



RESIDENT HANDBOOK

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EMERGENCY SERVICES & OFFICE HOURS

In case of fire and/or any other life-threatening emergency, dial 911.

Please direct all service requests to the office at 734-971-5455

Regular Office Hours: Monday 9:00 AM – 6:00 PM
Tuesday 9:00 AM – 6:00 PM
Wednesday 9:00 AM – 6:00 PM
Thursday 9:00 AM – 7:00 PM
Friday 9:00 AM – 6:00 PM
Saturday 10:00 AM – 5:00 PM
Sunday Closed

**Hours are subject to change.*

The maintenance emergency number for after office hour service needs is the same as the office number.

COMMUNITY CONTACT INFORMATION

Municipal Telephone Numbers:

Post Office	(734) 482-3251
Non-Emergency Police	(734) 994-2911
Dept. of Motor Vehicles	(888) 767-6424
Voter Registration	(734) 794-6140

Utility Telephone Numbers:

DTE Energy (Electric)	(800) 477-4747	www.dteenergy.com
Comcast (Cable/Phone/Internet)	(800) 934-6489	www.xfinity.com
AT&T (Cable/Phone/Internet)	(866) 861-6075	www.att.com
NWP (Water/Sewer)	(800) 590-7355	www.nwp.com

Transportation:

Airport (Ann Arbor)	(734) 994-2841	www.a2gov.org
(Detroit Metro)	(734) 247-7678	www.metroairport.com
Amtrak Train	(800) 872-7245	www.amtrak.com
City Bus Line (AAATA)	(734) 996-0400	www.theride.org

Area Schools:

Burns Park Elementary School	(734) 994-1919
Scarlett Middle School	(734) 997-1220
Huron High School	(734) 994-2040



YOUR RENT PAYMENT OPTIONS

Pay at the Community Office:

You can pay by check or money order in person, in the drop box, or by mail at the community office. No convenience fees! Free transactions!

We do not accept credit card or debit card payments in person or by phone at the community office.

(Please see below for credit card or debit card payment options)

Pay Online at my.mckinley.com:

You can make an ACH (payments made from your checking account) payment online at my.mckinley.com. There is no convenience fee for ACH payments! Free transactions!

You can also make credit card and debit card payments online at my.mckinley.com, which will be subject to a \$8.95 convenience fee per transaction.

Pay Using ACH (Checking Account) Automatic Withdrawal:

Register at pay.mckinley.com to have your rent and NWP bill automatically withdrawn from your checking account each month. No convenience fee! Free transactions!

Call your community office for further instructions or visit your "Pay Rent" tab at my.mckinley.com to see detailed instructions for registration.

Pay by Phone with ePay at 866-869-4014:

Credit card and debit card payments can be made at this phone number only. These transactions are subject to a \$8.95 convenience fee per transaction.

You'll need your ePay resident ID to make a payment by phone. Please be sure to contact your community office in advance to obtain your resident ID number.

Credit and Debit Card payments are not accepted by phone or in person at the Community Office.

GENERAL COMMUNITY RULES & REGULATIONS

1. Our community adheres to a ZERO TOLERANCE approach to criminal activity. Therefore, residents and their guests/occupants must refrain from violating the criminal laws in effect by local, state and Federal government. This includes, but is not limited to, those laws which prohibit:
 - a. Trespassing, loitering, solicitation;
 - b. Manufacturing, delivering, possessing with the intent to deliver, or possessing a controlled substance within the community;
 - c. Disorderly conduct
 - d. Any alcohol related offenses;
 - e. Any other offense that endangers the health, safety and welfare of the other residents, their occupants and/or guests, or employees or agents of the community.
2. Residents, their occupants, and their guests are required to act in a manner, which will not interfere with the rights, comforts, or conveniences of others.
 - a. The playing of musical instruments, radios, televisions, and home or car stereos shall be done in a manner, which does not disturb or annoy other residents.
 - b. Laundry shall be done only in the rooms provided for that purpose. Drying of personal articles outside of the laundry facility or your dwelling is prohibited. Clotheslines are prohibited outside of the apartment or in the common areas. Management is not responsible for lost, stolen or damaged articles or lost coins. A commercial company operates the laundry facilities, but please report maintenance needs to management.
3. Residents, their guests and/or occupants may not interfere with the ability of the employees or agents of the community to perform their jobs. No nuisance shall be permitted on any community property. Residents, their occupants and guests shall refrain from any foul, abusive, or threatening contact with an employee or agent of the property or management company.
4. Residents, their occupants and guests shall refrain from damaging any property located in or belonging to the property, agent of the property or management company.
5. Except specifically set forth below, residents may not keep any animal on the premises, either permanently or temporarily. If a resident wishes to keep an animal within their apartment, the resident must:
 - a. Receive prior written permission from the manager to house the animal;
 - b. Pay a non-refundable fee plus any additional monthly rent as set forth by the manager;
 - c. Meet all city and state requirements regarding inoculations, licensing, size, care, and supervision of the animal and provide copy of same to management;

- d. Supervise the animal at all times that the animal is outside the dwelling. Animals may not be staked or chained outside the dwelling on the property premises; no animals shall be allowed on the balconies or patios;
- e. Clean up after the animal.

UNDER NO CIRCUMSTANCES MAY A RESIDENT KEEP A PIT BULL, AMERICAN STAFFORDSHIRE TERRIER, STAFFORDSHIRE BULL TERRIER, CHOW, ROTTWEILER, DOBERMAN, AKITA, OR ANY MIX OF THE ABOVE MENTIONED BREEDS. MANAGER HAS THE DISCRETION TO DENY ANY OTHER POTENTIALLY DANGEROUS BREEDS AS SEEN FIT.

- 6. Resident may exercise their own unique and individual talents to decorate inside their own apartment. The apartment must be returned to its original condition at resident's expense upon move out.
- 7. Residents are prohibited from:
 - a. Placing signs, advertisements, or any other lettering on any part of the building;
 - b. Attaching awnings or other projections which may protrude from the walls of the building;
 - c. Making alterations or additions to the premises (except as specifically allowed in paragraph 6 above);
 - d. Installing additional telephone wiring, telephone jacks, alarm systems, or cable hook ups without prior written consent of management;
 - e. Erecting radio or television aerials, wires, or satellite dishes on or about any part of the building without written consent of management;
 - f. Using adhesive – backed picture hangers or similar devices.
- 8. Residents must help maintain the cleanliness, safety, and appearance of the community. To aid the management in this task, please be aware of the following:
 - a. Management is not responsible for any items stored by residents, their occupants or their guests. Any storage is at your own risk;
 - b. Residents may not use furnace rooms, boiler rooms, or common areas for storage purposes';
 - c. Courtyards, halls, stairs, and walkways are to be kept clear of all articles and used for entry and exit only. Hallways are not to be used as play areas and should be observed quiet areas;
 - d. Balconies and patios (a reasonable amount of patio furniture not withstanding) shall not be used as storage areas. No animals shall be allowed on the balconies or patios;
 - e. No charcoal, barbecue, or other fires are permitted on balconies, patios, and common areas or inside the apartment;
 - f. The storage of firearms, kerosene, gasoline, or other flammable or explosive agents is prohibited;

- g. The sweeping or throwing of debris from balconies, windows, or doors onto lawns, sidewalks, hallways, or into ventilation systems or elsewhere on the property or in buildings is prohibited;
 - h. Window sills shall be kept free of all personal property;
 - i. Resident must carry renters insurance including waterbed coverage in order to have a waterbed in apartment home. Resident agrees to be financially responsible for any damage to the apartment, building, or other residents' belongings caused by waterbed, regardless of whether the renters insurance covers such damage. Resident will be expected to pay for such damage within 30 days of being billed for such damages.
 - j. All parking spaces are available on a first come first served basis. No vehicle may be driven or parked on the sidewalk or grass. No commercial vehicles may be parked at the property at any time. Vehicles must have current license and registration and be in highway operational condition. If vehicle appears to be unmoved for a period of time, they will be deemed inoperable and subject to towing at owner's expense. No boats or other recreational vehicles are permitted. If a property has boat storage available to residents, management approval must be obtained. Motorcycles are allowed on the property; however, they must be parked in the designated parking areas. Working on motor vehicles and/or washing motor vehicles on the community grounds is prohibited. Vehicles that do not comply with this paragraph will be towed at owner's expense;
 - k. No private recreational equipment may be set up or used on the property or stored outside at any time;
 - l. Bicycles and toys such as tricycles, skateboards, roller-blades, scooters, etc., may not be left unattended outside of your apartment;
 - m. Climbing trees, fences, and buildings is prohibited;
 - n. Ice skating or swimming in ponds is prohibited.
9. The lawns, trees, and shrubbery are a valuable part of the community. Residents are liable for damages they or their occupants or guests cause.
10. All trash must be disposed of in a sealed container and put in the dumpsters or trash collection receptacles located throughout the community. Placing trash or furniture on the premises is prohibited.
11. Management reserves the right to fine resident \$25.00 for trash not properly disposed of (i.e. placed outside front door, in breezeway/stairwell, community amenities, etc.). A second violation will result in a \$50.00 fine.
12. All children under the age of 13 must have adult supervision at all times when on the grounds of the property.
13. Toilets and other equipment are to be used only for the purpose for which they are designed. Grease, diapers, feminine napkins, and other such items shall be disposed of with garbage in the proper outdoor receptacles.
14. No equipment may be moved or removed from any part of the building. All equipment and appliances must be permanently retained in its original location and used for the intended purpose.

15. All window coverings must have a light beige or white backing exposed to the outside.
16. Smoke detectors are not to be tampered with in any way. The resident is responsible for periodic testing of the smoke detector. The resident is to notify management if the smoke detector beeps for any reason. Any problems with the smoke detector should be reported to management immediately.
17. The Auto-Out device installed in your range hood over the stove is designed to help prevent cooking fires. If a fire starts on your stove top, the device will automatically deploy a non-toxic substance to extinguish the flames. Auto-Out is designed to be a one-time use device. Please contact your Community Manager immediately to obtain a replacement. It is important that you do not remove, tamper with, or in any way interfere with the placement of the Auto-Out device. If you have any questions regarding your Auto-Out device, please contact your Community Manager.

EXTERMINATION POLICY

It is understood that the Landlord will maintain a routine extermination program. This program may include monthly, quarterly or annual interior and exterior treatments. In accordance with your lease provisions, resident hereby agrees to permit entry into their apartment home for the extermination treatments. Should the scheduled treatment date fall on a holiday, the normal treatment will be rescheduled for a different date. Should you experience a pest problem during a time that is not your scheduled treatment time, please notify the office at 734-971-5455. All requests are to be submitted to management in writing and need to include type of pest and location of problem/infestation.

The extermination schedule is as follows:

Our professional licensed pest control company will be on property every **Wednesday** to conduct routine outer perimeter treatments. If you are experiencing any issue or concern please notify the office at 734-971-5455, before the close of business Friday evening, to be scheduled for a visit the following week. A 24-hour notice will be provided in the event that access to your apartment is necessary. We are happy to provide service as needed.

Fleas/Bed Bugs/Repeat Treatments

The landlord will make reasonable provisions for and be financially responsible for extermination services. If it is deemed by management that the infestation is a direct result of the resident's actions: i.e. flea treatments in apartments with animals, etc. the resident will be held liable for service expense. It is the resident's responsibility to comply with the required preparation and post treatment procedures to ensure no re-occurrence of any and all infestations. Should actions not be taken to ensure the

compliance of these procedures, resident shall be held responsible for all costs associated with all treatment needs. Further, failure to remedy a pest control issue either through failure to report, failure to complete required pre and post preparations including further infestation to other apartment homes in the immediate area, will result in all charges being assessed to the resident. Failure to comply is deemed a breach of lease agreement. Bed bug treatments in occupied apartments are deemed lease holder financial responsibility.

DRUG-FREE HOUSING

Resident agrees as follows:

1. Resident, any member of the resident's household, or other person under the resident's control shall not engage in criminal activity, including drug-related criminal activity, on or near property premises. "Drug-related criminal activity" means the illegal manufacture, sale, distribution, use, or possession with intent to manufacture, sell, distribute, or use of controlled substance (as defines in Section 102 of the Controlled Substance Act 21 U.S.C. 802).
2. Resident, any member of the resident's household, guest, or other person under the resident's control shall not engage in any act intended to facilitate criminal activity. Including drug-related criminal activity on or near the property premises.
3. Residents or members of the household will not permit the dwelling unit to be used for, or to facilitate, criminal activity including drug-related criminal activity, regardless of whether the individual engaging in such activity is a member of the household or a guest.
4. Resident or members of the household will not engage in the manufacture, sale, or distribution of illegal drugs at any location, whether on or near project premises or otherwise.
5. Resident, any member of household, guest or other person under the resident's control shall not engage in acts of violence or threats of violence including, but not limited to, the unlawful discharge of a firearm on or near the community.
6. Resident understands that a VIOLATION OF THE ABOVE PROVISIONS SHALL BE MATERIAL VIOLATION OF THE LEASE AGREEMENT AND GOOD CAUSE FOR TERMINATION OF THE TENANCY. A single violation of the provisions of this addendum shall be deemed a serious violation and that a single violation shall be good cause for termination of the lease. Unless otherwise provided by law, proof of violation shall not require criminal conviction, but shall be preponderance of the evidence.
7. In case of conflict between the provisions of this addendum and any other provisions of the lease, the provisions of this addendum shall govern.

8. This Lease Agreement is incorporated into the lease executed or renewed between Owner and Resident.

ANIMAL RULES & REGULATIONS

Animals are not allowed unless agreed to in writing by management. If you have written approval to have an animal, the following rules apply:

1. The animal must be present for an orientation with the Community Manager prior to acceptance. During this time, a photo will be taken of the animal to be included in the resident file.
2. The animal must not exceed the weight and height restrictions as set forth by management.
3. A \$200.00 non-refundable fee (per animal) must be paid at the time of management approval. Resident is required to pay an additional fee of \$25.00/month (per animal).
4. Resident accepts full financial liability for any damage said animal might cause in the apartment and/or the apartment community, including lawn areas.
5. Resident agrees to pay for the full replacement cost of any carpeting, flooring, draperies, blinds, furnishings, or other property within 30 days of receiving a statement from McKinley.
6. Resident will register and inoculate animal in accordance with any requirement of State and/or local law.
7. Resident agrees to have said animal(s) spayed or neutered as soon as they are of age.
8. Resident agrees that any animal outside of the apartment itself must remain on a leash and shall never be staked out or left on patios or balconies.
9. Animal waste is to be picked up immediately by resident, placed in a plastic bag, and deposited in a trash receptacle. Management reserves the right to fine resident \$25.00 for each violation for removal of waste.
10. Resident agrees to remove said animal from premises within seven (7) days of notice if the animal is or becomes a nuisance or interferes with the rights of quiet enjoyment of other residents because of noise, odors, or other problems.
11. Any animal left unattended for 24 hours or more or whose health is jeopardized by the resident's neglect, mistreatment or inability to care for the animal, shall be reported to the appropriate legal authority. Such circumstances shall be deemed an emergency for the purpose of Management's right to enter said apartment to allow such authority to remove said animal. Management accepts no responsibility for any animal if removed.
12. Resident agrees to remind Management that they have an animal when calling in a request for service. When Management enters to perform repair service, inspections, etc., resident agrees to cage or confine said animal to an area removed from the where work is to be performed.

13. Resident understands that any violation of this agreement constitutes a breach of lease and is ground for legal action.

Failure to comply with Animal Rules and Regulations will be considered a lease violation. Management reserves the right to assess fines and issue a lease violation if any of the rules and regulations listed has been violated.

SUPPORT AND SERVICE ANIMAL REGULATIONS

A disabled resident who is requesting a change in the community rules or policies in order to have a Support or Service Animal, must provide the landlord with a written explanation of the exception, change, or modification being requested, and explain the relationship between the request and the individual's disability.

If your disability is not obvious, you may be asked for a letter from your doctor or therapist attesting that you are the individual in need of the Support or Service Animal, and that the requested accommodation/modification will meet your needs. Private medical information related to the disability will not be requested; only certification that the requested changes to accommodate a Support or Service Animal are appropriate to your situation is necessary.

You will be required to take care of your Support or Service animal. The following are rules for animal care:

1. The animal must be present for an orientation with the Community Manager prior to acceptance. During this time, a photo will be taken of the animal to be included in the resident file.
2. Resident accepts full financial liability for any damage said animal causes in the apartment and/or the apartment community, including lawn areas. Resident agrees to pay for the full replacement cost of any carpeting, flooring, draperies, blinds, furnishing, or other property within 30 days of receiving a statement from Management.
3. Resident will register and inoculate animal in accordance with any requirements of State and/or Local Law.
4. Resident agrees to have said animals spayed or neutered as soon as they are of age.
5. Resident agrees that any animal outside of the apartment itself must be on a leash and shall never be staked out or left on patios or balconies.
6. Animal waste is to be picked up immediately by resident, placed in a plastic bag, and deposited in the dumpster. Management reserves the right to assess resident \$25.00 for each violation or removal of waste.

7. Resident agrees to remove said animal from premises within seven (7) days of notice if the pet is or becomes a nuisance or interferes with the rights of quiet enjoyment of other residents because of noise, odors, or other problems.
8. Any animal left unattended for 24 hours or more or whose health is jeopardized by the resident's neglect, mistreatment, or inability to care for the animal, shall be reported to the appropriate legal authority. Such circumstances shall be deemed an emergency for the purposes of Management's right to enter said apartment to allow such authority to remove said animal. Management accepts no responsibility for any animal so removed.
9. Resident(s) agrees to remind Management that they have a support or service animal when calling in a request for service. When Management enters to perform repair service, inspections, etc., resident agrees to cage or confine said animal to an area removed from the area that is to be inspected or serviced.
10. Resident(s) understands that any violation of this agreement constitutes a breach of lease and is grounds for eviction.

Failure to comply with Regulations will be considered a lease violation. Management reserves the right to assess fines and issue a lease violation if any of the rules and regulations listed has been violated.

POOL RULES & REGULATIONS

Hours of Operation: 10:00 AM – 9:00 PM (*Weather permitting*)

It is understood the pool rules and regulations are a part of your lease agreement you signed upon moving into our community. If you do not abide by the rules and regulations, you will not be allowed to use the pools. This is a very serious issue. The pool rules are as follows:

1. An adult must accompany any person under the age of 16.
2. Guests must be accompanied by a leaseholder. Due to limited area at the pool, guests are restricted to two (2) per apartment.
3. All persons are required to shower before entering the pool.
4. All persons using the pool do so at their own risk. Owners and Management are not responsible for accident or injuries or loss of personal belongings.
5. Absolutely no alcohol, food, or glass containers are allowed in the pool area.
6. You may not use the pool after consumption of alcoholic beverages.
7. Hazardous objects or glass materials are not permitted.
8. No horseplay or running is allowed in pool area.
9. Due to limited space and possible damage to the filter systems, frisbees, rubber balls, rafts, etc., are not permitted in the pool area.

10. Please do not remove the life-line from the pool area.
11. Proper swimwear is required at all times. No cut-offs or thong swimsuits are allowed.
12. Music devices are permitted with headphones only.
13. No persons with open wounds are permitted in the pool.
14. Diapers are not permitted in pool area.
15. No animals are permitted in the pool area.
16. Smoking inside the perimeter of the pool area is prohibited by County Ordinance.
17. Jumping the fence to gain access is strictly prohibited.
18. Please be responsible and respect others for the better enjoyment of all.
19. Management reserves the right to deny use of the pool and pool deck area to anyone at any time.

FITNESS CENTER RULES & REGULATIONS

Hours of Operation: 24-hour Access

It is understood and agreed that any and all persons entering the fitness facilities agree to comply with all rules and regulations regarding the fitness center. It is also agreed upon that in no way may the lessor, owner, or management be held responsible or liable for loss, damage and/or injury.

1. The fitness center is for community residents only and your access card cannot be used or transferred to anyone else.
2. No one under the age of 18 is permitted to use the fitness room.
3. Guests must be accompanied by a resident at all times.
4. Children may be in the fitness room when an adult is exercising, however, they may not use any of the fitness equipment.
5. No loud music devices are allowed; you may use a device with headphones.
6. No smoking, alcohol, glass containers, rowdy or boisterous behavior allowed.
7. The use of all equipment is at your own risk.
8. It is recommended that you consult a physician before starting an exercise program.
9. No pets are allowed in the exercise facility unless it is an approved "service animal".
10. Please wipe equipment down after use.
11. Proper attire must be worn at all times.
12. A \$25 fee will be charged for replacement of any lost/stolen cards.

Failure to adhere to the above policies and/or any unauthorized use is a violation of your lease agreement with the community and is subject to consequence.

RESIDENT SAFEGUARD TIPS

NOTICE TO RESIDENT: The Management of this apartment community (including the Owner and Owner's authorized property manager) does not promise, warrant, or guarantee the safety or the security of resident's personal property against the criminal actions of the other residents or third parties. Each resident has the responsibility to protect him or herself and to maintain appropriate insurance to protect his or her belongings. Residents should contact an insurance agent to arrange appropriate fire, flood and theft insurance on their property.

It is a fact that no security system, courtesy personnel, or electronic security device can guarantee protection against crime. Even elaborate security systems are subject to mechanical malfunction, tampering, human error, or personnel absenteeism, and can be defeated or avoided by clever criminals. Therefore, each resident should always proceed on the assumption that no security systems exist. The best safety measures are those precautions that can be performed as a matter of common sense and habit.

If security systems, security devices, or security walk and/or drive-through services are employees at this community, no representation is being made that they will be totally effective to prevent injury, theft, or vandalism. Likewise, courtesy personnel, if provided, cannot physically be every place at every moment. Usually, such personnel are unarmed independent contractors and have no greater authority under the law to restrain or arrest criminals than the ordinary citizen. Therefore, Management does not warrant that any security systems, security devices, or services employed at this community, if any, will discourage or prevent breaches of security, intrusions, thefts, or incidents of violent crime. Further, Management reserves the right to reduce, modify, or eliminate any security system, security devices, or services (other than those statutorily required) at any time; and resident agrees that such action shall not be a breach of any obligation or warranty on the part of Management.

Resident agrees to promptly notify management in writing of any problem, defect, malfunction, or failure of lights, door locks, window latches, controlled access gates, if any, intrusion alarms, if any, and any other security related device.

TIPS & SAFEGUARDS

1. Notify the office of defective lights, faulty locks, lost keys, or other problems as soon as possible.
2. Demand credentials from all deliverymen, salesmen, and repairmen before admitting them to your apartment. Check references given by applicants for household jobs.

3. Do not admit anyone to your apartment that claims to work for this property unless that person has the appropriate identification badge or you know this person. If there is ever any question about property staff seeking entry into your apartment you should check with the leasing office.
4. Lock all doors whenever you leave your apartment and while you are within it. Most burglaries are committed during the day and in the resident's absence. Statistics show that thousands of thieves simply walk through open doors and windows. Lock up even when you leave for a brief shopping trip or to get your mail.
5. Never give your telephone number or address to an unknown caller. He/she may have dialed at random. Never mention that you are alone and be sure to keep the conversation to a minimum. If the caller is offensive, hang up. If he/she is persistent, contact the police.
6. Do not advertise gender specific information. You should use your first initial and last name only on items such as mailboxes, phone listings, and door, when applicable.
7. Leave a light on in the apartment (but not where the bulb or lamp can be seen) when you are out. Lights should be diffused and give the appearance that more than one room is occupied. Inexpensive timers are available that can be set automatically to operate lights or even radios at appropriate times. (When leaving lights on they should not have halogen bulbs, which could pose a fire hazard).
8. If you are planning to be away for an extended period, stop delivery of newspapers, and ask the post office to hold your mail.
9. Keep most of your valuable papers, jewelry, and other precious items in a bank safe deposit box. If these items must be kept at home, obtain devices to safeguard and conceal them. Keep checkbook, credit cards, and other important documents in a locked drawer. Dresser drawers and closets are the first places a thief may look for valuables.
10. Be sure you have obtained adequate fire, theft, flood and other insurance. Apartment owners cannot be liable for loss of your possessions. Inventory your personal belongings, noting the serial numbers of such items as televisions, stereos, and computers. The police department even recommends engraving your last name on the back of these items. If the thief notes such identification, it could deter him from taking your property. Moreover, in the event your property is taken and later recovered, it may be traced back to you through the serial numbers and engraved name.
11. If your doorbell rings and no one is there when you answer, check your immediate neighbors. If the same thing has happened to them, notify the police. This is a common way to check if anyone is home before attempting a burglary.
12. Do not panic if your apartment has been entered. Contact the police immediately. Be sure to inform the leasing office.

13. Always lock your car doors and windows. Do not leave valuables where they may be seen from the outside. If possible, install a car alarm system as a separate deterrent.
14. When driving in the parking area, be aware of anything suspicious. Arrange for personal accompaniment if you anticipate using the parking facility late at night. If you see someone acting suspiciously or in a threatening manner, immediately contact the police department.
15. When answering the door, first determine who is there by looking through a window or peephole. If the person is unknown, first talk with them without opening the door and don't open the door if you have any concerns.
16. Don't give your keys out or lend your access cards out.
17. Check your smoke detector once a month to make sure it is operating properly.
18. Close curtains, blinds, and/or window shades at night.
19. Do not hide a key under the doormat or nearby flowerpot. (These are the first places a burglar will look).
20. Let Management know if you will be gone for an extended period, such as a vacation or business travel. While on vacation, make arrangements for your mail and newspaper delivery to be stopped during this time.
21. Do not leave your keys in the car.
22. Have keys ready and in your hand while walking to your car, whether you are at home, school, work, or on vacation.
23. Whenever possible, park your car near a streetlight. Remember to check the back seat before getting into the car.
24. Do not stop at gas stations or automatic teller machines at night or any time of day that suspicion of danger is present.
25. If you believe you are being followed in your car, drive immediately to the nearest police station.

MAINTENANCE TIPS

We would like to take a moment and share some helpful tips with our residents.

KITCHEN HELPERS

Garbage disposals work best when properly maintained. If your disposal starts to emit an odor, the use of baking soda or lemon peels will help to clean it away. Using ice cubes will sharpen the blades and make the disposal work more efficiently. The only items that should go into a garbage disposal are food products. Do not allow foreign objects into the disposal such as bread ties, nickels and small toys. Remember, if you can't eat it, your garbage disposal can't either. If something happens to get into your disposal it will cause your disposal to seize. It will emit a "humming" noise. This means the blades have stopped turning and are stuck on the foreign object. Turn the disposal off and carefully remove the object. Once the object is removed, push the small red button located on

the bottom center of the disposal unit to reset the disposal. If it continues to make a humming noise it will require a maintenance person's attention.

Dishwashers are one of life's greatest inventions, or greatest miseries. The dishwasher will not do the job of the garbage disposal. Rinsing the dishes of food before putting them into the dishwasher is required. Dishwashers are designed to use a non-sudsing detergent that comes in either powder or liquid. NEVER use a hand washing detergent in the dishwasher. This creates suds and will cause the water and suds to escape onto the floor and flood the kitchen. If this happens, pouring $\frac{1}{4}$ cup of vinegar into the dishwasher over the suds will help to dissolve the mess. Dishwashers will also develop an odor if not used on a regular basis. The use of baking soda, vinegar, **OR** bleach will help to rid the odor. Never use more than one of these products at a time. Running the dishwasher on a regular basis is the best prevention.

Refrigerators work by circulating the cool air through the different compartments. If a refrigerator is over stocked the air cannot circulate and the interior will become warm. Maintenance may need to reset the refrigerator but mostly the amount of products being stored in the area will need to be reduced or moved around.

Stoves and ovens need minimal care but a steady cleaning. The tops of most stoves lift up to help make this easier. Care will need to be used when cleaning the burner areas of gas stoves especially. Residue left from cleaning agents will clog the burner holes and prevent them from lighting. Electric stoves are much easier to clean but never use an oven-cleaning agent on any area other than the oven. Never use an oven-cleaning agent in a self-cleaning oven. This will destroy the interior surface and the self-cleaning option will not work properly in the future.

The **water shut off for sinks** is located under the sink and use a small handle. If you have a water spillage or leakage issue, you can help prevent additional mess or damage by shutting off the water before calling maintenance.

The **carpet** in your apartment requires frequent vacuuming and annual cleaning as recommended by the manufacturer. Frequent vacuuming of carpet has been shown to help reduce the incidents of allergies. A minimum annual cleaning will help keep your carpet looking as fresh as the day you moved in. Contact your management office if you have questions on what type of carpet cleaner to use or how often to have the carpet cleaned.

MOLD & MILDEW STATEMENT

Resident agrees to hold management harmless and indemnify it against any loss, damage or other consequences related to mold and/or mildew.

TIPS FOR PREVENTING MOLD & MILDEW

It is our goal to maintain the highest quality living environment for our residents. To help achieve this goal, it is important to work together to minimize mold and mildew build up in your apartment.

You can help minimize mold and mildew growth in your apartment by taking the following actions:

- Open windows frequently when the weather is dry to allow an exchange of air and permit the introduction of sunlight throughout your apartment. It may help if you run the fan on your air conditioner to circulate fresh air throughout your apartment during these times.
- In damp or rainy weather conditions, keep windows and doors closed.
- If possible, maintain a temperature of between 50 degrees and 80 degrees fahrenheit within your apartment
- Clean and dust your apartment on a regular basis as required by your lease. Regular vacuuming, mopping, and use of environmentally safe household cleaners is important to remove household dirt and debris that mold feeds on.
- Periodically clean and dry the walls and floors around the sink, bathtub, shower, toilets, windows, and patio doors using a common household disinfecting cleaner.
- On a regular basis, wipe down and dry areas where moisture sometimes accumulates, like countertops, windows, and window sills.
- Use any pre-installed bathroom fan when bathing or showering and allow the fan to run until all excess moisture has vented from the bathroom.
- Use the exhaust fans in your kitchen when cooking or while the dishwasher is running, and allow the fan to run until all excess moisture has vented from kitchen.
- Limit houseplants to a reasonable number to keep the moisture level in your apartment to a minimum.
- Ensure that your clothes dryer vent is properly connected and clean the lint screen after use.
- When washing clothes in warm or hot water, watch to make sure condensation does not build up within the washer and dryer closet; if condensation does accumulate, dry with a fan or towel.
- If you live in a humid climate, the use of a personal dehumidifier will help regulate humidity levels in your apartment and create a more comfortable environment.

- Thoroughly dry any spills on carpeting.
- Do not overfill closets or storage areas.
- Do not allow damp or moist stacks of clothes or other cloth or paper materials to lay in piles for an extended period of time.
- Immediately report to the management office any evidence of water leaks or excessive moisture in your apartment, storage room, garage, or any common area.
- Immediately report to the management office any evidence of mold or mildew-like growth that cannot be removed by simply applying a common household cleaner and wiping the area. Also report any area of mold or mildew that reappears despite regular cleaning.
- Immediately report to the management office any failure or malfunction with your heating, ventilation, or air-conditioning system. As your lease provides, do not block or cover any of the heating, ventilation, or air conditioning ducts in your apartment.
- Immediately report to the management office any inoperable windows or doors.
- Immediately report to the management office any musty odors that you notice in your apartment.

PACKAGE & PARCEL ACCEPTANCE

It is agreed and understood that approved resident(s) and their approved occupant(s) authorize McKinley and their associates to accept package delivery on your behalf. All packages will be stored in the leasing office area if possible. If the package is too large for us to store in the leasing office, we will accompany the delivery person to your apartment and place inside if possible. Due to staffing and site needs, this may not always be possible so we will ask for a reschedule of the delivery if we are unable to accompany.

During the holidays and other heavy package delivery times, the property and its associates have the right to enter your apartment to drop off such packages. It is not the responsibility of the staff to deliver packages. The delivery person(s) have been notified to leave a note on the door of the person receiving the package to notify them that the package was accepted at the leasing office. We ask that all packages be picked up within 48 hours of delivery. Sometimes the driver neglects to notify you or you did not receive the notice for some reason. So if you are expecting a package and have not received a notice, please contact the office to have them check.

Resident releases McKinley and their associates for any liability for loss due to theft, flood, fire, or any other casualty.

SATELLITE DISH INSTALLATION

It is hereby agreed that:

1. Resident(s) may install a satellite dish of up to 40" in diameter in their balcony, porch, terrace or any other area that is under their exclusive use or control (no part of the dish or antenna can extend beyond the balcony railing line or above the roofline of Residents' apartment).
2. Resident(s) shall pay an additional security deposit of \$100. This additional security deposit will be subject to the terms and conditions of the paragraph of the lease Agreement entitled "Security Deposits."
3. Resident(s) are prohibited from installing a satellite dish on the building or in any area that is not under their exclusive use and control. Prohibited areas include, but are not limited to rooftops, common-use balconies, outside walls, windowsills, and lawns.
4. Resident(s) are prohibited from drilling or making any holes in balconies, porches, terraces, roofs, or any other part of the building or structure. Resident(s) are prohibited from affixing a satellite dish or any supportive equipment to a window, door siding, brick, balcony railings, or boards. Resident(s) may clamp the satellite dish inside the patio only. Resident(s) are prohibited from clamping a satellite dish to any portion of the balcony or patio railing. All cables must be installed in a manner such that trip hazards are not created (only flat cables that can run under sliding glass door tracks or windows may be used).
5. Resident(s) agree that they are solely and completely responsible for any damage to the property over and above normal wear and tear related to the installation and operation of the satellite dish including any supporting equipment or cables.
6. Resident(s) understand and acknowledge that satellite dishes only work with a clear unimpeded southwestern exposure. Resident(s) acknowledge that the Landlord has made no representations regarding whether Residents' apartment provides such exposure. Furthermore, Resident(s) acknowledge that Landlord has no obligation to provide Resident(s) with an apartment with such exposure. Resident(s) agree that Landlord shall have no liability in the event that their satellite dish fails to work for any reason.
7. Resident(s) agree to indemnify and hold harmless that Landlord from any liability for damages to any person or property in, on, or about the premises from any cause related to the satellite dish (including any supportive equipment or cables), their installation or operation. Further, Resident(s) agree to maintain liability insurance with respect to said damage that covers both bodily injury (in the sum of \$1,000,000 per occurrence) and property damage (in the sum of \$500,000 per occurrence).