



# Community Guidelines

## Apartment Alterations

Holes should not be drilled in your apartment without our prior written consent, nor should any nails, hooks, or screws be used on any floors, doors, windows, tub, shower, appliances, or fixtures in the apartment.

Nothing should be fastened to the floors, doors, windows, walls, appliances, or fixtures in the apartment, the exterior walls, or porches of the buildings.

Please refrain from hanging signs, advertisements, or notices on the outside or inside of any apartment or building.

Locks on the doors leading to the apartment should not be altered without our consent. We must have a key to every lock at all times, and every lock must be compatible with the master key system for the building.

## Balcony/Patio/Terrace

Please do not use the balcony, patio, or terrace of your apartment to store personal property.

Additionally, no towels, rags, rugs, laundry, or other items should be hung from any balcony or terrace, nor should anything be thrown or dropped from the windows, balcony or terrace.

Please refrain from cooking or barbecuing on a porch, patio, or balcony.

## Heavy Items

Items which weigh more than we determine is reasonable for the floor loading of the apartment are not permitted. You must check with us before bringing heavy items (i.e., waterbeds, safes, etc.) into the apartment.

## Motor Vehicles

Please keep in mind we may remove any vehicle at the owner's expense if it appears abandoned, inoperable, does not display an inspection sticker and/or license plates, or the inspection and/or registration is expired.

We apologize, but due to local water restrictions and hazardous substance ordinances, we cannot allow residents or their guests to work on their vehicles in the community parking areas. Vehicles may be washed only in designated areas. If there is no designated area, then washing vehicles is not allowed.

## Peaceful Enjoyment

All residents, their family, and guests should conduct themselves in a manner that will not disturb their neighbors or community staff. Noise, odors, or any other actions that cause a disturbance are not permitted. Please do not interfere with the rights, comforts, or convenience of other residents or community staff.

Remember you are responsible for the conduct of your family, friends, guests, and anyone you invite into the community.

We will make reasonable efforts to stop neighbors from disturbing your peace, but we cannot be responsible for controlling their actions. If you are seriously disturbed by activities at your neighbor's apartment, please call the police.



# Community Guidelines

## Satellite Dishes

Satellite dishes one meter or less in size are permitted upon your signing a Lease Addendum – Satellite Antenna and Dishes.

## Trash

Residents are responsible for properly bagging and disposing of all household waste in the appropriate trash containers located throughout the community. Trash should never be placed on the ground or in halls or common areas to prevent pest infestations. Large items such as sofas, chairs, desks, etc. must be placed in the large waste container located near Building P.

## Parking

Residents are reminded that an unexpired, valid parking pass must be displayed in vehicles at all times when parked on community grounds.

Residents are responsible for registering all vehicles in the State of Maryland in order to obtain a permanent parking decal.

Vehicles parked or stopped in Fire Lanes or undesignated parking areas are subject to immediate towing and impound. Vehicles may be towed without prior notice for failing to comply with parking policies. Management is not responsible for fees associated with towing or impounding vehicles.

## Pets

Dogs are not permitted in Buildings II and LL.

Dogs or cats must be on a leash at all times when out on community grounds.

Pet owners are responsible for removing all pet waste immediately. Please clean up after your pet!

Dogs or cats must be licensed and registered including rabies tags in Frederick County and proof of licensing and rabies vaccinations must be readily available upon request.

Pets must also be registered with the Leasing Information Center.

Pets must be walked along Key Parkway and are strictly prohibited in pool or playground areas.

Pit Bulls, Staffordshire, and Bull Terriers are strictly prohibited on community grounds.

## Lock-outs/Lock Changes

There is no charge for obtaining your master set of lock-out keys during regular business hours.

There is a \$30.00 lock-out fee after-hours.

There is a \$35.00 fee for changing your locks.

There is a \$55.00 fee for changing the locks if you checked out and lost your master set of keys.

There is a \$2.00 fee per key for additional keys. Additional keys are made upon request.

There is a \$15.00 fee to replace mailbox locks.



# Community Guidelines

## Pest Control

Presto Pest Control is available for service on Fridays only. Please call at least 24 hours prior to the day of service should you wish to request a visit from the technician.

## Common Areas

All community common areas such as balconies/patios, hallways, stairwells, grounds, courtyards, etc. can not be used for loitering or for storing personal property.

Residents are responsible for the actions of their guests visiting our community.

Please remove all personal trash or debris. Thank you for helping us keep our community clean!

## SmartCard Laundry Equipment

You will be issued one laundry card per leaseholder.

Rates per washer in the laundry facilities are \$1.25 to \$1.50. Rate for drying is \$1.00.

The Value Transfer Machine is located outside the Leasing Information Center and is accessible 24 hours a day, 7 days a week. Value can be added in increments of \$5, \$10, or \$20 with a maximum of \$40.

There is a \$15 fee for each additional card or to replace any lost, broken, damaged, missing, or stolen SmartCard.

Balances cannot be transferred or refunded at time of move-out.

### Adding Value to your SmartCard

- Insert SmartCard into the Value Transfer Machine, with the chip facing up towards the machine.
- The balance on your card will show on the electronic display.
- To add value on to your card, with the card already in the Value Transfer Machine, insert \$5, \$10, or \$20 into the bill acceptor.
- Wait for the card to be updated and remove the card.

### Use in Laundry Machine

- The price of the cycle is displayed on the electronic display.
- To start the machine, insert SmartCard into the card-reader slot with the chip facing up towards the machine.
- Select the cycle desired. The length of the cycle will be displayed after the machine has started.
- After your cycle selection, wait until the machine starts and the display on the machine says to "Pull Card."

### General Care of SmartCard

- Store card in a safe place away from magnetic fields such as microwaves, computers, other credit cards, and electronic equipment.
- Do not bend.
- Do not insert card in anything but the laundry machines and the Value Transfer Machine.
- The information may be erased if inserted in any other card reader.
- Keep card and chip clean from any grease, film, or laundry soap.
- Keep card and chip dry and free from scratches.

## Community Guidelines

- Do not put wet clothes on the SmartCard readers.

Stop by the leasing office during normal business hours if you have any questions regarding your SmartCard.

### **Carpeting/Flooring**

Bleach should never be used on vinyl or carpeted floors.

Local grocers and home supply stores provide the proper products for cleaning and maintaining floors.

Armstrong Once-n-Done is highly recommended for all vinyl flooring. Carpeted floors should be cleaned by vacuuming.

### **Garbage Disposals**

Garbage disposals are designed to breakup small food particles to prevent plumbing clogs. Always run cold water while the garbage disposal is in use.

Never place chicken skins, bones, beans, rice, pasta, onion skins, or other similar food items into garbage disposals.

In the event your garbage disposal is not working, press the red reset button located on the bottom of the disposal. Please call the Service Department if your disposal still does not work or to report any leaks.

### **Vertical Blinds**

To operate your vertical blinds, pull the rear chain to turn slats open and pull the front chain to close slats.

Slats must be in an open position before you pull the rear string to move all of the slats back to expose the door or window.

If slats become twisted, please contact the Service Department.

Be gentle - slats will break if handled improperly.

### **Stoves/Ovens**

To prevent fires, stoves and ovens must NEVER be covered in aluminum foil.

To light a stove burner, turn the control knob for the burner you will be using and listen for a "clicking" noise. The burner should ignite a visible flame in approximately ten seconds. If burner does not light after two attempts, turn the control knob to the "off" position and open windows for fifteen minutes. Contact the Service Department for further assistance.

To light the oven, set oven control knob to desired temperature and confirm that the oven burner is in operation in sixty seconds. If oven burner does not light, open windows for fifteen minutes and contact the Service Department.



## Community Guidelines

### Safety

While we strive to provide you with a comfortable living experience, management or staff cannot guarantee the personal safety and security of you, your guests/visitors, or your personal property. Each individual must assume an active role in providing for their own safety and security.

American Protective Services, the after-hours courtesy patrol company, is onsite by the request of management to observe and report any suspicious activity and can be reached by calling (888) 927-7277.

### Equipment Use

All equipment located in your apartment or community should be used in a reasonable and careful manner. Equipment includes such things as toilets, sinks, electrical, plumbing, heating, ventilating, air conditioning, building access system, elevators, appliances, or other facilities. If you or your family, guests, or visitors use any equipment in a manner that causes damage to the equipment, you could be held responsible for the costs of repairing or replacing it.

### Facilities

If your community has a pool, you must pay any required fees prior to usage. For your safety, please obey all pool rules and regulations.

Games, sports, and other recreational activities are permitted only in designated areas. All rules and regulations must be obeyed including the days and hours that recreational facilities may be used.

We may at any time discontinue any recreational services or close down facilities either temporarily or permanently.