

CENTRAL TEXAS HOUSING CONSORTIUM

TEMPLE COMPLEXES

RESIDENT HANDBOOK AND COMMUNITY POLICIES

Temple Housing Authority

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**This Handbook will be updated periodically and is available at the website listed above.
We recommend you review it occasionally to make sure you remain in compliance
with any community policy changes.**

Emergencies:

For maintenance emergencies, call the office at 773-2009, ext. 201 during regular business hours or 770-8280 after hours and on weekends or holidays.

Note: *Maintenance emergencies are defined as those situations where a work order is needed to correct a condition that poses an immediate threat to life, health, safety or property, or related to fire safety.*

For all other emergencies, call 911.

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TABLE OF CONTENTS

Introduction

Welcome	2
Fair Housing Statement	2
Good Neighbor Policy	2
Community Standards of Occupancy	2

Community Policies

Alcoholic Beverage Consumption	2
Barbecue Grill Use	2
Businesses	2
Carpets	2
Community Rooms	2
Fires Due to Negligence	2
Holiday Decorations	3
Inspections	3
Move-Out Cleaning Instructions	3
Notice Regarding Appliance Inventories, Filters and Smoke Detectors	3
Parking Policy	4
Patios, Breezeways, Porches, Sidewalks, Balconies and Yards	4
Pet Policy	4
Playgrounds	4
Prohibited Conduct	4
Quiet Time and Curfew	5
Satellite Dish	5
Smoking	5
Solicitors	5
Student Requirements (Temple College Apartments Only)	5
Transfers	5
Utilities	5
Window Appearance	5

General Information

Air Conditioning/Heating System	6
Blinds	6
Carpet Care	6
Countertops	6
Disturbances	7
Door Codes (High Rises Only)	7
Exterior Lighting	7
Faucet Care	7
Floor Tile Care	7
Garbage	7
Gardening (Plants/Flowers)	7
Hanging Pictures	7
Housekeeping Workshops	7
Laundry Facilities	7
Light Bulbs	7
Meals Program	7
Pest Control	7
Plumbing Issues	7
Reporting Natural Gas Leaks	8
Reporting Suspicious Activity	8
Resident Emergency Guide	8
Resident Services	8
Schools	8
Security	9
Smoke Detectors	9
Temple Public Transit Service - The HOP	9
Work Orders	9

Paperwork

Acknowledgement of Community Policies	10
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WELCOME

Welcome to our neighborhood! We are pleased that you have chosen to make your home with us. This Resident Handbook is designed to familiarize you with your new community. Please keep it handy and discuss these policies with all members of your household. Many questions you may have are answered in it. It is our desire to provide the highest quality living environment possible for our residents. The information provided in this handbook is also part of your legal obligations under your lease. Thank you very much for your cooperation, because together we can make your new home a great place to live!

FAIR HOUSING STATEMENT

Management is committed to compliance with all federal, state and local Fair Housing Laws. In the spirit of these laws, your community policies are designed to provide for consistent and fair treatment of all residents.

GOOD NEIGHBOR POLICY

All policies apply to residents, occupants and their guests. Please remember your neighbor's right to live peaceably and quietly and help us maintain an environment favorable to all residents.

COMMUNITY STANDARDS OF OCCUPANCY

All new residents in your apartment community meet the same non-discriminatory qualification standards based on income, employment, credit, criminal and rental history.

COMMUNITY POLICIES

Alcoholic Beverage Consumption. Drinking of alcoholic beverages in areas outside of your individual unit is not permitted.

Barbecue Grill Use. Fire laws and insurance requirements prohibit the use of BBQ grills in breezeways, on balconies, patios or within 10 feet of a building. The City of Temple can fine violators of this rule between \$50 and \$2000. Never leave the grill unattended even for a moment or place hot or warm coals in the dumpsters. The grill may be stored on the patio, balcony or breezeway (out of the way of foot traffic). Lighter fluid and charcoal must be stored inside the unit when not in use.

Businesses. Conducting any kind of business (including child care services) in your apartment is prohibited - except that any lawful business conducted "at home" by computer, mail, or telephone is permissible if customers, clients, patients, or other business associates do not come to your apartment for business purposes.

Carpets. If you install a carpet or rug, you may not glue, tack or use carpet tape to install it. It will be your responsibility to remove the carpet or rug and clean and wax the floors when you move out.

Community Rooms. Meetings of a religious or political nature may not be held in community rooms. Community Rooms may not be reserved for activities unless the activity is open to all residents in the complex. They cannot be reserved for private functions.

The **Frances Graham Hall / Golden Haven / Kyle** dining rooms/patio area are common areas open to all residents. A group of residents may join together to have an event in these areas. **Resources may be shared, but soliciting for food or money is strictly prohibited.** Any amenities (such as appliances or grills) can be used on a first come/first served basis. Residents are responsible for cleaning any items used. Any pre-approved event open to all residents takes priority over individual events.

Fires Due to Negligence. If a fire occurs due to your (you, your household, or guests) negligence, you will be charged the lessor of the deductible applicable to our insurance policy or the actual cost to repair the damage. We are not required to offer replacement housing if a fire occurs due to your negligence.

If a fire occurs in your unit, you will be required to attend the next scheduled fire safety presentation provided by Temple Housing Authority.

Holiday Decorations. You may decorate for any holiday, but all decorations must be removed not later than two weeks after the holiday. For safety purposes, please do not leave lights burning on your Christmas tree when you are not home. Also, water live trees frequently to keep them from drying out and becoming a fire hazard.

Inspections. Apartments will be inspected on an annual basis. A notice is provided to each unit with the inspection date and approximate time. Units not meeting Housing standards will be placed on monthly/quarterly inspections as needed. Residents will be required to attend a Housekeeping Workshop if **any** inspection is failed. Any deficiencies found in the unit during the inspections will be repaired, and the resident may be responsible for the cost of those items. Please refer to your current Schedule of Charges for amounts.

Move-Out Cleaning Instructions. To receive a satisfactory rating and avoid cleaning charges, the apartment must be clean and free of trash and insect infestation. We recommend that you accompany management on the move-out inspection. The following cleaning instructions should be followed:

- **All Rooms**

1. Clean all light switches, all window and sliding door tracks, windows, the front door, mini-blinds and all light fixtures and ceiling fans.
2. Sweep patio and remove debris, trash, cobwebs, etc. from entire area. Clean patio light fixture. =
3. All carpeted areas must be cleaned by a commercial carpet cleaning service provider. An invoice or receipt must be provided to preclude assessment of carpet cleaning charges.
4. Remove debris from the apartment, including furniture, clothes hangers, phone books and trash bags.
5. Replace all burned out or missing light bulbs with the same type of bulb.
6. Replace dead or missing smoke detector batteries.

- **Bathroom(s)**

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

- **Kitchen**

1. **Refrigerator:** Defrost, clean, wash and disinfect all surfaces.
2. **Range:** Clean all surfaces to remove grease and burned-on particles. Thoroughly clean knobs and polish chrome surfaces. Clean underneath burners.
3. **Ventahood:** Clean all surfaces to remove grease and burned-on particles. Remove, clean and reinstall filter.
4. **Sink:** Scrub and clean sink with appropriate cleanser and polish faucet set.
5. **Cabinets and Drawers:** Remove all lining material, wash and disinfect all shelves and interior surfaces. Clean countertops and cabinet fronts.
6. Thoroughly clean light fixture covers, electrical outlet covers and switch plate covers.
7. Clean areas between appliances, walls and cabinets.
8. **Floor:** Sweep and mop.

Notice Regarding Appliance Inventories, Filters and Smoke Detectors.

The maintenance department completes quarterly replacement of the filters for air conditioning units and checks smoke detector(s) quarterly. They also do an annual inventory of all appliances. Notices for the dates on which these tasks will be conducted will be provided to all residents annually.

Parking Policy.

- **Loitering** is not allowed in parking lots. If you see suspicious persons, strange vehicles or unusual activity, please notify the office and the police department (298-5500) immediately.
- **Parking spaces** are not assigned or reserved.
- **Recreational activities** are not allowed in parking lots, breezeways or on sidewalks.
- **Recreational vehicles.** Boats, jet skis, campers, tractor-trailers and truck trailers cannot be brought onto the premises without obtaining prior written consent from management.
- **Speed limit** in the parking lot is 10 mph.
- **Vehicle alarm systems** must be set so they are not frequently activated.
- **Vehicle maintenance or cleaning** is not allowed. Residents may change a flat tire while the vehicle is parked at our apartment community. Vehicle ashtrays should not be dumped onto the parking lot.
- **Vehicle towing policy.** Towing signs are posted, therefore, all drivers entering CTHC grounds are notified that unauthorized, inoperable or illegally parked vehicles can be towed without further verbal or written notice to the vehicle operator or owner.

Patios, Breezeways, Porches, Sidewalks, Balconies and Yards. The following topics apply to these areas:

- Areas must be kept neat and clean.
- Bagged trash, trash cans, mops or brooms are not to be left outside the apartment, even temporarily.
- Shades are not allowed to be hung (aluminum foil, bamboo shades, film or other material).
- Management reserves the right to monitor décor and appearance. Residents may be required to remove items that, in the sole judgment of management, detract from the appearance of the complex.
- Only patio style furniture, barbecue grills, bicycles and plants should be visible when stored on balconies, patios or porches. Items may not be stored in the yard.
- Residents who wish to install a satellite dish or antenna should refer to the Satellite Dish section of this handbook.
- No bicycles, roller blades, etc. are allowed on sidewalks or breezeways.

Pet Policy. A Pet Agreement must be executed between management and the resident before a pet can enter the property. All pets must be leashed at all times when outside the apartment. Pets are not allowed in common areas or other dwelling units. Pet owners must clean up after their pets and are responsible for disposing of pet waste. Refer to your Pet Agreement or contact management for more information about the Pet Policy.

Playgrounds. The following rules apply to playgrounds.

- They are for use by residents and their guests only.
- Children under 6 years of age must be supervised by an adult.
- Unacceptable behavior (profanity, fighting, etc) is prohibited.

Prohibited Conduct. You and your occupants or guests may not engage in the following activities:

- Behaving in a loud or obnoxious manner;
- Disturbing or threatening the rights, comfort, health, safety, or convenience of others (including our employees, agents, or law enforcement officials) in or near the apartment community;
- Disrupting our business operations; manufacturing, delivering, possessing with intent to deliver, or otherwise possessing a controlled substance or drug paraphernalia;
- Engaging in or threatening violence; possessing a weapon prohibited by state law;
- Discharging a firearm in the apartment community;
- Displaying or possessing a gun, knife or other weapon in the common area in a way that may alarm others;
- Storing anything in water heater closets;
- Tampering with utilities or telecommunications;
- Bringing hazardous materials into the apartment community;
- Allowing children under the age of six (6) to be unsupervised by an adult;
- Injuring our reputation by making bad faith allegations against us to others.
- Littering on the property.

Quiet Time and Curfew. A 10:00 p.m. quiet time is to be observed by you, members of your household and guests. No loitering or gathering is allowed on porches, hallways, parking lots or outdoors in any other place on the complex after this time. In consideration of other residents, noise from radios, televisions, etc. must be kept to a minimum after 10:00 p.m.

Satellite Dish. Residents who wish to install a satellite dish or receiving antenna must: (1) obtain management approval prior to installation; (2) sign a "Satellite Dish and Antenna Addendum to Lease Contract;" and (3) comply with the requirements of that addendum. A resident may install only one satellite dish or receiving antenna on the leased premises (i.e., inside his or her dwelling or in an outside area that is leased exclusively to the resident such as the balcony, patio, yard, etc.) No other satellite dishes or antennas are allowed.

Smoking. Smoking is not allowed in common use areas (community room, hallways, entrances, etc.). Smoking is permitted in your apartment. In the high rises, the apartment door must be closed if anyone in the unit is smoking. Cigarette butts must be properly disposed of and not thrown on the ground.

Solicitors. Management does not allow solicitation on the complex. If you see any solicitors on the complex or a solicitor comes to your door, please advise management as soon as possible. Management will contact the company whose employees have violated the policy to ensure future solicitation will not occur.

For your personal safety and protection, do not allow a solicitor to enter your apartment for any reason. Not every stranger who enters the property is a criminal, but criminals do take advantage of residents in apartment communities by pretending to be legitimately involved in sales, repair or service businesses.

Student Requirements (For Temple College Apartments Only). You must be enrolled as a student at Temple College to qualify for and continue to live at Temple College Apartments. You will be required to vacate the apartment if you are not enrolled in the spring or fall semesters or fail to meet the academic requirements of the college.

Transfers. Transfers from one apartment to another or from one building to another will not be approved unless the Housing Director deems such transfer necessary and in the best interest of the resident and management. If a transfer is approved, the resident's account will be charged a transfer fee (not applicable to subsidized housing) in accordance with our current Schedule of Charges. Requests to move between member housing authorities will not be considered transfers.

Utilities. Utilities paid by the owner will be provided based upon which complex you reside in. You must not allow utilities to be disconnected – including disconnection for not paying your bills – until the Lease Contract term or renewal period ends. Utilities may be used only for normal household purposes and must not be wasted. Watering lawns or washing vehicles on the complex will not be permitted.

Some utility company phone numbers are listed below for your convenience. Others are available.

- Cable - Time Warner (778-4201) / Centrovision (773-1163)
- Electricity – TU Electric 1-800-242-9113)
- Gas - Atmos Energy (1-800-460-3030)
- Telephone – Southwestern Bell (1-800-464-7928)
- Water/Sewage/Trash Services – City of Temple (298-5616)

Window Appearance. Mini blinds that have been installed in the apartment should be the only window coverings visible to the outside. Aluminum foil, bamboo shades or other materials may not be placed over the windows. Window coverings such as drapes or curtains may be installed on the inside of the unit.

GENERAL INFORMATION

Air Conditioning/Heating System.

- Inspect the filter frequently, at least monthly, and replace when necessary. In addition, maintenance staff will change your filter quarterly at no charge. Do not operate the system without a filter. This will damage the system and cause expensive repairs.
- Arrange furniture and drapes so supply and return air registers are not blocked.
- Keeping doors, windows and blinds closed will help reduce cooling and heating costs.
- Avoid excessive use of kitchen exhaust fans.
- Do not allow children to use the outdoor unit for a play stand. This can be dangerous for the children and necessitate expensive repairs.

Thermostat Operation. Air-conditioning/heating units are installed with a thermostat, which includes a manual cooling/heat system switch and a manual/auto fan switch. Select the room temperature you desire by use of the thermostat temperature selector. Do not constantly adjust the thermostat. Set it and leave it. If the temperature selection procedure is new to you, ask management to familiarize you with thermostat operation. For comfort and energy conservation purposes, we suggest 70° for heat and 76° for air conditioning.

For Cooling, position the system switch to “cool” and the fan switch to “auto”. If constant fan operation is desired, place the fan switch in the “on” position. If your unit is not providing sufficient cooling, determine if:

- Air filter is properly installed.
- Return air system is blocked.
- Supply registers are closed.
- Doors and windows are open.

If none of the above apply, submit a request for service.

When heating is desired, position the system switch to “heat” and place the fan switch in the “auto” position. If the unit is not providing adequate heating, follow the above instructions for cooling listed above.

Blinds. Children can accidentally strangle in window blind cords. Keep cords out of reach of children and off the floors. Do not place cribs near window blind cords. Devices are available at local stores to keep cords out of reach of children such as clamps, clothespins, or tie-downs. Blinds require a minimum of care. Clean blinds with a damp cloth and mild detergent.

Carpet Care. Preventative maintenance is the best care for carpet. By following the maintenance guidelines summarized below, you will be able to keep your carpet in excellent condition.

- **Cleaning.** Installed carpet exposed to routine use should be cleaned at least annually. Carpet that is subjected to extreme soiling or heavy use, particularly high traffic areas, requires greater cleaning frequency.
- **Controlling Soil.** Most abrasive soil accumulates within the first few feet of the door. Once inside, this soil takes its toll on carpet fibers and on the general appearance of the apartment, therefore, every effort should be made to keep soil accumulation outside. Place a washable wipe-off entry mat inside all exterior doors and clean them often. Mats located outside exterior doors that collect or absorb solids and moisture are recommended. The mats should be placed next to carpeted areas, but not on top of the carpet. Change filters in your heating and air-conditioning system regularly. Also, encourage children to eat and drink in the dining area only and remove spills promptly and entirely.
- **Spot Removal.** Most spots can be removed easily if the excess is lifted or blotted and the area is cleaned immediately with plain water or with a diluted detergent that does not leave residue. If ignored, these spots may bond with fiber dye and form permanent stains. Remember, never use bleach to try to remove a stain or clean the carpet.
- **Vacuuming.** Routine vacuuming is the single most important task a resident can do to extend the life and appearance of carpet.

Countertops. To protect the finish, do not place burning cigarettes, other burning objects or heated containers directly on the counter. Always use a cutting board when chopping food.

Disturbances. If you have a noise or disturbance complaint concerning a neighbor, we recommend the following procedure:

1. First, speak to your neighbors yourself. They may not be aware that they are disturbing you.
2. Second, if the problem persists, contact the management office during normal business hours or the police after normal business hours. These calls are considered low priority, but they will respond.

If a serious problem occurs during normal working hours, contact the manager at the office to assist you.

If a serious problem occurs after hours, on weekends or holidays, obtain police assistance and then inform management.

Door Codes (High Rises Only). The door code is changed at least annually to help minimize unauthorized entry. In order to help keep the property secure, do not give the door code to non-residents.

Exterior Lighting. Report any vandalized or non-working exterior lights to management so they can be repaired.

Faucet Care. Although the finish is extremely durable, harsh abrasives can damage it. To clean, wipe gently with a damp cloth and blot dry with a soft towel. Warning: Dow Bathroom Cleaner with Scrubbing Bubbles and Lysol Foaming Basin Tub and Tile Cleaner must not be used on clear knob handles and levers. Use of these cleaners can result in cracked or severely damaged handles. If over spray gets onto the handles, immediately wipe them dry with a soft cotton cloth.

Floor Tile Care. To help prevent damage to the floor tile:

- Furniture should be carried and not slid across tile.
- Mop weekly with a mild floor cleaner.
- Use a no-wax floor dressing to restore shine.
- Do not use steel wool, scouring pads, abrasive cleaners or petroleum solvents to remove dirt or stains.
- Immediately clean up spills with a damp sponge or mop. This will prevent dirt from being ground into the tile and stains from developing.

Garbage. All trash must be properly bagged and tied upon disposal. Do not empty trash cans with unbagged waste directly into the dumpster. Garbage should be disposed of at least weekly in the trash receptacle.

Gardening (Plants/Flowers). Planting flowers or small shrubs/plants must be pre-approved by management. There is a limit on quantity and size in order to maintain the landscaping on the property. Management reserves the right to monitor décor and appearance of the complex.

Hanging Pictures. Use nail type hangers for hanging pictures. Sticker types leave adhesive on walls and are difficult to remove and frequently damage walls when removed.

Housekeeping Workshops. Housekeeping workshops are offered quarterly, and attendance is mandatory for new subsidized residents. All residents are welcome. A notice is provided to each resident during the lease up orientation. For details on the workshops, call Resident Services at 773-2009, ext. 221.

Laundry Facilities. A private vendor provides coin operated washers and dryers for some complexes. These washers and dryers are for resident use only. Any unauthorized use of these washers and dryers should be reported to the office.

Light Bulbs. Working bulbs are in your unit at move-in. Replacement of bulbs is your responsibility. Maintenance can do this for a fee. If bulbs burn out frequently, contact management for a service request.

Meals Program. Lunch is served Monday through Friday in the Community Rooms of Golden Haven, Frances Graham Hall, the Kyle and the Friendship House for eligible persons. For details, call Hill Country "Meals on Wheels" at 778-4221.

Pest Control. Pest control is a joint responsibility. Do your part by keeping your apartment clean and promptly removing trash. Your apartment will be treated periodically. A schedule is provided.

Plumbing Issues. We recommend you keep a plunger available in your apartment. To help prevent toilet overflow, use the plunger if you notice slow drainage. NOTE: A clogged toilet WILL NOT overflow if you flush it only once. If the toilet appears to be clogged and the water is higher than normal, use the plunger. DO NOT flush it again.

Reporting Natural Gas Leaks. A distinctive “rotten egg” odor has been added to natural gas to make it detectable. If you smell a gas odor inside your apartment or anywhere outside, leave your apartment and contact the office immediately by calling 773-2009, ext 201, during our regular business hours. If you smell gas during any time the office is closed, leave your apartment and call our emergency Maintenance number immediately: 770-8280.

If you are inside your apartment:

- Do not turn any electrical switches on or off.
- Do not ring door bells or use telephones. Leave your apartment to call us.
- Do not light matches, cigarettes, etc.
- Do not open windows.
- Leave the apartment until the issue is resolved.

Reporting Suspicious Activity. Working as partners with police, all residents have a responsibility to report any suspicious behavior or criminal activity. Never attempt to apprehend a person committing a crime or to investigate suspicious activity. Leave confrontations to the police. They are trained to handle unusual situations.

Resident Emergency Guide. A Resident Emergency Guide has been provided to help you prepare, in advance, for emergency situations. Please review it carefully and implement as many of the preparatory actions as possible.

Resident Services. Services designed to help residents experience a better quality of life are available. These services include but are not limited to the following activities:

- **Education.** Tutoring for public school children, education assistance programs, Head Start program for children ages 3 to 5.
- **Employment.** Job training and counseling, job placement assistance, vocational college courses.
- **Recreation.** Youth Activities which include board games, nature walks, arts and crafts, movies and popcorn, field trips, Ralph Wilson Youth Club.
- **Social Services.** Food, clothing and furniture, parenting skills seminars, family and domestic counseling, temporary childcare assistance.
- **Child Care.** Kaleidoscope Child Care Center provides care for ages 6 weeks to 12 years. Assistance with cost is available.

You can obtain information about any of the programs listed above from your complex manager.

Schools.

COMPLEX	ELEMENTARY	MIDDLE
Jonathan Moore 711 West Calhoun	Jefferson 400 West Walker	Lamar 201 North 8 th St
Crestview Homes 1717 East Avenue I	Meridith-Dunbar 1711 East Avenue J	Travis 1500 South 19 th St
Willow Brook 511 West Avenue V	Raye-Allen 5015 South 5 th St	Travis 1500 South 19 th St
Carver Homes 209 E Avenue N	Raye-Allen 5015 South 5 th St	Travis 1500 South 19 th St
Tembell Homes 210 West Avenue R	Thornton 2900 Pin Oak Dr	Travis 1500 South 19 th St

Children of Temple College Apartments will attend the following schools:

- Pre-Kindergarten to 2nd Grade: Bethune Elementary
- 3rd, 4th, and 5th Grade: Meridith-Dunbar
- Middle School: Travis

Note: All High School Students attend Temple High School, 415 North 31st St.

Security. Residents and guests must cooperate with security personnel, law enforcement officers and CTHC staff. ID's must be provided if requested by any of these parties.

Smoke Detectors. Smoke detectors are furnished with working batteries when you first occupy a unit. After that, you must replace batteries as needed. Maintenance staff will change the battery for you, but you will be charged in accordance with the current Schedule of Charges. We recommend that you change the batteries at least annually.

If you disable or damage the smoke detector, or fail to replace a dead battery, you can be liable to us and others for any loss, damage, or fines from fire, smoke, or water.

Temple Public Transit Service - The HOP. Hill Country Community Action Association, Inc. provides a public transit system which includes a Fixed Route Service (FRS) along with a Special Transit Service (STS) for people with physical or mental disabilities who cannot use the FRS. For more information or to find out how to register for this service, call 778-3636.

Work Orders. If you need to request routine maintenance services for your apartment, there are several ways this can be done.

1. Call the office during regular business hours. The phone number is listed on the front of this booklet.
2. Submit your request via e-mail at the address listed on the front of this booklet.
3. Submit your request in writing through the mail drop slot of the office door.

If you have an emergency maintenance need after business hours, call 770-8280. Emergencies are defined as situations that pose an immediate threat to life, health, safety or property.

Address _____

COMMUNITY POLICIES ADDENDUM

I acknowledge receipt of a copy of the Resident Handbook, which contains Community Policies and General Information that become a part of the Lease contract. The policies set forth in this handbook are additions to the rules and policies outlined in your Apartment Lease contract and are binding on all residents, occupants and guests. Reasonable change to these rules may be made as provided in your Lease contract.

_____ Resident Signature	_____ Date
_____ Resident Signature	_____ Date
_____ Resident Signature	_____ Date
_____ Resident Signature	_____ Date