent person who is capable of rescuing them in the event they encounter distress inside the pool or pool area.

Owner/Grassano Properties Management assumes no responsibility for accident or injury. Persons using pool facilities do so at their own risk. Owner/Grassano Properties Management is not responsible for items which may be lost, damaged or stolen.

Residents and guests will be monetarily responsible for community property damage which is caused by violation of pool rules or intentional destruction of property.

No smoking in pool area.

Safety equipment must only be used in case of emergency; no personal or non-emergency of use of any safety equipment, including phones, is allowed.

Any person suspected of being under the influence of alcohol or drugs, or reasonably suspected to have a communicable disease may be restricted from using the pool.

No food or drinks allowed in pool (water).

No glass containers allowed in pool area.

No smoking in pool area.

No pets in pool area.

All trash must be immediately disposed of in proper waste receptacles; trash may not be left in pool area or in pool for any length of time.

Each apartment home is allowed the residents of the home plus a total of two (2 guests) at a time unless otherwise approved in advance by Grassano Properties Management. Residents must be with their guests at all times; guests cannot be in pool area without current residents.

No diving, running, dunking, horseplay, fighting, dangerous conduct, loud music, disruptive/lewd behavior is allowed at any time. No use of vulgar or profane language is allowed at any time. No large water toys or water guns are allowed in the pool or pool area.

Spitting, spouting water or blowing nose in pool is prohibited.

Swimmers must wear proper swim attire at all times. Any individual that is not potty-trained must wear a water-resistant swim diaper.

Pool bands must be worn at all times. See Management for replacement band charges.

Occupancy in the pool area outside posted pool hours or on days pools are closed will result in trespassing charges.

Grassano Properties Management reserves the right to ask any pool patrons to leave the pool area at any time.

Violation(s) of pool policies may result in termination of pool use (by residents and/or guests) and possible termination of the Lease.

MOVE OUT PROCEDURES/POLICES

All residents are responsible for submitting a 60-day notice to vacate in writing to Management before move out. Residents must allow a pre-walk with Management 30-60 days before move out and must turn in keys and forwarding address to Management at time of move out. Keys must not be left in the apartment home.

All apartment homes must be free of all belongings inside and outside and the apartment should be cleaned. All appliances, cabinets, shelving, etc. must be free of all items and cleaned. Carpet must be professionally cleaned before move out and must provide the receipt from vendor to management.

Residents are financially responsible for lease charges, utilities and damages to the apartment until the lease expiration date AND until keys are turned into Management.

Cleaning fees, pest removal, repairs and replacements after moveout will be charged at market rate plus labor costs. Belongings/trash removal will be charged at $25-$100 per item.