



UNIVERSITY
P A R T N E R S

UNIVERSITY PARTNERS
RESIDENT HANDBOOK
VERSION 6.0

UNIVERSITY PARTNERS RULES AND REGULATIONS – VERSION 6.0

UNIVERSITY PARTNERS (UP) RESIDENT HANDBOOK

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WELCOME

Welcome to your community! We are pleased that you have chosen to make your home with us and we are excited about having you as a resident. Our goal is to provide exceptional service to our residents. We treat all residents with respect, enthusiasm, and a positive attitude in every encounter.

The policies and guidelines contained in this Handbook are attached to and made a part of your Lease Contract (the "Lease"). As such, you should read this Handbook carefully as you agree to be bound by these policies when you sign the Lease. You are also responsible for your guest's compliance with all policies and guidelines. Violations of rules contained in this Handbook may be subject to fines leading up to eviction. As allowed by law, we have a right to change this Handbook from time to time as we deem necessary. Any changes to this Handbook will be effective and a part of the Lease once they have been delivered to you or posted in a public area of the community used for such purposes, or after the statutorily required period, whichever is first.

The terms "you" and "your" refer to all residents listed on the Lease. The terms "we", "us", and "our" refer to Management/Owner listed on the Lease. All terms in this Handbook shall have the same meaning as in the Lease.

Everyone in a community has the responsibility to maintain the safety and well-being of the community, to maintain the condition of the facility, and to take initiative and action if there is a violation of community standards. Your presence during any violation of the community's standards or policies ultimately condones, supports, and/or encourages violation(s). You are responsible for the choices you make. If you witness a crime, please call 911 immediately, and then contact the management office.

We urge you to purchase Renter's Insurance to protect yourself against loss to your personal property, as well as any damage(s) to property in the community caused by your failure to comply with the policies and guidelines of your Lease and this Handbook.

Our vision is that individuals accept ownership of and take responsibility for resolving conflicts and problems in their community. If a conflict arises that you have not been able to resolve, please do not hesitate to contact us.

THE LEASE

Equal Housing Opportunity Policy

Owner is an equal housing opportunity provider and complies with all applicable federal, state, and local fair housing practices laws. Owner strictly prohibits and does not tolerate discrimination against residents, applicants, or any other covered persons because of race, color, religion, creed, national origin or ancestry, ethnicity, sex (including gender, pregnancy, sexual orientation, and gender identity), age, physical or mental disability or handicap, citizenship, past, current, or prospective service in the uniformed services, genetic information, or any other characteristic protected under applicable federal, state, or local law. All of Owner's employees, other workers, and representatives are prohibited from engaging in unlawful discrimination.

Reasonable Accommodation or Modification Policy

Owner complies with the Federal Fair Housing Act (FHA), the Americans with Disabilities Act (ADA), as amended by the ADA Amendments Act, and all applicable state or local law. Consistent with those requirements, Owner will reasonably accommodate qualified individuals with a disability if such accommodation would allow that individual to have an equal opportunity to use and enjoy a dwelling, unless doing so would create an undue hardship.

Fair housing laws also require Owner to permit reasonable modification of the Apartment or premises under certain circumstances. Reasonable modifications must be provided for by the housing provider unless providing them would be an undue financial and administrative burden or a fundamental alteration of the program. No structural modifications will be made without the prior written approval of the Owner. Residents who need a reasonable accommodation or modification or who have questions should contact Management for further information.

Complaint Procedure

If you are subjected to any conduct that you believe violates this policy, you must promptly speak to, write, or otherwise contact Management as soon as possible after the offending conduct. If you have not received a satisfactory response within five (5) days after reporting any incident of what you perceive to be discriminatory conduct, please immediately contact UNIVERSITY PARTNERS and a prompt investigation will be conducted.

Your complaint should be as detailed as possible, including the names of all individuals involved and any witnesses. Owner will directly and thoroughly investigate the facts and circumstances of all claims of perceived discrimination and will take prompt corrective action, if appropriate.

Occupancy Standards

The number of occupants is limited according to the terms of the Lease and/or the Lease Application or as contained in the Statement of Rental Policy as posted in the leasing office of the community. You are required to comply with these limitations.

Roommate Remediation

An internal conflict between you and your roommate(s) is **not** grounds to terminate the Lease. Management/Owner is not responsible for resolving these conflicts. If needed, we may assist you in formulating an appropriate resolution; however, it is up to you to ultimately resolve the conflict. If you cannot resolve the issue(s) and decide one person needs to move to a new unit, all applicable transfer fees will apply. If the conflict involves more than just personal disagreements, such as any illegal activities, law enforcement personnel should be involved to the extent needed. On-site staff are not law enforcement officers and cannot resolve such matters. Residents are expected to handle conflicts maturely and only involve management/owner once all conflict resolution efforts have been exhausted.

Vacant Bedrooms

Vacant bedrooms are to be locked and unoccupied at all times. If we discover that a vacant bedroom has been broken into and is being occupied or used, you and your roommates may be assessed rental payments from the date of the last inspection to the date of us finding out of the situation. If applicable, you may be liable for all repairs and damages. Any unauthorized entry into or use of a vacant bedroom is a violation of the Lease and may subject the offending resident(s) to eviction.

Relet Policy

The Lease does not allow you to cancel the Lease early. Residents seeking to vacate prior to the expiration of the Lease Term are encouraged to provide management with as much advance written notice as reasonably possible. Residents acknowledge that management's ability to complete a relet may be affected by the timing of notice, the condition of the bed space, market conditions, applicant availability, and the time required to complete screening, approval, turnover, and leasing requirements. There are two ways you can Relet your apartment provided you are not in default under the Lease.

Assisted Relet. If you need our assistance in locating a new resident to take over the Lease, you can complete a Relet and Release Acknowledgement form and pay a reletting fee equal to 85% of one month's rent, unless specified otherwise in the Lease. As stated in the Reletting Charge Section of the Lease, the reletting charge is an agreed-to, liquidated amount, covering only part of our damages - that is, our time, effort, and expense in finding and processing a replacement. Relets are not necessarily given first priority. The Reletting Fee is not a cancellation or buyout fee and does not release you from your obligations under the lease.

Unassisted Relet. If you have someone willing to take over your bed space, you can complete a Relet and Release Acknowledgement form and pay the Relet Fee set forth in your lease.

In either case, the new resident and new guarantor will need to be approved by University Partners. Approval is not guaranteed and no resident shall assume that any identified replacement tenant will be approved by University Partners. After the new resident and new guarantor have been approved by University Partners, the new resident will sign a new lease and the new resident's guarantor will sign the Guaranty Agreement. Though the apartment may have been prepared before the new resident's arrival, the new resident must inspect the apartment, note all damages on the move-in condition form, and accept the apartment. The new resident will pay all fees and rental installments as outlined in the lease

agreement. Once these conditions have been met, the effective date of the transfer will be the date the new resident moves in ("Effective Date"). You will be refunded your security deposit, less any deductions for damages, cleaning or other charges associated with the Lease through the Effective Date, provided the new resident moves in. You and your guarantor will remain financially liable for all charges incurred until the Lease end date and will not be released from all obligations under the Lease.

You and your guarantor remain jointly and severally liable for all obligations arising under the Lease until a completed relet occurs or management otherwise releases you in writing. Vacating the premises, surrendering possession, identifying a prospective resident, submitting a relet request, or participating in the relet process does not, by itself, release you or your guarantor from liability under the Lease.

The responsibility of paying utilities will fall to the new resident, as stated in the Lease.

If you have paid a reletting fee and the transfer to a new resident is unsuccessful, said payment will be utilized towards further charges.

A relet shall not be deemed complete unless and until all of the following have occurred:

- Management has approved the prospective replacement resident and any required guarantor;
- All required lease, guaranty, and related documents have been fully executed;
- All required fees, charges, deposits, and other amounts due have been paid;
- Management has received all associated keys, passes, stickers, etc. related to the leased premises;
- The replacement resident has accepted and taken possession of the specific bed space subject to the resident's lease obligations; and,
- Management has provided written confirmation that the relet process has been completed.

A prospective resident who ultimately leases a different bed space, apartment, or unit within the community shall not be considered a replacement resident for purposes of completing a relet of the resident's leased premises unless otherwise approved by management in writing.

Residents acknowledge that management may require a reasonable period of time following move-out to inspect, clean, repair, prepare, market, show, and make a bed space available for occupancy by a replacement resident. Management's ability to complete a relet may be materially affected by the timing of a resident's notice, move-out date, condition of the premises, market conditions, applicant availability, and completion of screening and approval requirements.

To the extent any provision of this Relet Policy section conflicts with, contradicts, or is inconsistent with the Lease, the terms of the Lease shall control and prevail.

Transfer Policy

You will be allowed to transfer to a different unit or bed space within the community provided the following conditions are met:

- You must be in good standing prior to approval of transfer.
- Your apartment will be inspected and if damages are assessed, charges will convert to new space's ledger.
- You may be assessed a transfer fee.
- If the rent for the new space is higher, we have the right to re-verify income.
- You will sign a new lease and addenda with new lease dates, rental amount, etc.
- If you are transferring to a different bed space/unit with an approved pet, a new deposit and non-refundable pet fee (where applicable) will be required.
- If you are transferring to a different University Partners' community, in addition to the above items, you may be required to pay a new security deposit and the transfer will need approval from both Community Managers.

YOUR APARTMENT HOME

Patios/Balconies

You agree to keep neat and clean all patios and balconies of the apartment, and you will not use these areas for the storage of automobile parts, motorcycles, firewood or other unsightly or heavy items, or to dry clothes or towels. Only outdoor furniture (no upholstered furniture) and related patio items may be placed on any patio or balcony. Use of butane or charcoal grills on the patio is not allowed. No unsecured plants may be permitted on the ledges or protruding from the railing. You should never have more than six people on a balcony at any given time. Balcony occupancy may be further restricted by other Lease Addenda. No motorbikes or mopeds are allowed. The storage of bicycles on patios and balconies is subject to approval by management. Throwing anything off a balcony such as cigarette butts and glass bottles, etc. is subject to a fine.

Flags/Signs

Signs, flags, and banners may not be hung from patios, balconies, in windows or from any area that would be visible from the exterior without prior written approval by management.

Antennas/Satellites

For safety reasons and to maintain the appearance of the community, we do not allow any kind of outside antennas or satellite dishes to be installed unless approved in writing by us, prior to installation. In the event installation is provided, it is your responsibility to properly remove any installed devices prior to your Move Out.

If you wish to install a satellite dish, you must send written notice to us prior to installation. You agree to pay any additional security deposit required for installing the satellite dish.

The satellite dish and all wiring must be installed within your apartment, or within the confines of your patio or balcony attached to your apartment. The satellite dish must not extend beyond the edge of the patio or balcony railing and cannot hang out of a window. The dish must be installed in a manner which minimizes its visibility from the exterior.

The satellite dish may not be installed by drilling holes in railings, exterior walls, or any other location. The only acceptable way to install the satellite dish is with a removable clamp or tripod that does not require intrusion into building. The dish must be mounted securely so that it cannot be dislodged. A removable "through the glass" transmitter must be used to transmit the signal from the dish to the interior of the apartment.

You are liable for any injury or damage to persons or property caused by the dish; therefore, you must maintain liability insurance to cover any such injury or damage as long as you have the satellite dish in the community. You must provide proof of insurance (insurance certificate) as set out in the Lease. The satellite dish is installed and operated at your own risk.

Not all apartment locations are positioned for good satellite reception; however, transferring to another apartment for better reception is not permitted unless the current lease has expired. You must re-apply and follow all procedures.

Windows/Draperies/Screens

Windows and doors cannot be obstructed by you. If we provide blinds on the windows, they cannot be removed by you. If you install draperies or blinds, you must remove them at the end of the Lease term and any damage to restore the apartment will be at your expense. All window coverings must show a white backing - this includes both drapes and blinds. Aluminum foil, tinting, cardboard, signs, etc. may not be placed over windows where they can be seen from the exterior. If you install draperies over blinds, any damage will be repaired and charged to you. Holiday decorations are allowed but must be removed within one week of the holiday.

Window and patio door screens must not be removed, and nothing shall be thrown out of the windows or doors – any damage will be repaired and charged to you. You cannot leave windows or doors open during inclement weather. You will be responsible for any damage, including, but not limited to, paint, walls, cabinets, carpets, and floors resulting from failure to exercise reasonable care.

The installation of any window-mounted air conditioning unit by you, your occupants, guests, contractors, vendors, or any other person acting on your behalf is expressly prohibited.

Decorating/Painting/Wall Hangings

No structural changes or additions may be made to the exterior of the building, including the front entrance, patios, and balconies, unless the same is permitted pursuant to Owner's reasonable modification policy. No alterations may be made to your front door or entrance to your apartment. Front door mats are encouraged; however, management reserves the right to prohibit the use of any doormat at its discretion and may remove mats that are not designed for outdoor use, such as carpet remnants. Colored light bulbs are prohibited in all exterior fixtures.

On the interior of your apartment, you have the freedom to decorate by hanging pictures or other decorative objects. Stickers, including glow in the dark stars, double-sided adhesive foam or tape are not allowed on walls, ceilings, windows, cabinets, exterior or interior doors. You must obtain written permission from the manager to perform any repairs, painting, wallpapering, carpeting, electrical changes, or to make any other changes to the interior or exterior. It will be your responsibility to return the apartment back to the original condition or you will be charged.

All shelf paper, tub or shower decals, shelf brackets, hooks, and towel holders must be removed. If you put these on walls, ceilings, doors, etc., there will be a charge for removal.

Trash

All trash should be bagged and placed inside the compactor or dumpster designated at the community and should not be left in the apartment, breezeways, or other common areas. First violations may carry a \$25.00 fine, and, at management's discretion, can increase with repeated violations. Cigarette butts must be disposed of properly and are not allowed to be thrown on the exterior. Do not put hot ashes or coals, paint, chemicals, motor oil, or other hazardous materials of any nature whatsoever in any trash receptacles, dumpsters, or similar containers. We have the right to impose reasonable fines for the violation of these provisions, as well as for any littering by you or your guests.

Grills

Fire regulations prohibit using or storing gas or barbecue grills in and around buildings, including patios and balconies, and around heavily wooded areas. You should use community grills in accordance with local ordinances and posted community guidelines.

Plumbing

Grease should be properly disposed of and not drained down sinks.

The alteration of any plumbing, including but not limited to, the installation of a bidet or showerhead, by you, your occupants, guests, contractors, vendors, or any other person acting on your behalf is expressly prohibited.

Resident is responsible for maintaining and clearing drains, which have become clogged due to the negligence of Resident. This provision will not subject, or allow, Resident, or any agent thereof, to perform major repairs of the plumbing.

Pets

The Apartment Community uses a third party administrator for pet screening. Resident is responsible for ensuring any Pet, service animal, or emotional support animal (collectively referred to as "Animal") has a registered profile with third party service. If no Animal is had, Resident is responsible for creating a "no pet" profile with third party service. Service animals and emotional support animals must be registered.

If you are found to have an unregistered Animal, you may be subject to a minimum fee of \$500.00 for each occurrence, per Animal. Multiple occurrences may be subject to additional fees, leading up to eviction.

At pet-friendly communities, approved Animals include dogs (breed and weight restrictions may apply – check with your community representative), cats and fish and you must comply with the requirements contained in this section. ALL OTHER ANIMALS ARE PROHIBITED, except as allowed by the Americans with Disabilities Act (ADA) or applicable Fair Housing Law. "Pet" is defined as an Animal not protected as a service or emotional support animal.

Prior to acquiring a Pet, you agree to immediately notify us, pay all associated pet fees and or deposits, and pet rent (if required), complete a Pet Agreement, complete a pet profile with a third-party pet screening service, and adhere to all policies contained in the Pet Agreement and this Handbook. Should you fail to fulfill these requirements prior to acquiring a Pet, a minimum fee of \$500.00 may apply, regardless of whether you are later authorized to retain the Pet.

You must have the written consent of all roommates prior to acquiring a pet. If you renew your lease, you must obtain written consent from all roommates in the unit assigned to you for the next lease term. If your roommates do not approve, you must move to a single room, rent an entire unit, if available, or remove the Pet from your apartment.

If you acquire another Pet or a different Pet while you are a resident of the community, you agree to immediately notify us, pay all associated pet fees and/or deposits, and pet rent and complete a new Pet Agreement. Failure to follow these requirements may result in a fine and possible revocation of pet privileges.

If you have a Pet, you agree to abide by the following rules and regulations:

- Pets must comply with weight and other restrictions imposed by us. You should contact us for restrictions.
- You will not exceed the number of allowable Pets per apartment as set out in the Lease.
- If a Pet is permitted, you agree you may be charged a fee upon signing the Pet Agreement. This fee does not cover damages, will not be applied toward any damages, and is non-refundable.
- If a Pet is permitted, you may also be required to pay a refundable pet deposit, or a non-refundable pet fee as set out in the Pet Agreement. The pet deposit will be refunded after you move out or after the end of the Lease term (whichever is later) if no damages to apartment or Community are assessed against you.
- If required, you will pay a monthly pet rent as set out in the Lease. Pet rent may be adjusted at the beginning of every Lease term.
- All Pets must wear an identification tag.
- Fish tanks (containing fish only) are limited to twenty (20) gallons.
- Exotic animals are not allowed.
- All Pets must be registered and inoculated in accordance with local law.
- You must keep the pet on a leash and under your supervision when outside the apartment. The clubhouse, swimming pool areas, sport courts, fitness rooms, and laundry areas are off limits to pets at all times.
- You must walk pet in designated pet areas only and must dispose of waste in a sanitary manner. Do not dispose of waste or cat litter in trash chutes. If you do not dispose of waste properly, a \$50.00 fee will be charged for first offenses and may increase with repeated violations, which also constitutes a breach of the Lease.
- Pets may not be tied up or left unattended on patios, balconies, or any other areas outside of the buildings.
- You will be responsible for the entire amount of any injury to any person caused by your pet.
- Pets may not disturb other residents or damage or destroy our property. You agree to be financially responsible for repairing or replacing any damage caused by your pet. If needed, the cost of carpet and/or vinyl replacement will be charged to you. If a pet is disturbing other residents or pets, or if the pet damages property, you will be issued notice to permanently remove pet from apartment community following statutory requirements. Extreme circumstances may dictate removal of pet within 24 hours.
- Periodic apartment inspections, with proper notice, may be made to determine the condition of your apartment, with regards to an animal.
- In the event you voluntarily remove your Animal or in case of death, you may not replace the Animal without consent from us.
- The only Pet allowed is the pet(s) listed in the Pet Agreement, as approved by us.
- You are allowed to keep the pet(s) listed in the Pet Agreement only during your current Lease term.

Personal Property Restrictions

You and your guests are not allowed to place any unusually heavy objects on the floor, e.g. pool tables, waterbeds, etc. You and your guests agree not to store firearms, explosives, gasoline, dangerous or hazardous materials or weapons in your apartment, storage facility, balcony or vehicle while parked on community grounds. Unless expressly authorized by law, the transport of previously listed items is prohibited while on community grounds. You and your guests agree to not carry a concealed or unconcealed firearm while on property.

Bed Bug General Information

Residents shall promptly notify management of any conditions that may indicate the presence of bed bugs.

Bed bugs do not enter homes from the natural outdoor environment; instead, they must be introduced into the home from a previously infested environment. This can occur by picking them up during travel, bringing them in on used furniture, introduction by guests or visitors, or other means. Often the exact source of the infestation is unknown. Once in the home bed bugs will seek small, protected areas to hide. Infestations can grow rapidly and persist indefinitely until proper corrective actions are taken.

In case of infestation, resident is responsible to follow all protocols or directions from management. The cost of treatment will be the responsibility of the resident.

In case of infestation:

- Follow all guidelines set forth by the extermination vendor to ensure a timely rectification of the issue.
- DO NOT throw out bed or other furniture. This can spread the problem and new items will likely become infested anyway. Purchase an encasement cover for your mattress.
- DO NOT change where you sleep. The bed bugs will follow, and this will only spread the problem.
- Launder bed linens regularly in hot water cycle (140 Degrees Fahrenheit or hotter)
- Pull beds away from the wall so the bed and wall do not contact each other.
- Eliminate cluttered/crowded conditions (piles of clothing, boxes filled with personal items, crowded closets, etc.)
The more crowded and/or cluttered the more difficult it is to achieve control.
- Do not store items underneath beds.

PROTECTING YOURSELF

Crime

We do not guarantee or assure your personal security and our actions are voluntary in an effort to reduce the risk of crime at the community. You agree that the provision of safety devices and patrol services will not constitute a guarantee of their effectiveness nor impose an obligation to us to continue providing these services. If you witness a crime, please call 911 immediately, and then contact the management office. The Property may be equipped with a number of cameras. These cameras have been installed for the purpose of recording events for later viewing. The cameras are NOT monitored live and are NOT installed for the purpose of stopping an event in progress. The cameras are the property of Owner and are for our sole use and our representatives. Camera footage cannot be viewed by residents or guests.

Personal Safety

Though we do our best to provide a safe living environment, no community is immune to crime. The following guidelines will provide you with basic, easy-to-follow tips to help you protect yourself.

Inside your Apartment

We recommend you follow the important safety guidelines inside your apartment as follows:

- Dial 911 for emergencies. If an emergency arises, call the appropriate governmental authorities first, and then call the management office.
- Lock your doors and windows – even when you are inside.
- Use night latches or dead bolt locks on the doors while you are inside.
- When answering the door, see who is there by looking through a window or peephole. If you do not know the person, first talk with him or her without opening the door. Do not open the door if you have any doubts.
- If you return to your residence and you think it has been entered illegally, do not enter. Call 911.
- Never give out keys, gate, or lock combinations. If lost or stolen, call us immediately to re-key and you must pay a fee for us to re-key the locks.
- Keep a complete list of the serial and identification numbers of computer, television, DVD player, stereo, etc. This will greatly aid in recovering stolen goods.
- Keep valuables out of sight by drawing curtains or blinds and storing such items away from windows.

- Never leave a note on your door stating you are not home.
- Do not display apartment keys in public or carelessly leave them in the mail area, at the pool, or places where they can be easily stolen.
- Do not put your name, address, or telephone number on your key ring.
- Check your smoke detector monthly for dead batteries or malfunctions.
- Check your door locks, window latches, and other security devices regularly to be sure they are working properly.
- Close and latch your windows while you are gone, particularly when you are on vacation.
- Leave a radio or television playing softly while you are gone.
- Immediately report the following to us in writing, dated and signed:
 - Any needed repairs of locks, latches, doors, windows, smoke detectors, and alarm systems; and
 - Any malfunction of other safety devices outside your apartment such as broken gate locks, burned-out lights in stairwells and parking lots, blocked passages, broken railing, etc.
- Close curtains, blinds, and window shades at night.
- Mark or engrave identification on valuable personal property.
- Use lamp timers when you leave for extended periods of time.
- In a residential community, screaming may sound like horseplay. In an emergency, be specific by shouting "Help!" "Police!" or "Fire!"

Outside your Apartment

We may provide systems or services such as courtesy officers, courtesy patrols, electronic alarm systems, emergency alert buttons, pedestrian gates, limited access vehicle gates, and gate houses (manned and unmanned). These services or systems are not a guarantee of personal safety or security, and they are not a guarantee against criminal activity. We have the right to alter or cancel any of these systems or services without notice. We have no duty of security or personal safety except to proceed with diligence to repair any systems after notification that such systems are not working. In the case of an emergency, please dial 911.

We recommend you follow the important safety guidelines outside your apartment as follows:

- When returning to your apartment late in the evening, if possible, always use the main property entrance or commonly used walkways.
- Lock your doors while you are gone.
- Tell your roommates where you are going and when you will be back.
- Do not walk alone at night.
- Do not hide a key under the doormat or a nearby flowerpot.
- Do not give entry codes or electronic gate codes to anyone.
- At all hours, carry your door key in your hand when nearing your entry door.
- If you notice suspicious people loitering around the property, report them immediately to the proper authorities. **DO NOT** confront them yourself.
- Report any malfunctioning lights, doors, gates, or other systems to the management office immediately.

MAINTENANCE

Service Requests

We offer 24-hour response to emergency service requests. Call 911 in case of fire or other life-threatening situations. For After-hours Emergencies (as defined below), call the management office number and explain the situation. They will contact the proper service personnel. For normal service requests, please submit these via the online Resident Portal. Written requests may be delivered to the Property Leasing Office.

In an attempt to effectively manage after-hours calls, we categorize calls into two categories: After-hours Emergencies and Priorities.

- An After-hours Emergency is defined as any breakdown or malfunction in which life, health, or property is threatened if immediate corrective action is not taken. Though it is impossible to list or predict all possible scenarios, the list below includes acceptable on-call emergencies.
- Priorities are calls that do not conform to criteria for an After-hours Emergency – in short, they are routine service calls which can wait until morning, at which time the work order will be given priority status. You can be charged for requesting an After-hours Emergency when the call is an obvious routine service call.

After-hours Emergencies

Examples of After-hours Emergency requests include, but are not limited to:

- No heat or air-conditioning when outside temperatures are less than 50 degrees or higher than 80 degrees.
- Electrical or gas failure of any nature
- Overflowing toilet
- Stopped up toilet if only one is available in apartment.
- Water problems such as leaks, severe back-up, or broken pipes
- Malfunction of an essential appliance (non-working refrigerator)
- No water
- No hot water when affecting more than one unit, or when exterior temperatures are below 50 degrees (10 °C)
- Any unsecured entry to a residence
- Any threatening situation such as fire, flood, severe weather, police action, protecting a crime scene (broken windows, locks, doors, etc.)
- Biohazards

Locks, Keys, and Lockouts

Locks

Residents, guests, contractors, vendors, or any other person acting on Resident's behalf are prohibited from installing, replacing, or modifying any lock or other access-control device that may interfere with Owner's access to the Premises without Owner's prior written consent.

Keys

Replacement keys, key fobs, garage door openers, parking access devices (including parking access stickers), or other access credentials will be provided at Resident's expense. Payment is required before a replacement will be issued.

Lockouts

If you inadvertently lock yourself out, you can call the management office number. If it is after hours, listen to the prompts from the answering service to receive the best service. You will be required to provide photo identification and the service personnel must be able to identify you by pulling your file or the housing roster. After regular business hours, there will be a minimum lock-out charge of \$75.00 per lock-out. Additional charges may be assessed for repeat occurrences, including a charge for a lock-change.

Property Appliance Usage

Central Air & Heat (HVAC)

If your apartment is equipped with individual unit central air and heat, an ideal temperature setting is between 71° – 74° (21 – 23 °C), with the minimum to maximum range being from 68° – 78° (20 – 25 °C) (please be aware that setting your thermostat to temperature extremes may cause damage to your HVAC unit - damage to a unit will be the financial responsibility of the Resident). You should allow a minimum of ten minutes for the temperature to adjust (choosing an extreme setting will not bypass this 10+ minute adjustment). If at any time you find that your thermostat is malfunctioning or for more detailed operating instructions, please contact the management office.

HVAC Filters

At move-in, your HVAC filter will be new. At least twice yearly, our maintenance team will schedule your filter to be replaced. Additional replacements can be requested by contacting the management office.

Pest Control

If your property provides interior extermination services, you will receive notice as to when the company will exterminate your apartment. You can prepare for extermination service as follows:

- Remove all items from under kitchen and bathroom sinks.
- Pick up objects that may interfere with application.
- It is recommended that all persons and pets vacate the premises during treatment and not re-enter the home until treated floors, carpets and rugs are thoroughly dried. Under normal conditions, this may take 1 - 3 hours (4 hours are recommended).
- Turn off aquarium air pumps and cover tanks and pumps with plastic wrap.
- Pumps can be restarted about 3 hours after treatment.
- Additional preparation steps may be provided. Failure to comply with any required preparation instructions may result in fees being assessed, including but not limited to call-back and/or return service charges. Repeated noncompliance may constitute a violation of the Lease.

Furniture

Any furniture supplied is designed for interior use only and may not be used for exterior purposes at any time, including on the patio. A labor charge will be assessed for furniture that must be removed from the exterior to the interior, as well as for any damage to the furniture. Any furniture provided by you must be removed at the end of your lease term or you will be assessed charges for the removal of such items. Any such items will be considered abandoned.

Smoke Detectors

The smoke detectors in your apartment have been tested prior to move-in to ensure they are working properly. You are responsible for ensuring that all smoke detectors are working properly. We request that you test smoke detectors on a monthly basis. Please call us if a smoke detector starts "chirping" or if it is determined through monthly smoke alarm tests that the smoke alarm is not working properly.

Do not disable smoke detectors. Disabling a smoke detector or removing working batteries is a violation of the law and may lead to fines and possible early termination of the Lease.

Furthermore, the alteration, modification, disconnection, or repair of any electrical appliance, device, furnishing, fixture, or wiring by you, your occupants, guests, contractors, vendors, or any other person acting on your behalf is expressly prohibited.

Restricted Electrical Connections - 240-Volt Outlets

For safety, liability, and equipment protection purposes:

- Residents, guests, contractors, vendors, or any other person acting on your behalf are prohibited from unplugging, disconnecting, tampering with, or relocating any Management-supplied appliance connected to a 240-volt electrical outlet.
- Personal use of any 240-volt outlet is strictly forbidden, whether active, inactive, or previously unused.
- Residents shall not install adapters, extension cords, converters, charging equipment, or any other device into a 240-volt outlet.
- Only Owner-authorized personnel may access or utilize 240-volt electrical connections.

Unauthorized use constitutes a material violation of community policies and may result in charges, lease enforcement, or termination as allowed by law.

YOUR COMMUNITY

Gates/Access

If the community is controlled access, you and your guests will be expected to understand and abide by the instructions for use. If you have any questions regarding controlled access operations, you should ask a community representative.

Controlled access entries are not intended to provide security or to ensure your or your guests' safety. Controlled access is not guaranteed throughout your tenancy and University Partners is not responsible for any interruptions in the use of controlled access devices due to mechanical malfunctions and/or repair delays caused by part or labor shortage.

You may be issued a card, or a remote entry device, and a deposit may be required. If an entry device is lost, please contact the management office. If an entry device is not returned to us at move out, or is lost, a replacement fee will be assessed.

Use caution when approaching the gates. Only one vehicle at a time may enter. If you try to follow someone else into the community, the barrier arm/gate can, and most likely will, hit your car. Should this occur, and the gate is damaged, you will be responsible for repairing such damage. Never obstruct the functioning of the gates by propping them open. This is a violation of the Lease. Many gated entrances are monitored by cameras to ensure compliance with all rules for entrance into the community. These systems are designed to allow only those users who are authorized to enter.

- Do not allow children or animals to be near the gates.
- Do not enter through the exit gates. This is very dangerous and should not be attempted.
- Do not walk through the gates.
- Do not push gates with vehicles.
- We will not be liable for any damage to your or your guest's vehicle that is not a result of landlord negligence, defective gates, or improper maintenance.

Access Devices

You may be issued an access device for entry into the buildings and/or amenities. Only one access device will be issued per resident and a deposit may be required. The access device must be with you at all times when using the amenities. If you lose the access device or fail to turn it in with your keys at the end of the Lease, you will be charged a replacement fee. A replacement device will not be issued until we receive the replacement fee.

Tanning Device Regulations and Warnings

The FDA has classified all tanning beds and sub lamps as higher-risk, class II devices. If there is a tanning device at the Apartment Community, use of the tanning facility by you or guests is subject to the following:

- If you do not tan in the sun, you are unlikely to tan from use of a tanning device.
- You must be 18 years of age or older. If you are not 18 or older, you agree that it is your responsibility to notify us, and to provide us with written parental consent before using the tanning facility.
- You must follow the manufacturer's instructions for the use of the tanning device.
- You must wear protective eyewear. Your failure to use eye protection made for indoor tanning may result in severe burns or permanent damage to the eyes.
- Overexposure to ultraviolet light (whether from natural or artificial sources) may result in premature aging of the skin.
- Repeated exposure to ultraviolet light (whether from natural or artificial sources) may result in skin cancer.
- Abnormal skin sensitivity or burning may be caused by reactions of ultraviolet light to certain: (i) foods; (ii) cosmetics; (iii) medications, including, but not limited to: tranquilizers, diuretics, antibiotics, high blood pressure medicines, or birth control pills.
- If you are taking a prescription or over-the-counter drugs, you should consult a physician before using a tanning device. Medications or cosmetics may increase your sensitivity to ultraviolet radiation from tanning devices or sunlamps.

- If you are pregnant, you should consult a physician before using a tanning device. Use of this product may result in developing discolored skin if you are pregnant or are taking oral contraceptives.
- If you have abnormal skin sensitivity or a history of skin problems or are prone to easy burning when in the sun or a tanning device, you should consult a physician before using the tanning device.
- You can only tan one (1) time within a twenty-four (24) hour period.
- Do not sunbathe before or after exposure to ultraviolet radiation from tanning devices or sunlamps.
- You may only use tanning lotion or oil that is for indoor use ONLY!

Precautions are necessary for safe tanning. You agree to comply with all instructions on the use of the tanning systems, to use these services at your own risk, and to protect your vision by using protective eyewear. If we find that you are violating any precaution, you may be banned from using the tanning facility. No abatement will be provided if banned. We, our partners, and agents, are not liable for any injury, loss, or damage to person or property caused in any way by the use of the tanning facilities, devices, or services. We are not liable for the loss or theft of any personal property while at the tanning facility; you are responsible for safeguarding your own property.

Solicitors and Soliciting

Door-to-door solicitation is prohibited within the community unless prior written approval is obtained from management or the owner. Residents must notify management or the owner if they observe or are approached by a solicitor. If a resident, occupant, guest, or any person acting on their behalf is found to be soliciting, such conduct may constitute a violation of the Lease. Removal of solicitation materials may result in trash removal fees as outlined in this Handbook.

Surveillance and Recording

Landlord may limit or prohibit Tenant's right to photograph or video the Premises or others, including the use of camera/video doorbells. Tenant is prohibited from using drones on, in or above the Premises without Landlord's prior written consent, which may be withheld for any reason.

YOUR CONDUCT

You are responsible fully under the Lease for the consequences of your guests' actions, including any criminal charges or Orders of Protections or Harassments that arise from conduct on the Property. You should inform your guests of conduct rules and accompany them at all times.

We may exclude from the community guests or others who, in our judgment, have been violating the law, violating the Lease or any apartment rules, or disturbing other residents, neighbors, visitors, or owner representatives. We may also exclude from any outside area or common area any person, including residents, who refuses to show photo identification or refuses to identify himself or herself as a resident, occupant, or guest of a specific resident in the community.

Residents are responsible for damage to or loss of any apartment community property caused by the resident, their occupants, or guests. This includes, but is not limited to, signage, furniture, appliances, and amenity items. Residents will be charged the cost of repair or replacement. If an identical replacement cannot reasonably be obtained, management may charge a reasonable amount for a comparable replacement.

Drugs and Alcohol

You or your guests will not engage in or permit your apartment to be used for criminal activity, including drug-related criminal activity and will not engage in the manufacture, sale, or distribution of illegal drugs at any location, whether on, or near, the community. It is your responsibility to notify the proper authorities if you suspect a roommate or a guest is engaged in illegal activities.

Possession and consumption of alcoholic beverages, marijuana products, THC products, CBD products, and tobacco must be in full compliance with local, state, and federal laws and regulations and in accordance with these rules and regulations.

Violation of the above shall be a material violation of the Lease and may be cause for termination of tenancy. A termination does not release you from your financial obligations under the Lease.

Smoking

Smoking is prohibited in all units and common area facilities, including the business office, community center, fitness center, pools, etc. This includes smoking/vaping involving any kind of device and any kind of substance.

Cigarette butts must be disposed of in the proper receptacle and not left on the ground. If you fail to comply, a fee will be imposed by us.

Any damage to furniture, carpet, paint etc. will be the responsibility of the resident. This includes, but is not limited to, deodorizing carpet or upholstered objects, wax removal, additional paint preparation, replacement of window coverings, repair or replacement of carpet or upholstered furniture, countertops, or any other surface damaged due to odor, burn marks and/ or smoke/vape damage.

Violating this policy is a violation of the terms of your Lease and will result in a \$250.00 charge being assessed to you and entitles us to all remedies for a violation of your Lease.

Tenant agrees and understands that Landlord prohibits the cultivation/growing of marijuana and any other derivation of the same on the property or in the apartment unit. In the event that Tenant breaches this obligation, it shall be a material breach of the Lease.

Quiet Hours

Quiet hours are daily, between the hours of 10:00 pm to 7:00 am. Failure to cooperate with and adhere to Quiet Hours by yourself or by guests is a violation of the terms of your Lease and may result in fines leading up to eviction.

Overnight Guest Policy

Guests are permitted to visit residents following the outlined timeframe: a maximum of nine (9) days per calendar month with no more than two (2) consecutive nights. Residents may be subject to fines, and possible eviction, in the event a guest is overstaying this policy.

STANDARD DAMAGE CHARGES

The following information is provided to assist you in your move-out and any return of your security deposit.

1. Be sure all rent and other charges have been paid.
2. Turn in all unit, bedroom, mail keys; access cards/fobs; remotes; and parking stickers to the front office.
3. Provide Forwarding Address to management and Refund Account to Resident Portal for return of Security Deposit.
4. All personal belongings/possessions must be removed from the unit prior to 12:00p.m. on the final date of your Lease.

Below is a list of estimated charges that may apply if cleaning, repairs, or replacements are needed to prepare the unit/bedroom for future occupancy. These estimates are averages and do not include labor or parts, and may not be inclusive of all items within the unit-space. If items are damaged beyond repair, you will be charged the current replacement cost plus labor and service fees. If the Owner incurs higher replacement costs, you are responsible for those costs. Additional charges may apply for smoke damage (e.g., paint, deodorizing) and for upholstery cleaning or furniture repair.

Living Room	Repair	Replace
Sofa	Billed	\$ 530.00
Loveseat	Billed	\$ 490.00
Cushions	Billed	\$ 85.00
Full Sectional	Billed	\$ 1,600.00
Sectional Piece	Billed	\$ 355.00
Entertainment Stand	Billed	\$ 250.00
End Table	Billed	\$ 100.00
Coffee Table	Billed	\$ 145.00
Chair	Billed	\$ 250.00
Ottoman	Billed	\$ 230.00
Television		\$ 450.00
Television Remote		\$ 25.00

Kitchen	Repair	Replace
Counters	\$ 50.00	\$ 600.00
Cabinets (each)	\$100.00	\$ 405.00
Oven/Stove	Billed	\$ 700.00
Fridge/Freezer	Billed	\$ 1,000.00
Microwave	Billed	\$ 300.00
Dishwasher	Billed	\$ 450.00
Range Hood	Billed	\$ 200.00
Barstools (each)	Billed	\$ 85.00
Dining Chairs (each)		\$ 95.00
Dining Table		\$ 220.00
Garbage Disposal		\$ 130.00

General	Repair	Replace
Window/Sill/Screen		\$150/50/20
Ceiling Fan		\$ 135.00
Smoke Detector		\$ 50.00
Door	Billed	\$ 250.00
Blinds (each)		\$ 55.00
Fire Extinguisher		\$ 60.00
Light Fixture (each)	Billed	\$ 95.00

Cleaning	Light	Excessive
Living Room	\$200.00	\$ 450.00
Kitchen	\$175.00	\$ 375.00
Bedroom	\$150.00	\$ 300.00
Bathroom	\$ 50.00	\$ 100.00

Painting	Partial	Full
Bedroom	\$ 95.00	\$ 180.00
Common Area	\$120.00	\$ 300.00

Bedroom	Repair	Replace
Mattress/Box Spring		\$ 220.00
Bedframe	Billed	\$ 190.00
Headboard		\$ 175.00
Desk	Billed	\$ 220.00
Desk Chair	Billed	\$ 110.00
Nightstand	Billed	\$ 120.00
Dresser (each)	Billed	\$ 300.00
Armoire	Billed	\$ 750.00
Closet Rod/Shelf	Billed	\$ 150.00

Bathroom	Repair	Replace
Bathtub/Shower Pan	\$ 75.00	\$ 350.00
Counter	\$ 75.00	\$ 275.00
Cabinets	\$100.00	\$ 300.00
Toilet		\$ 150.00
Mirror		\$ 125.00

Laundry Room	Repair	Replace
Washer/Dryer	Billed	\$ 885.00

Patio		Replace
Sectional		\$ 400.00

Locks/Keys	Replace
Bedroom/Mail Key	\$ 40.00
Parking Remote	\$150.00
Parking Permit	\$ 45.00
Access Card/FOB	\$ 90.00
Wristband	\$100.00
RFID Tag	\$125.00

Flooring	Repair	Replace
Living Room	Billed	\$ 500.00
Kitchen	Billed	Billed
Bedroom	Billed	\$ 350.00
Bathroom	Billed	\$ 150.00

Wall Repair	*each
Small (e.g. golf ball)	\$ 40.00
Medium (e.g. softball)	\$ 75.00
Large (e.g. soccerball)	\$135.00
X-Large/Excessive	Billed

Trash (per item)	Per Bag	Furniture
Per Bag	\$ 40.00	\$ 100.00