



Community Guidelines

Apartment Alterations

Holes should not be drilled in your apartment without our prior written consent, nor should any nails, hooks, or screws be used on any floors, doors, windows, tub, shower, appliances, or fixtures in the apartment.

Nothing should be fastened to the floors, doors, windows, walls, appliances, or fixtures in the apartment, the exterior walls, or porches of the buildings.

Please refrain from hanging signs, advertisements, or notices on the outside or inside of any apartment or building.

Locks on the doors leading to the apartment should not be altered without our consent. We must have a key to every lock at all times, and every lock must be compatible with the master key system for the building.

Common Areas

Common areas, sidewalks, entrances, lobbies, hallways, elevators, or stairways of the community should not be used for any purpose other than entry and exit. Please do not place or store furniture, equipment, or personal articles in any common areas for any period of time. We may remove any such items at any time, at your expense, including any storage costs.

Equipment Use

All equipment located in your apartment or community should be used in a reasonable and careful manner. Equipment includes such things as toilets, sinks, electrical, plumbing, heating, ventilating, air conditioning, building access system, elevators, appliances, or other facilities. If you or your family, guests, or visitors use any equipment in a manner that causes damage to the equipment, you could be held responsible for the costs of repairing or replacing it.

Facilities

If your community has a pool, you must pay any required fees prior to usage. For your safety, please obey all pool rules and regulations.

Games, sports, and other recreational activities are permitted only in designated areas. All rules and regulations must be obeyed including the days and hours that recreational facilities may be used.

We may at any time discontinue any recreational services or close down facilities either temporarily or permanently.

Heavy Items

Items which weigh more than we determine is reasonable for the floor loading of the apartment are not permitted. You must check with us before bringing heavy items (i.e., waterbeds, safes, etc.) into the apartment.

Motor Vehicles

Please keep in mind we may remove any vehicle at the owner's expense if it appears abandoned, inoperable, does not display an inspection sticker and/or license plates, or the inspection and/or registration is expired.

We apologize, but due to local water restrictions and hazardous substance ordinances, we cannot allow residents or their guests to work on their vehicles in the community parking areas. Vehicles may be washed only in designated areas. If there is no designated area, then washing vehicles is not allowed.



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Safety

Please do not bring anything into your apartment or the community that increases the risk of fire. Things that could cause an increased risk of fire include flammable oils, fluids, propane, benzene, gasoline, kerosene, or other hazardous materials.

Please refrain from cooking or barbecuing on a porch, patio, balcony, or within 15 feet of any building, except as expressly permitted by your community.

Satellite Dishes

Satellite dishes one meter or less in size are permitted upon your signing a Lease Addendum – Satellite Antenna and Dishes.

Parking

Parking is unassigned and available on a first-come, first-served basis. Residents must provide a copy of their vehicle registration to get a parking permit.

Please obey all parking and traffic regulations posted on any private streets, roads, or drives.

Parking areas are to be used only to park, load, and unload motor vehicles.

Please note that there are handicapped parking spaces that have been designated by the community. Please do not park in these spaces without a handicapped permit or your vehicle will be towed.

Your vehicle may be towed without notice at your expense if you:

- Park in a fire lane
- Park in a no parking area
- Block a fire hydrant, refuse container, another vehicle, sidewalk, or lawn

Oversized vehicles, commercial vehicles, recreational vehicles, boats, or trailers may not be parked in the community without our consent.

Lock-outs & Lock Changes

There is a \$50 lock-out fee applied to any calls after normal business hours. There is also a \$40 fee for lock changes due to lost keys or for personal reasons.

Pets

Cats are welcome at Glen Manor Apartments.

There is a limit of two cats and a \$250 non-refundable fee for each cat. There is no monthly fee.

Pets are not allowed in the apartment without our prior written consent. If we have permitted you to have one, please keep your pet on a leash at all times. Remember, you are responsible for cleaning up after your pet.

SmartCard Tips

Adding Value to your SmartCard

- Insert SmartCard into the Cash Service Center, with the chip facing up towards the machine.
- The balance on your card will show on the electronic display.
- To add value on to your card, with the card already in the Cash Service Center, insert \$5, \$10, or \$20 into the



Community Guidelines

bill acceptor.

- Wait for the card to be updated and remove the card.

Use in Laundry Machine

- The price of the cycle is displayed on the electronic display.
- To start the machine, insert SmartCard into the card-reader slot with the chip facing up towards the machine.
- Select the cycle desired. The length of the cycle will be displayed after the machine has started.
- After your cycle selection, wait until the machine starts and the display on the machine says to "Pull Card."

General Care of SmartCard

- Store card in a safe place away from magnetic fields such as microwaves, computers, other credit cards, and electronic equipment.
- Do not bend.
- Do not insert card in anything but the laundry machines and the Cash Service Center.
- The information may be erased if inserted in any other card reader.
- Keep card and chip clean from any grease, film, or laundry soap.
- Keep card and chip dry and free from scratches.
- Do not put wet clothes on the SmartCard readers.

Stop by the leasing office during normal business hours if you have any questions regarding your SmartCard.

Entrance Intercom

Instructions for Using the Entrance Intercom

To Enter: Scroll through the names until you reach the person you are looking for using #3 or #4, then push the pound (#) key.

Residents: Push #9 on your telephone key pad to unlock the door for your visitors.

Trash

All trash should be placed in plastic bags and disposed of in the appropriate waste containers. Bulk items should never be disposed of outside of waste enclosures or left on community grounds. Please do not place any trash in halls, stairways, balconies, or laundry rooms.

Balcony/Patio/Terrace

Please do not use the balcony, patio, or terrace of your apartment to store personal property.

Additionally, no towels, rags, rugs, laundry, or other items should be hung from any balcony or terrace, nor should anything be thrown or dropped from the windows, balcony or terrace.

Please refrain from cooking or barbecuing on a porch, patio, or balcony.



Community Guidelines

Peaceful Enjoyment

All residents, their family, and guests should conduct themselves in a manner that will not disturb their neighbors or community staff. Noise, odors, or any other actions that cause a disturbance are not permitted. Please do not interfere with the rights, comforts, or convenience of other residents or community staff.

Remember you are responsible for the conduct of your family, friends, guests, and anyone you invite into the community.

We will make reasonable efforts to stop neighbors from disturbing your peace, but we cannot be responsible for controlling their actions. If you are seriously disturbed by activities at your neighbor's apartment, please call the police.