



A ROYAL WELCOME

REM Corporation, the managing agent for this development, and the staff welcome you to our community. We wish to thank you for choosing us. It is our intent to make your stay here as pleasant as possible. We have provided you and our other Residents with facilities that will make your living here convenient and enjoyable.

Together, you and our staff have a commitment and a responsibility to each other. To ensure your satisfaction, and the other Residents of your community, we ask that you carefully read this Handbook and keep it for future reference. It includes the rules and regulations that are part of your lease, along with ideas on the care of your unit.

If there are any questions about this Handbook or if other questions, problems or suggestions arise, feel free to call us.



Printing 1983, 1986, 1989, 1993, 1997
Copyright 1983 by REM Corp.

All rights reserved under international and Pan American Copyright Conventions.
No part of this book may be reproduced in any form or by any means without permission in writing
from REM Corp.

REM COMMERCIAL
Property Management

REM Corp.

Resident Handbook

MOVING IN	1
GENERAL INFORMATION	1
RENTAL PAYMENT	1
KEYS & LOCKS	1
INSURANCE	2
POLICY OVERVIEW	2
CONDUCT OF RESIDENT.....	2
NEGLIGENCE	3
PETS	3
GUESTS	3
COMMUNITY APPEARANCE	3
HALLWAYS, STAIRWAYS & ENTRANCES	4
EVICITION NOTICES.....	5
MISCELLANEOUS.....	5
YOUR APARTMENT	6
REDECORATING & ALTERATIONS.....	6
SINKS, TUBS, COMMODES, PLUMBING.....	6
FLOOR CARE	7
CARPET CARE	7
STAIN REMOVAL.....	8
EXHAUST FAN.....	8
COUNTER TOPS	8
CEILINGS, WALLS, DOORS, WOODWORK & WINDOWS	8
APPLIANCES	9
AIR CONDITIONING.....	9
GARBAGE DISPOSAL	9
REFRIGERATOR	10
RANGE	10
DISHWASHER	10
SERVICES	11
REQUESTING MAINTENANCE.....	11
EMERGENCIES DEFINED	11
ELECTRICITY	11
PAINTING	12
RUBBISH.....	12
PEST CONTROL.....	12
SNOW REMOVAL	13
FACILITIES	13
LAUNDRY	13
SWIMMING POOL.....	13
TENNIS COURTS	14
COMMUNITY ROOMS.....	14
STEAM, SAUNA & EXERCISE ROOMS.....	14

VEHICLES	15
RULES & REGULATIONS	15
CHILDREN	15
INSURANCE	16
VACATIONS	16
SENIOR CITIZEN, HANDICAPPED & ELEVATOR BUILDINGS	17
RULES & REGULATIONS	17
INTERCOM	17
TRASH COMPACTORS	18
EMERGENCY PULL CORD	18

MOVING IN

General Information

After signing the lease-related agreements, you will be ready to move in. Your Management staff will familiarize you with the community and apartment facilities. You will join the Management in inspecting your apartment to establish a record of its condition and to insure that it is satisfactory to you.

Moving in (or out) is permitted only from 8:00 a.m. through 6:00 p.m. at hours negotiated with the Management before hand. Consult with the Management on where to park the moving van or other vehicles during moving and how to dispose of boxes or other trash.

You will need to initiate any utilities that are your responsibility prior to move-in and prior to issuance of keys for your home. Place **name plates** only in places provided by Management. Please only install **telephones** in outlets provided by the Management. Home, work and auto license numbers should be registered with the Management in case of emergencies. Contact the local post office concerning mail delivery. Always use your complete return address, including unit number.

Rental Payment¹

[] For your convenience, a rental statement or coupon will be mailed to you. If you do not receive one, your rent is still due per your lease. In accordance with your lease agreement, rental payments are due by the 1st day of the month - in advance (see your lease).

A service charge will be applied to all returned checks. Thereafter, only money orders will be accepted for rent payments. The amount of the charge is described in your lease or in a letter received from the Management, but is subject to change.

Keys & Locks

You are provided with keys upon move-in and are responsible to return them when vacating your apartment. These keys are to be used by you only. No one else may use your key or have duplicate copies unless written permission is received from the Management.

¹ This statement applies if checked by management

Resident Handbook

Please remember to take your keys with you at all times. Consider getting an extra key, with Management approval, in case of a lock-out. This will help to avoid service charges for lock-outs requiring assistance of the Management. A charge shall be assessed for any rekeying and/or replacement of locks including mailboxes (see your lease).

No additional locks or chain locks may be installed to the entrance door of your apartment. Management must have access to your apartment in the event of fire, accidents or other emergencies.

Insurance

Our insurance does not cover your personal property or any liability. For this reason, we strongly suggest that you obtain the appropriate insurance to protect yourself against vandalism, theft, etc. Apartment Renter's Insurance can usually be obtained at reasonable cost. Residents are responsible for damage caused by themselves, guests, children and others to their unit and property. Failure to have the appropriate insurance may result in damages which will not be compensated by landlord or any insurance carrier of the landlord.

If you require an insurance company name, please ask your manager.

POLICY OVERVIEW

Conduct of Residents

We welcome and encourage you to enjoy every aspect of community life. However, the close proximity to your neighbors in apartment living presents some limitations. We ask that you be considerate and act in a way that will not disturb the quiet enjoyment of the premises by others.

- No **unnecessary noise**, such as stereos, TV, loud talking, parties, etc., after 10:00 p.m.
- No boisterous or obscene **social gatherings** inside or outside your home or premises.
- No noticeable **intoxication**.
- Please **be dressed** when coming out of your apartment (no gowns, pajamas, robes, etc.).
- Illegal drugs and/or firearms or fighting shall be reason for eviction.

Remember, you are also responsible for the actions of your guests and children, etc.

Negligence

You are financially and legally responsible for damage to the property due to your negligence or that of your guests or children is the responsibility of the Resident. There is a minimum of \$100.00 charge for damage to the grounds that requires replacing trees, shrubs, grass, etc. Administrative, replacement and labor charges will vary relative to damage. No changes in landscaping are to be done by Resident unless approved in writing by Management.

Pets

Dogs, cats, reptiles and other animals are restricted from the premises at all times. This also applies to pets owned by visitors and guests. This policy is necessary to keep noise and damages at a minimum and cleanliness and safety at a maximum. We ask that you report any stray animals to your Manager in an effort to avoid harm from an upset or rabid animal.

Some communities may allow pets. If so it will be indicated in your lease and consent must be in writing from Management. In communities that allow pets, please use only designated areas when walking your animal. Remember to put all droppings in the designated containers.

Guests

Please notify the Manager of any overnight guest and register any guest staying in excess of three days. Guest parking should also be arranged. Persons not listed on lease and/or application may not move in or cohabitate for any reason. Although a lengthy visit is perfectly acceptable, an overly extended stay will be considered a violation of your lease agreement and HUD regulations regarding subletting. You are responsible for the actions of your guests and their guests.

Community Appearance

We want to provide a comfortable, attractive and safe community for you and your guests to enjoy. All rules concerning community appearance are designed to help maintain these standards. We rely on you to share this responsibility.

- Blinds, shades or window guards are not permitted except those supplied or approved by Management in writing.
- All **curtains and draperies** facing windows must be white or off-white in color.
- Nothing may be hung from, shaken from or placed on or **outside the windows** or doors.

Resident Handbook

- **No signs**, projections, advertisements, aerial, notice or device of any kind is permitted on the building, inside or outside without written Management approval
- No **swing sets, wading pools**, etc., without written Management approval.
- No **storage structures** may be built without written Management approval.
- **Clotheslines** are not permitted.
- **Mops, brooms** or other unsightly clutter must be properly stored when not in use.
- **Balconies** are not to be used to store belongings.
- Do not wash or allow **water from plants** to run over balcony.
- Children's toys and bicycles shall not be left outside overnight, left propped against the buildings, or be the cause of damage to lawns.

Any items found in violation of the above after 24 hour written notice has been issued will be removed by the Management and stored until Resident and Management can resolve the issue.

Hallways, Stairways & Entrances

These areas must always be kept clear and clean. Obstructions can cause hazards and violations of fire codes. Please make these recommendations your responsibility.

- No **smoking** in these areas.
- Do not use these areas for **storage** of any kind including bicycles, toys, door mats, garbage, etc.
- No **signs** on apartment doors unless authorized.
- **Keep children** from eating and playing in these areas.
- No **loitering** in these areas. Notify the Management of suspicious characters.
- Garden apartments, townhouses and duplexes must keep their **hallways or walkways clear** and clean.
- **Fire extinguishers** that are removed from halls without Management permission or to fight a fire will be replaced at the expense of the Residents of that building.
- **Damage to doors and entrances** controlled by Resident will be repaired at the Resident's expense.
- **Do not shake rugs** in hallways, entrances, or over balconies.