



The Lipton Group

LIFE IN  
BALANCE



The Lipton Group, Inc.



Resident Handbook



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

LIFE IN  
BALANCE



Dear Lipton Resident:

Congratulations on your new home! We are so pleased that you have chosen an apartment community that is professionally managed by The Lipton Group, Inc. As your Management Team, it is our job to ensure your apartment living experience is a pleasant one. Our goal is to exceed your expectations, and consistently deliver exceptional customer service. We take pride in maintaining a clean, comfortable environment for all of our residents. If you have questions after referencing this Handbook, please contact your community office.

This Resident Handbook is for the benefit of all residents. Many questions you may have will be answered in this Handbook.

Please note that the policies in this Handbook are not all-encompassing and may be amended at any time. Policies in this Handbook may not apply to your specific community.

We look forward to servicing your housing needs for many years to come!

Thank you,

The Lipton Group

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# NEW MOVE-IN INFORMATION

## 1. Move-in Utility Requirements

Accounts for all utility services that are not paid by the property should be in your name before you take possession of the apartment or as soon as possible. A fee will be assessed if, by the second month, the utility service is not in your name. If, at any point during the least term, the resident-paid utility service either becomes inactive or is placed onto the property's account, you will be in violation of the lease. At that point, you may be subject to eviction or other legal proceedings.

## 2. Contact Information

The property will initially acquire all necessary contact information via the application and leasing processes. From that point on, please keep us informed of any and all changes or updates to that information. This includes, but is not limited to, phone number(s), email address(s), forwarding address(s), and emergency contact(s).

# COMMUNITY GUIDE

## 3. Move-In and Move-Out Procedures

- a) **Move-in Procedure:** You are provided a Move-in Checklist to itemize the apartment condition and any deficiencies. This checklist will serve as a permanent record of apartment condition and will be utilized in assessing apartment damage, if any, when you vacate the apartment. A joint inspection will be conducted with you and a management representative on the day that you move in.
- b) **Move-out Procedure:** It is important that move-out processing be handled in a prompt manner to facilitate proper return of your security deposit. In addition to your fulfillment of the Apartment Lease, an appropriate move-out notice must be given or sent to us at the community office. We require that:
- All rent and fees be paid in full.
  - The apartment is returned in good and clean condition excepting only normal wear and tear.
  - All apartment and supplemental keys be returned to the office on or before the specified move-out date previously scheduled with the office.
  - A forwarding address for all residents is provided to the office.
  - All of your personal property is removed upon vacating the apartment. All personal property that you leave upon vacating the community shall be deemed abandoned, and the property will have the right to remove and dispose of such items. Fees will be assessed for disposal and/or storage of your property.
  - Joint move-out inspection (you and a property representative) will take place on the date of move-out. Please call the community office in advance to schedule an appointment.

A move-out cost schedule should be provided to you when you move in. An updated list will be available in the community office.

## 4. Guests

You are responsible for the safety and actions of your guests, family, and friends. You must supervise your guests at all times while they are on the premises and while they are using any community amenities. Any violation by your guests will be considered a violation by you. The property retains the right to exclude guests or others who, in our sole judgment, are violating the law, the lease, or any of these or other rules of the community. We may also exclude a person who refuses to or cannot identify himself or herself as your guest. Guests are not allowed to spend more than 14 consecutive days without the property's approval. Please notify us of any anticipated extended stay by a guest.

## 5. Signage

No banners, signs, advertisements, or notes shall be exhibited, inscribed, painted, or affixed on any part of the outside of your apartment or any building.

## **6. Away/Vacation**

If you are on vacation or away from the apartment for more than seven consecutive days:

- Mail should be directed to the post office.
- Newspaper subscriptions should be suspended until the date of return. If the property staff is required to remove newspapers from the breezeway, hallway, patio, or yard, a fine will be assessed.
- The heat should be left on and the thermostat kept at a minimum of 55 degrees between the months of October through March.
- Please notify us in writing of the dates that the apartment will be unoccupied.

## **7. Redecorating**

Your apartment has been cleaned and redecorated prior to move in. Alterations or painting made without written permission will be chargeable to you. Please do not use the sticker type hangers since the adhesive is difficult to remove from the wall without leaving a mark and damaging the wallboard itself. We prefer that you use the slanting nails. No wallpaper may be used. Contrasting paint colors may not be used without prior permission. Walls must be returned to their original condition prior to move out. No "contact paper" may be used in the cabinets. Please use shelf liner. Property staff is not allowed to install or hang resident's fixtures, shelves, or other items in the apartments.

## **8. Balcony/Patio/Porch**

- a) Only outdoor or patio-approved furniture may be placed on balconies and patios. Do not store garbage on your balcony, patio, or porch. You should not hang laundry outside. For safety reasons, please do not hang or place plants directly on top of balcony railings. All porches, patios, and balconies must be kept neat and clean.
- b) Decks and patios must be kept in neat condition and must not become unsightly. No furniture may be stored on decks or patios unless it is intended or specifically designed for outdoor use. Decks or patios may not be used for the storage of vehicle parts, boxes, coolers, recyclables, mops, brooms, stuffed furniture, or other items that may be deemed unsightly by the property management. Tarps may not be used to cover items on decks or patios. No items, including clothing or laundry, may be hung from decks or deck railings without prior approval by the property. Catch basins must be used underneath all potted plants.

## **9. Grills**

- a) No charcoal cooker, brazier, grill or any gasoline or liquefied petroleum gas-fired stove or similar device should be ignited or used on the balconies or spaces under balconies of multi-family dwellings, or in a similar manner in any occupancy.
- b) Electric grills or propane grills with less than 20-pound tanks are permitted; however, as with any cooking device, caution should be used.
- c) All cookers, braziers, and grills should be used safely - not less than 15 feet from any structure. Electric grills are exempt from this distance requirement.

**10. Solicitors**

Your apartment community does not allow door-to-door solicitors of any type. If you are bothered by solicitors, please contact the community office.

**11. Package Acceptance**

It is our pleasure to accept your packages from the postal service, UPS, or any other delivery service under the following conditions:

- We must have a signed Package Release Form.
- Will not accept C.O.D. deliveries or certified mail.
- We cannot be responsible for packages delivered in damaged condition or perishable items left in the office.
- Our staff will ask for identification before releasing packages to residents or occupants.
- You will be asked to sign a Package Log at the time of pick up.
- Packages not picked up within 14 days of delivery could be subject to return.

**12. Disturbances and Resident Complaints**

- a) Resident or guest shall not act in any way that annoys or disturbs either the residents, guests, or employees/staff, which is illegal, or which will injure the reputation of the apartment community. Resident shall be responsible for the conduct of all persons residing with or visiting resident. Residents and their guests will conduct themselves in a manner that will not interfere with the quiet enjoyment of others or destroys property. Noise and music must be kept at levels that will not disturb others.
- b) Resident complaints are considered an opportunity to solve problems and retain satisfied residents. If a resident registers a complaint about another resident, it must be in writing and brought to the community office. Your name, apartment, and telephone number are required when reporting. This information is used by management only. Appropriate action will be taken according to our company policy to help rectify the complaint.
- c) If you witness illegal activity, please call 911 and report it to the local authorities.

**13. Apartment Upkeep**

- a) The apartment must be maintained by the resident in a clean, sanitary manner and be free from objectionable odors. No trash or other materials may be accumulated which may cause a nuisance, hazard, or be in violation of any health, fire, or safety ordinance or regulation.
- b) Residents should not leave waste or litter, including papers, cigarette butts, and trash in the common areas. Household trash may not be stored outside of the apartments or on patios.
- c) Personal items may not be stored outside of the apartment front door or in any other common areas. Management or maintenance personnel may dispose of items left in the common areas without notification or liability.



#### 14. Smoke Detectors

- a) Smoke detectors are provided in each apartment home. All smoke detectors have been checked to ensure that they are working before you move in. Residents agree to notify management in the event there is any problem with smoke detectors or emergency lighting in the common areas. Smoke detectors and other fire safety equipment are provided for your safety as well as the safety of others. In the event that we find a smoke detector vandalized or removed, the resident will be charged \$50.00 plus the cost of materials for putting the smoke detector back into working order.
- b) **In the event of a fire, leave the apartment immediately and call 911. DO NOT try to extinguish the fire yourself.**
- c) Battery Replacement (if applicable): Battery operated (and battery back-up hardwired) alarms are powered by one 9-volt battery, which should last approximately one year under normal conditions. Low battery conditions are indicated by an audible “chirp” emitted at 30 to 40 second intervals and a flashing light on the alarm casing. Call the community office immediately when these indications occur, and a maintenance technician will replace the battery immediately. **UNDER NO CIRCUMSTANCES SHOULD THE RESIDENT REMOVE THE 9-VOLT BATTERY FROM THE SMOKE DETECTOR FOR PERSONAL USE.**

# LEASING AND RENT

## 15. Payment of Rent

### a) Methods

- Personal Check, Money Order, Cashier's Check: You may pay in person at the community office, through the mail, or via the office drop box (if available).
- Rent may also be paid on line at [www.RentPayment.com](http://www.RentPayment.com)

### b) Dates

- Rent is due on or before the 1<sup>st</sup> of the month.
- Rent is late starting on the 2<sup>nd</sup> of the month and late fees will be assessed in accordance with your lease agreement.
- There are no exceptions to this timeline, no matter what day of the week the 1<sup>st</sup> falls (weekends and holidays included).

## 16. NSF Checks (Non-sufficient funds)

If any form of payment is returned unpaid by the issuing financial institution, your account will be charged an NSF fee and a late fee per day from the 1<sup>st</sup> day of the month. If two NSF checks are received, future payment must be in the form of cashier's check or money order.

## 17. Security Deposit

- a) Deposit amounts are determined during the application selection process by a pre-set standard.
- b) A Statement of Deposit will be sent to the forwarding address that you provide within 30 days of the end of the current lease. It will have an itemized account explaining any charges or refunds from any and all refundable deposits.

## 18. Apartment Transfer

In certain circumstances, which have been pre-approved by the Property Manager, apartment transfers within a property are possible. Specific terms governing such a transfer are available in the office. A transfer fee will be assessed.

## 19. Subletting

You shall not sublet the premises or any part thereof during the term of the lease without the express written consent of the Property Manager.

## 20. Occupancy

It is necessary to identify and register all persons who live in your apartment. Only those residents named on your lease and application agreement are permitted to occupy your apartment. In accordance with Fair Housing Practices, The Lipton Group has established maximum Occupancy Limits, which are posted in your community office.

## 21. Pets (if applicable)

If the community allows pets, you must contact the community office for specific restrictions and guidelines. Pets are not permitted without the express written consent of the Property Manager. Visiting pets are not allowed.

## COMMUNITY APPEARANCE

We strive to maintain an attractive community appearance of which the residents can be proud. We ask that you help maintain our high standards by following some basic rules:

- Dispose of cigarette butts in an appropriate container and not on the ground.
- Dispose of trash in dumpsters provided throughout the property.
- All common areas should be kept free of personal belongings.

### **22. Satellite Guidelines**

The Federal Communications Commission (FCC) has ruled that residents of apartment communities have the right, with certain restrictions, to install a digital broadcasting signal (DBS) satellite dish. Please check with the community office for the following requirements:

- Qualifying address
- Check for reception
- Property approval (Addendum executed and proof of insurance provided)
- Installation location
- Mounting requirements
- Dish size and color

### **23. Bicycles**

Bicycles must be parked and stored in designated areas provided or inside the rented space. Bicycles are not to be stored on porches, patios, balconies, or attached to the exterior of the apartment building. The Property Manager reserves the right to remove and dispose of bicycles that are stored improperly.

### **24. Trash Removal**

Each resident is responsible for keeping the area around their apartment clean. Litter and trash are to be disposed of in the trash containers provided and nowhere else. Please put all trash in closed plastic bags or other secured containers to keep the trash areas neat, clean, and relatively odor-free, and dispose of immediately.

### **25. Recycling (if applicable)**

Please check with the community office to see if the community offers recycling and for instructions to participate.

### **26. Windows**

Since this apartment community is your home, we ask that you treat it that way. We are proud of our community and want and need your pride in the community as well. In this way, it will be an attractive place in which to live and to entertain your guests. We ask that you abide by the following policies to maintain an attractive community, a safe environment, and for the protection of the property.

- If we provided blinds, you are responsible for replacement or damage during the term of your lease.
- Window coverings must have white or off-white backings so that we see uniformity throughout the community.
- Do not place plastic, cardboard, aluminum foil, or newspapers over the windows.
- Exterior window sills must be kept free of all personal property. Any additions, such as screens, must be approved by the Property Manager prior to installation.

## **27. Sidewalks**

Management will be responsible for clearing the parking areas and sidewalks during the snow season. All residents are urged to keep the bumpers of their cars from going over the edge of the sidewalks, thereby making it possible to clear the snow from the entire walkway. All sidewalks must be clear of toys, lawn furniture, hoses, and plants.

## **28. Automobiles/Bicycles and Other Vehicles**

All vehicles must be registered with the management office. If you change vehicles, please notify the office immediately. Parking has been provided for each apartment and is available to residents and guests on a first-come, first-serve basis unless there are assigned parking areas in your community. Please park in a manner that allows other cars easy access. Don't "double park". You may only park in designated areas as other areas have been reserved to provide adequate fire lanes or facilitate trash removal. Snow removal may require you to move your vehicle to another location. Also, vehicles should not be parked blocking or overhanging sidewalks, service drives, or dumpsters. Vehicles parked in restricted areas will be towed away at the owner's expense. All vehicles must be currently registered, licensed, and in operating condition. They should not be "stored" in parking areas. Vehicles found on the premises in a "junk" condition, with flat tires, on jacks, supports, or bare wheels will be removed at the owner's expense. Expired license plates indicate a "stored" condition, and the vehicle will be removed. Due to the rising cost of utilities and damage caused to asphalt and landscaping by detergents and cleaning solvents, the washing of vehicles in the community will be permitted in designated areas only. Residents are also asked to refrain from doing any repairs on their cars in the community except in designated areas. For everyone's safety, keep your speed at a safe and reasonable level, observing any posted speed limit signs.

The Property Manager must approve all motorcycles, mini-bikes, motorized scooters, and recreational vehicles before being brought on the premises. They should be registered with the community office and parked in designated areas, which will be specified by each site, such as a carport or other covered area. Fire regulations prohibit parking of a motorcycle and/or any other motor-driven vehicles on walkways, balconies, under stairways, in apartments, etc. All bicycles are to be stored in the apartment, storage area, or in bike racks, if provided. Motorcycle stands can damage asphalt; you are responsible for putting a pad underneath to prevent damage.

## MAINTENANCE AND SERVICE

### 29. Keys and Locks

- a) We supply a key to the apartment and to the mailbox. Please return all keys to the community office upon vacating the apartment. Do not alter any lock or install a new lock or knocker or other attachment on the door. Please be sure when leaving your apartment to take your door key with you at all times. If you cannot gain entry into your apartment, our maintenance or leasing team personnel will let you into your apartment during office hours. Photo identification is required of an individual listed on the lease to gain entry to the apartment or to request a lockout key.
- b) Residents who lock themselves out of their apartment after office hours will be charged a fee of \$35 per occurrence which will be billed to the apartment account. Only residents listed on the lease and with a picture ID will be allowed access to the apartment. Any resident causing damage by attempting to obtain entry without a key will be charged for those damages.
- c) Keys may not be duplicated by any person other than the property staff. All duplicate requests must be given to the community office. There may be a fee associated with the duplicate key request.

### 30. Pest Control

We provide pest control services. Please contact the community office if you have a specific problem. Please do not leave any food open or dirty dishes lying around your apartment. These attract insects. Bottles and cans should be rinsed after use. Garbage and waste should never be left in the apartment. Residents will be charged for any pest control problems as a result of the household's negligence.

### 31. Service Request Procedure

- a) During office hours, you may request service by phoning the community office, stopping in, or by contacting us via our web site. The explanation of the needed service should be as clear and complete as possible. This will help us give better service and ensure that we fully understand the request. Our goal is to satisfy your request within 24 hours. If this is not possible, either a leasing team member or maintenance person will notify you as to the reason and the expected date of completion of the service. In some cases, a part may not be immediately available. Every effort will be made to satisfy your request as soon as possible. Please notify us promptly of any needed repairs to equipment or fixtures. If you telephone at other times, such as when the office is closed, you will be instructed by the answering service of the procedure to be used to report your emergency maintenance request. If you do not have an emergency, please refrain from contacting the office after hours for non-emergency service requests, and call or email the office during normal business hours. Prior to making a service request, we ask that you read the appropriate pages of this handbook. These outline a few simple checks which you can make to possibly correct the problem.
- b) **In the case of an emergency, please telephone the community office immediately.** If the emergency occurs after the office is closed, please telephone the emergency service number "1-855-LIPTON1".

The items listed below are considered by Lipton Group Inc. to be an emergency. This list is not considered all-inclusive:

- Fire
- Gas Leaks
- Electrical Short
- Power Failure (unless it is the electric company's responsibility)
- Downed Power Lines
- Wind or Storm Damage
- Burglaries, Vandalism, or Similar Situations
- Any Major Water Leak
- Sewer Stoppage
- No Water
- No Hot Water
- No Heat in Weather Below 40 Degrees
- No Air Conditioning in Weather above 85 Degrees
- Toilet Stopped Up (if apartment has only one toilet)
- Refrigerator Not Working

We ask that you be considerate of our employees during their off hours and only call upon them for service in an emergency situation. We sincerely hope that our service request procedure will provide fast, courteous, and efficient service. If you have any questions regarding our service request policy, please contact the community office.

### **32. Plumbing**

If the water is not hot, please report it to the community office immediately. If there are any leaking water pipes, dripping faucets, or continually running toilet tanks, please report it; we will have it repaired. Portable washers place considerable strain on the plumbing. Extensive repairs usually must be made, which are chargeable to the resident. Therefore, these appliances should not be placed in the apartment. We provide laundry areas for your convenience. Please do not waste water by leaving the faucet open for an unreasonable length of time. The sewer system is sufficient to handle all normal drainage. The following items will result in chargeable damage: paper towels, facial tissue, disposable diapers, sanitary napkins, etc. These and similar items must not be flushed. Care should be taken to avoid dropping foreign objects into the toilet. Please don't dispose of grease in the sinks or toilets. All grease should be disposed of with garbage in the proper receptacle. Damage caused by negligence will be charged to you. Should your toilet overflow, immediately stop the flow of water by turning the handle located under the tank, and then please call the office.

## HELPFUL HINTS

### 33. Electrical Circuit Breakers

During your original move-in inspection, the management representative should explain the location of the electrical circuit breaker box in your apartment. If the lights go out, please check this circuit breaker box. A tripped breaker must be tripped to the OFF position and then back to RESET. However, only reset the breaker once before calling the office. If there is a problem with the appliance circuit, repeated attempts may risk damage to the wiring and the circuit breaker box. Please check for any condition that may be overloading the circuit. For example, too many appliances on the same circuit may cause an overload.

### 34. Flooring

The apartment has carpet and vinyl or tile flooring. It is your responsibility to care for the flooring in the apartment. Carpeting must be vacuumed often. The vinyl and tile flooring must be swept often and cleaned with non-abrasive cleaning solution. Any stains, rips, gouges, burns, or tears in the flooring will be charged to the resident.

### 35. Heating and Air Conditioning

When changing a thermostat from HEAT to COOL or vice versa, always begin by putting the switch in the OFF position first and pausing two seconds. Then move the lever to the HEAT or COOL setting. Otherwise, permanent damage may result.

Do not obstruct the furnace or place any items in the furnace closet. Check the air filter visually to see that it is clean. We replace filters on a regular schedule. Please call the office if it appears that the filter is dirty and needs replacing. Clean air filters aid in energy conservation and result in a more efficient operation of the heating and air conditioning. Registers are balanced to provide efficient heating and cooling. During seasonal changes they may be adjusted. Please keep in mind that warm air rises while cool air falls. Please keep all windows, doors, and storm doors closed while the heating or air conditioning is running. Please keep all materials clear of outside condensing unit. Check for papers or plastics that may blow against the air intake. Please try to seek a desirable thermostat setting, then leave it set without frequent changes. If your apartment is unoccupied for a given period of time – such as a working day or weekend – allow the system to operate in your absence. You should not allow the room temperature to fall below 55 degree or to rise above 85 degrees. Otherwise, damage to your personal property and apartment may occur. Do not turn the heat completely off during the cold weather when you are on vacation or otherwise out of your apartment for a period of time. Water pipes may freeze and burst. If this occurs because of your negligence, you will be responsible for any resulting damage.

### 36. Appliances

**Dishwasher** – Make sure you do not over-fill this appliance. Be careful not to slam the door or punch the buttons too firmly. Be sure to use dishwasher detergent only. Even if you do not plan to use the dishwasher, it is a good idea to run through a cycle one time per month. When the dishwasher is not in use, leave the dishwasher unlocked and cracked open. No portable dishwashers are allowed.



**Range** – Whether your range is electric or gas, regular cleaning will make things easier for you when you move out. When broiling, reduce excessive grease splatter by covering the bottom of the broiler tray with foil before use. Keep the oven door open a few inches when broiling. Never place aluminum foil shiny side up under the burners. Doing so may cause the electric heating elements to short out.

**Refrigerator** – Clean your refrigerator monthly. Use soap and water (never bleach). Never leave your refrigerator turned off with the door closed for more than a few hours as mold and mildew may develop. Refrigerators must be left on even when you leave for an extended period of time or at the conclusion of your lease. If your refrigerator is left off for a long period of time and is thereby damaged, you will be responsible for all repairs.

**Garbage Disposal** – The garbage disposal must not be loaded too heavily. The safety overload on the motor will shut off the unit if it is overloaded. To reset the safety overload, wait three or four minutes for the motor to cool, and then push the red button on the motor (in the cabinet under the sink). Anytime the disposal is being used, the COLD water should be running as fast as possible. Even after the disposal is empty, let the water run for several seconds to clear the line. If the motor will not start, check the reset, and then call the community office for service. NEVER PUT YOUR HAND DOWN THE DISPOSAL!

#### **How to operate your garbage disposal**

1. Turn COLD WATER on to full flow.
2. Push food refuse through the splash guard into the disposal. Do not stuff.
3. Flip start switch to ON. Allow disposal to operate until shredding sound ceases.
4. Flip switch to OFF.
5. Run COLD water for another minute, and then turn off. Water is necessary to wash the food waste down the drain. Cold water, besides being economical, is necessary because it prevents overheating of the disposal motor.

PLEASE DO NOT DISCARD THE FOLLOWING ITEMS IN YOUR DISPOSAL: Grease, metal, glass, plastic, paper, cigarettes, tobacco, bones, banana peels, oyster or clam shells, tea bags (metal staple), dish rags, celery, corn husks, potato peels, onions, etc. If you can't chew it, neither can your disposal. If a spoon, bottle cap, or other foreign item should become lodged in the disposal, make an attempt to retrieve it, but not when the disposal is on. You will be charged if damage is caused by these objects. The disposal is self-cleaning. Please do not use caustic drain cleaners at any time. A lemon or orange rind or baking soda will keep it odor free. Keep the cover on the drain when not in use to prevent foreign material from accidentally dropping into the waste disposal unit.

#### **37. Light Bulbs**

All light fixtures and appliances have working bulbs and are functional when you move in. Replacement is your responsibility, including appliance bulbs. We recommend energy-saving bulbs, which now come in all shapes and sizes. All lights will need to have working bulbs and be functional when you vacate your apartment as well.

## OTHER

### **38. Lost & Found**

Lost & Found is located in the community office. Please check the office for any items that may have been misplaced.

### **39. Resident Referrals**

Current residents may be compensated for referring any new resident who signs a new 12-month lease. Your friend must give your name on their first visit or contact. Once the new resident has signed their lease, they are also eligible for referral bonuses. The fee may be paid for each apartment referral – not per resident. Please check with our leasing staff to learn about any current program and bonus rate.

# AMENITIES

## 40. Laundry Facilities

In most communities, complete laundry facilities are available to you in your clubhouse and/or individual buildings. The machines are provided and maintained by commercial companies, which are responsible for their repair. If any of the machines are not working properly, please call the community office immediately and identify the machine. Management will contact the laundry company. Use of the laundry facilities is at your own risk, and discretion should be taken when using the machines for synthetic fabrics and other delicate items. **You cannot dye fabrics in these machines.** Management cannot be responsible for any loss or damage caused by the use of the laundry machines. Never leave clothes unattended. Remove clothing from the machines promptly. Keep the laundry areas neat and clean, and use the receptacles provided to discard trash. Loud music and noise are prohibited. We want to make the use of the laundry facility a pleasant experience for each of our residents. Management reserves the right to prohibit the use of the laundry room by any individual failing to comply with normal precautions and posted policies for the operation of the machines. Household members and their guests under 16 years old are not allowed in the laundry room area unless accompanied by an adult.

## 41. Clubhouse (for communities with a Clubhouse)

If you desire to reserve the clubhouse great room for a private function, please request a reservation at the community office. The Property Manager will explain and execute the rental agreement and provide information about the required deposit, size limitations, and other policies regarding use of the clubhouse. The Lipton Group does not condone the use of alcohol; however, we will not prohibit it at resident-sponsored functions. Management reserves the right to require the resident to obtain liability insurance and provide proof of it prior to the scheduled event. Household members and their guests under 16 years old are not allowed in the clubhouse without an adult leaseholder. Appropriate clothing including shirts and shoes must be worn at all times when in the clubhouse.

## 42. Parking and Parking Structures (for communities with Assigned Parking)

Parking areas may be leased by contacting the community office. Residents and guests may not park in any parking structure which you are not leasing or other non-approved parking areas. Any cars illegally parked, whether in a parking structure or posted area, will be subject to towing at the owner's expense.

## 43. Elevators (for communities with elevators)

All passenger elevators are completely automatic. The building codes governing the installation and operation of elevators are strictly enforced. Elevators are serviced regularly by the service company and certified yearly by the State Inspectors in most areas. There may be times when an elevator will malfunction. If this should happen and you are in the car, follow the emergency procedures outlined in the elevator. The following are basic emergency steps:

1. Check to see that the red button or switch marked **EMERGENCY STOP** is in the RUN position. Passengers will sometimes hit this button accidentally when pushing floor buttons.
2. Push the button marked **DOOR OPEN**. This will open the door if you are at a landing and the automatic opening circuits have failed.
3. If there is a cabinet marked **TELEPHONE**, open the door and pick up the receiver. If there is a dial, there will be instructions, usually on the inside of the cabinet door, telling you where to call for assistance. If there is no dial, hold the phone until someone answers.
4. Push the button marked **ALARM**. This will sound a loud bell and alert others. Continue to sound the alarm at two-minute (2) intervals until you receive assistance. While waiting for assistance, **DO NOT** attempt to leave the car by emergency exits in the ceiling or side panels without outside existence. The safest thing to do is to remain within the elevator until help arrives. Sit on the floor and relax.

**NOTE:** Your community may have city ordinances or state laws that, for safety purposes, govern the age in which household members and their guests may operate elevators. It is the leaseholder's responsibility to be aware of these city ordinances and state laws.

#### **44. Swimming Pool**

##### **ALL PERSONS USING POOL AREA DO SO AT THEIR OWN RISK.**

Management is not responsible for accidents or injuries sustained while swimming. Please be considerate of other residents while enjoying the pool area by observing the following rules:

- Use is strictly limited to residents and their guests.
- No guests are allowed without an adult resident being present.
- A maximum of two guests may accompany resident.
- Parent or responsible adult must accompany household members and their guests under 16 years of age.
- An adult who can swim must accompany non-swimmers of any age.
- All persons must shower with soap before entering the pool.
- Management cannot be responsible for lost articles.
- All persons within the pool area must abide by all posted rules.

The following ARE NOT permitted at any time:

- Any person with an infection, open blister, cut, sore, or contagious disease.
- Babies in diapers, non-toilet trained household members and their guests, or incontinent individuals.
- Running, rough play, offensive behavior, or excessive noise.
- Diving in the pool.
- Glass objects, glass containers, or food in the pool area.
- Alcoholic beverage containers or consumption of alcoholic beverages.
- Pets within the pool area.
- Improper swimwear, such as cut-off jeans, t-shirts, thong bathing suits, etc.
- Rafts and/or large inflatable toys.
- Offensive behavior or excessive noise.

Management reserves the right to refuse admittance to, or eject from the pool premises, any person failing to comply with any of the above regulations.

#### **45. Spa Facilities (Sauna and/or Whirlpool)**

##### **ALL PERSONS USING SPA DO SO AT THEIR OWN RISK.**

Saunas and whirlpools operate at high temperatures. Prolonged exposure may result in nausea, dizziness, or fainting. Do not use these facilities alone. Elderly persons, pregnant women, or persons with heart disease, high blood pressure or other conditions requiring medical care should not use the spa unless directed by a physician.

Please observe the following rules to increase your enjoyment and safety while using these facilities:

- Use is strictly limited to residents and their guests.
- A maximum of two guests may accompany resident.
- No guests are allowed without an adult resident being present.
- Parent or responsible adult must accompany household members and their guests under 16 years of age. Photo ID may be requested from unaccompanied household members and their guests.
- Please turn off sauna and whirlpool upon leaving.

The following ARE NOT permitted at any time:

- Any person with an infection, open blister, cut, sore, or contagious disease.
- Babies in diapers, non-toilet trained household members and their guests, or incontinent individuals.
- Glass objects, glass containers, or food in the spa area.
- Alcoholic beverage containers or consumption of alcoholic beverages.
- Use of spa while under the influence of alcohol, narcotics, drugs, or medicines (such use may lead to serious health consequences).
- Offensive behavior or excessive noise.
- Improper swimwear, such as cut-off jeans, t-shirts, thong bathing suits, etc.
- Offensive behavior or excessive noise.
- All persons within the spa area must abide by all posted rules.

The management reserves the right to refuse admittance to, or eject from the spa area, any person failing to comply with any of the above regulations.

#### **46. Fitness Center**

##### **ALL PERSONS USING FITNESS CENTER DO SO AT THEIR OWN RISK.**

Management is not responsible for accidents or injuries while exercising. Elderly persons, pregnant women, or persons with heart disease, high blood pressure, or other conditions requiring medical care should consult a physician before exercising and using equipment.

Please observe the following rules to increase your enjoyment and safety while using these facilities:

- Use is strictly limited to residents and their guests.
- A maximum of two guests may accompany resident.
- No guests are allowed without an adult resident being present.
- Parent or responsible adult must accompany household members and their guests under 16 years of age. Photo ID may be requested from unaccompanied household members and their guests.
- Exercise equipment must remain in place.
- Free weights must be returned to proper storage after use.
- Please turn off motorized equipment after use.

The following ARE NOT permitted at any time:

- Smoking.
- Glass objects, glass containers, food, or alcoholic beverage containers.
- Consumption of alcoholic beverages.
- Use of fitness center while under the influence of alcohol, narcotics, drugs or medicines (such use may lead to serious health consequences).
- Offensive behavior or excessive noise.

The management reserves the right to refuse admittance to, or eject from the fitness center, any person failing to comply with any of the above regulations.

#### **47. Billiard Room**

##### **ALL PERSONS USING POOL TABLES DO TO AT THEIR OWN RISK.**

Management is not responsible for accidents or injuries sustained while playing. Please observe the following rules to increase your enjoyment and safety while at the billiards room:

- Use is strictly limited to residents and their guests.
- A maximum of two guests may accompany resident.
- No guests are allowed without an adult resident being present.
- Parent or responsible adult must accompany household members and their guests under 16 years of age. Photo ID may be requested from unaccompanied household members and their guests.

The following ARE NOT permitted at any time:

- Smoking.
- Glass objects, glass containers, food, or alcoholic beverage containers.
- Consumption of alcoholic beverages.
- Placing objects other than billiard balls, racks, or related equipment anywhere on the table.
- Offensive behavior or excessive noise.

The management reserves the right to refuse admittance to, or eject from the billiards room, any person failing to comply with any of the above regulations.

#### **48. Tennis or Racquetball Courts**

##### **ALL PERSONS USING TENNIS OR RACQUETBALL COURTS DO SO AT THEIR OWN RISK.**

Management is not responsible for accidents or injuries sustained while playing. Proper eye protection should be worn. Elderly persons, pregnant women, or persons with heart disease, high blood pressure, or other conditions requiring medical care should consult with their physician before playing.

Please observe the following the following rules to increase your enjoyment and safety while using these facilities:

- Use is strictly limited to residents and their guests.
- A maximum of two guests may accompany resident.
- No guests are allowed without an adult resident being present.
- Parent or responsible adult must accompany household members and their guests under 16 years of age. Photo ID may be requested from unaccompanied household members and their guests.
- Tennis shoes must be worn at all times while on the courts.
- Only white-soled tennis shoes are allowed on the Racquetball Court, otherwise black streaks appear on the floor.
- Only those persons playing tennis or racquetball are allowed on the court.
- Please be considerate of others by limiting your session to one hour if someone else is waiting for the court.

The following ARE NOT permitted at any time:

- Smoking.
- Glass objects, glass containers, food, or alcoholic beverage containers.
- Consumption of alcoholic beverages.
- Use of courts while under the influence of alcohol, narcotics, drugs or medicines (such use may lead to serious health consequences).
- Offensive behavior or excessive noise.

The management reserves the right to refuse admittance to, or eject from the court area, any person failing to comply with any of the above regulations.

#### **49. Volleyball Court / Sand Volleyball Court**

##### **ALL PERSONS USING VOLLEYBALL COURTS DO SO AT THEIR OWN RISK.**

Management is not responsible for accidents or injuries sustained while playing. Elderly persons, pregnant women, or persons with heart disease, high blood pressure, or other conditions requiring medical care should consult with their physician before playing.

Please observe the following rules to increase your enjoyment and safety while using these facilities:

- Use is strictly limited to residents and their guests.
- A maximum of two guests may accompany resident.
- No guests are allowed without an adult resident being present.

- Parent or responsible adult must accompany household members and their guests under 16 years of age. Photo ID may be requested from unaccompanied household members and their guests.

The following ARE NOT permitted at any time:

- Smoking.
- Glass objects, glass containers, food, or alcoholic beverage containers.
- Consumption of alcoholic beverages.
- Use of courts while under the influence of alcohol, narcotics, drugs or medicines (such use may lead to serious health consequences).
- Offensive behavior or excessive noise.

The management reserves the right to refuse admittance to, or eject from the court area, any person failing to comply with any of the above regulations.

#### **50. Business/Computer/Conference Center (for those communities with a Business Center)**

The Business/Conference Center is provided as a convenience to the residents of The Lipton Group communities.

- Use is strictly limited to residents.
- No guests are allowed without an adult resident being present.
- Parent or responsible adult must accompany household members and their guests under 16 years of age. Photo ID may be requested from unaccompanied household members and their guests.
- Installation of software, games, and other programs is prohibited.
- All personal files should be saved to a diskette, not to the computer hard drive. All files will be purged.
- **Business/Computer Center:** A maximum of two guests may accompany resident.
- **Computer:** Limit use to one hour.
- **Conference Center:** Maximum occupancy signs are posted. Resident must be present.

Management reserves the right to refuse admittance to, or eject from those areas, any person failing to comply with any of the above regulations.

#### **51. Picnic and Other Recreational Areas**

**ALL PERSONS USING PICNIC AND OTHER RECREATIONAL AREA DO SO AT THEIR OWN RISK.**

The grills located in the picnic area are provided as a convenience. Residents are responsible for using the facilities safely and disposing of used charcoal properly. The resident is responsible for cleaning up the area. Parent or responsible adult must accompany household members and their guests under 16 years of age. Photo ID may be requested from unaccompanied household members and their guests.



## **52. Carwash Facilities**

### **ALL PERSONS USING THE CARWASH DO SO AT THEIR OWN RISK.**

The carwash facilities are provided as a convenience. It is the resident's responsibility to turn off water after each use, clean up all paper and debris, and leave the carwash area in immaculate condition for the next resident's use. The use of these facilities is strictly limited to residents only.