

CRESTLINE REALTY CORPORATION

COMMUNITY POLICIES AND PROCEDURES

These Community Policies and Procedures are an addendum to your Lease Agreement. They have been compiled both as a guideline for living in your new community and hopefully to answer most of the questions you may have regarding your new home and it's surroundings. Through understanding and communication, we can make living at this Crestline managed property an enjoyable experience for everyone.

1. RENTAL PAYMENTS:

Please make check or money order payable to the **LESSOR** listed on your lease. **(CASH IS NOT ACCEPTED)**. Late charges are assessed on the morning of the 6th and should be included in your payment if payment is received on or after this date. **NO CHECKS WILL BE ACCEPTED FOR LATE RENT!!!** Partial payments will be accepted with reservation and a late charge will be assessed. Rental payments should be made at the rental office. If the rental office should be closed, you may use the mail slot.

Should we not have your rent in full on the 5th, we will send a Notice of Default-Failure to Pay Rent to your residence. This notice will itemize any unpaid balances on your account, to include the current late charge. Payment for the full balance must be received within five (5) days of the date of the notice in order to avoid legal/court charges. If payment is not received by the 11th, your account will be forwarded to our attorney. Our attorney will file an unlawful detainer and we will add these legal/court costs to your account. If your account is not paid in full prior to court date, management will proceed with the eviction process. Additional legal/court costs will also be added to your account. Should you have 3 unlawful detainers within a 6-month period, management will issue a notice to vacate and/or proceed with possession of your apartment.

2. RETURNED CHECKS:

A \$40.00 charge will be added to your account for each returned check. In addition, a late charge will be added for returned checks that were initially issued for rent. Management will no longer accept checks for accounts with two returned check incidents.

3. SECURITY DEPOSITS:

Security deposits will be refunded to residents moving out provided the following provisions have been met:

- A. The lease has been fully honored.
- B. Appliances have not been abused.
- C. Miniblinds and screens have not been damaged.
- D. Walls, woodwork and cabinets have not been damaged.
- E. Floor coverings have not been torn or damaged.
- F. The apartment is left clean and all debris has been removed.
- G. All keys (apartment, laundry) have been returned to the office.

4. OFFICE HOURS:

Office hours are Monday - Friday from 9:00 a.m. to 5:00 p.m. Please conduct your business during these hours. Weekend hours may vary and appointments are available to accommodate individual schedules as practical.

5. MAINTENANCE:

Requests for maintenance service are to be made at the rental office. If we are contacted during the morning hours, we are usually able to give same day service. Please specify whether maintenance has permission to enter your apartment. Maintenance personnel are not authorized to take requests enroute on the property. Your cooperation will enable management to provide you with quick and efficient service. No charge is made for repairs or adjustments unless such repairs are due to negligence or mistreatment by the resident. At no time will charges be collected by our maintenance personnel. Plumbing stoppages can mean an unbearable clean-up job and may prove costly to all concerned. Tenants should not dispose of paper toweling, handiwipes, napkins, or sanitary objects in the commode.

6. PREVENTIVE MAINTENANCE:

Preventative maintenance will be conducted periodically, such as inspection of smoke detectors, filter changes, water leaks, etc. Prior notification will be given, although your presence is not necessary. Please allow them to conduct the necessary work as efficiently as possible. Also at this time, management/maintenance will check for unauthorized pets, water beds, washing machines and dryers.

7. MAINTENANCE EMERGENCY:

After normal business hours, on weekends, and holidays, emergency service is available. The following are considered an emergency:

- A. No heat in cold weather.
- B. Fire
- C. All electrical problems.
- D. Some plumbing problems. (Clogged toilets must first be plunged by resident. There will be a charge of \$55.00 for maintenance personnel plunging toilets.)
- E. Smoke detector malfunction.

PLEASE NOTE THAT AIR CONDITIONING PROBLEMS ARE NOT CONSIDERED AN EMERGENCY

Maintenance personnel are always on duty after hours for emergency calls. Please dial the office number and the answering service will take your call and forward all necessary information (name, address, telephone number, etc.) to the maintenance person on call. In some cases an answering machine will be used to direct our residents to page the person on duty. In either case, the maintenance person will return your call to determine the nature of the problem and whether it is an emergency.

8. **SMOKE DETECTORS:**

Your smoke detector will be checked at least once a year. Please check your smoke detector on a weekly basis. If you have a malfunction, please report it to the rental office in writing as soon as possible. As extra safety precautions, please use only 60 watt, or less, light bulbs in the apartment light fixtures. Also, please do not make any changes or additions to the heating or cooling system.

9. **KEYS & LOCKS:**

Two apartment keys are provided at the time of occupancy of an apartment. You might want to consider putting an extra key in a safe place or giving one to a close friend or relative in case you are locked out. Additional keys may be obtained through the rental office at the cost of \$3.00. There is no charge for a lock-out during normal business hours. However, there is a \$55.00 charge for a lock out after normal business hours and on weekends or holidays. This charge must be paid to the rental office the next business day. In order for management to let anyone in the apartment, the resident must be a lessee and present a formal photo ID. Occupants listed on the lease who are not leaseholders will not be let in the apartment. Any lock installations made to the interior doors require the prior written consent of management. We must have access for all emergencies. If we do not have the necessary access and need to damage the doors or windows due to fire, flooding, etc., the damages will be charged to your account. If all the keys are lost by the resident, your lock must be replaced and your account will be charged \$45.00.

10. **DECORATING:**

All residents are encouraged to decorate their apartments to suit their tastes within reason. Pictures may be hung and ceiling hooks for lamps, plants, etc. may be installed. Residents shall not deface or damage floors, walls, woodwork, or windows of the premises. If live plants are kept in the apartment, be sure mats are placed under the plants to protect the floor coverings. **Holes should not be patched before moving out.** Holes should be made as small as possible so that patching will not present a problem to maintenance personnel and therefore no charge to you. Painting or wallpapering walls, woodwork and ceilings is not permitted.

11. **ENTRANCEWAYS:**

Your front door entrance is considered to be part of your home. Please maintain them in an attractive manner. Signs and notices in windows or on front doors may only be placed by management. Boxes, trash, mops, any type of grill, etc. will not be permitted. These items will be removed by our maintenance personnel without notice and your account will be charged accordingly. There is to be no congregating or loitering on the property. Under no circumstances will groups of persons, resident(s) or guest(s) be allowed to "hang out" on the property for any reason. All personal gatherings should be confined to your apartment and should in no way affect the quiet comfort or convenience of the other resident(s).

12. **BICYCLES, TOYS, CARRIAGES, ETC.:**

These items must be kept off sidewalks and grass. Please store them inside your apartment. Articles left outside will be picked up by our maintenance staff and discarded without prior notice.

13. **SOLICITORS:**

Door-to-door soliciting is not permitted. Notify the rental office at once if a solicitor appears on the premises. If the office is closed, please contact the police.

14. **AUTO REPAIRS:**

Auto repairs are not permitted in our community. It is understood that a tire may be changed from time to time, but all other repairs should be done elsewhere, this includes oil changes. Washing of cars on the premises is also prohibited.

15. **PARKING:**

Automobiles must have valid plates, tags, and inspection stickers. All inoperable vehicles, vehicles parked on the lawn areas, and vehicles parked in "No Parking" zones will be towed at the owner's expense. Some of our communities have assigned parking. If you were assigned a parking space at move-in then assigned parking is in place at this Crestline community. Please be considerate of your neighbors and do not park in their space. Unlicensed and/or inoperable vehicles will be towed at the owners' expense. Any vehicle parked in an undesignated area is also subject to towing at the owners' expense. Motorcycle owners must provide flat bases for the stand so paving is not harmed by the stand digging holes in the pavement. Cycle owners will be charged for any damage to asphalt. Vehicles parked blocking the will be towed at owners' expense.

16. **TRASH COLLECTION:**

Dumpsters are provided throughout the community for your trash disposal. Please place trash inside, **not outside or beside** the dumpster. Large items such as furniture are not permitted in or around the dumpsters.

17. **EXTERMINATION:**

Professional exterminating services are provided. Please call the rental office if you need these services. There is no charge to the resident. Please do not use any pest control substance yourself as it could cause damage to carpet, vinyl flooring or other apartment furnishings.

18. **RENTER'S INSURANCE:**

Renter's insurance or a "Renter's Homeowners Policy" should be obtained to provide you with both liability and personal effect coverage. These policies protect your personal property in the event of fire, explosion, windstorm, damage by aircraft or vehicles, vandalism, lighting, smoke or riot. They also protect the Renter from any fire damage to the building which our insurance company may determine was caused by the policyholder. Management **will not** be responsible for personal belongings.

19. **PETS:**

Pets are not permitted in the community.

20. **LAUNDRY ROOMS:**

Laundry rooms are provided for your convenience. The hours may vary from time to time. Please check with the office for the current hours of operation. We are not responsible for any items that are lost or stolen from the laundry rooms. If any items are left in the laundry rooms after closing the rooms will not be opened until the following morning. Clotheslines are prohibited on the premises.

21. SECURITY:

Please call the office for after hours security. Our answering service will call the appropriate person. If it is a serious matter, please call the police at 911. Our security is not provided to replace the police. Our security in some cases is the local police, so please do not hesitate to call them first. Please ask the office for specifics on our security.

22. DRUG ACTIVITY:

No illegal use or possession of drugs will be permitted on the premise either by Lessee or Lessee's guests. Consumption of alcohol in public is against the law and will not be permitted by management and will be cause for eviction.

23. VACATING THE PREMISES:

A 30-day notice must be given prior to vacating your apartment regardless of the circumstances under which you decide to vacate. You will be charged rent for thirty days from the date the rental office is made aware of your intentions to vacate. Any lease break procedures and/or charges will be discussed individually. A Notice to Vacate must be completed at the rental office with signatures of all leaseholders. Residents are responsible for the full 30-day notice even though they may be vacating prior to the 30th day of the notice. Keys may be turned into the office or slipped through the mail slot with proper identification. If keys are not returned, residents will be charged rent for each day until keys are returned to the office. You have a right to be present for your move-out inspection. Inspections may be conducted the day keys are turned in between 9:00 a.m. - 12:00 p.m. and 1:00 p.m. - 4:30 p.m. Prior to turning keys in through the mail slot, please contact the office to set up an inspection time the following day.

24. IN-HOUSE TRANSFER:

In house transfers will be allowed for a change in family composition only. A 30-day notice is required and a new one (1) year lease will need to be signed on the new unit. All residents must be in good standing as determined by management. Management may refuse to transfer anyone at any time.

25. MISCONDUCT:

Management may terminate the lease in the event of misconduct or objectionable conduct against these rules and regulations on the part of the resident, their family, or their guest(s). Residents are responsible for the behavior and actions of their guest(s) while visiting our property. It is imperative that all guest(s) are informed in the areas of parking, conduct, and consequences. Any violations of the policies and procedures and/or the lease will constitute a breach of lease for the resident(s). All violations will be handled in accordance with the Virginia Residential Landlord Tenant Act and corrective measures will be taken up to and including legal action.

CRESTLINE REALTY CORPORATION, Agent for:

LESSEE

BY: _____
Management Representative ("Lessor")

LESSEE

LESSEE