

# RESIDENT HANDBOOK

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*Getting the most out of your experience.*

# Cardinal Group

## PROPERTIES

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### RESIDENT HANDBOOK

Welcome to your Cardinal Property!

Thank you for choosing a Cardinal Property for your housing needs. It's exciting for us to know we can help get the most out of your experience by providing you with the best possible living conditions and environment. It is our goal to ensure you are satisfied at all times, and doing so will require a cooperative effort between us, our on-site team and you. Please take the time to read this handbook so that we are all working together to uphold the safest, cleanest, and most inviting community possible.

The contents of this handbook are an extension of the policies and guidelines of the Lease and *are subordinate to the terms and conditions of the Lease*. The handbook simply elaborates on the rules, responsibilities, and terms of the Lease, as well as outlines procedures and protocol for certain events and circumstances that may arise. It is important that you read and are familiar with the handbook's content as you are held responsible to its terms and policies by signing the Lease. Some situations may be outside the scope of this handbook, and therefore, we reserve the right to change its' contents as we believe necessary, and if applicable we will notify you and the community. If you need additional information or have questions, please do not hesitate to ask someone from your on-site staff.

When reading through the handbook, be aware of the terminology used. Any term defined in the Lease will retain its meaning. Therefore, "you" and "your" refer to the residents on the Lease, and "we", "us", or "our" is management.

Lastly, we encourage all of our residents to purchase renter's insurance. It is an important way to protect yourself against damages or theft of personal property and property damage that may occur at the community.

Please feel free to contact us if you have any questions or concerns relating to the Lease, the Handbook, or any other subject matter.

We look forward to serving your needs and thank you,

**Cardinal Group Management**

# RESIDENT HANDBOOK

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# I. TERMS OF TENANCY

The following section is intended to help explain important aspects of the Lease and answer common questions concerning its terms and conditions.

1. **Occupancy:**

The number of occupants is limited to the amount outlined in the Terms of the Lease

2. **Right to Privacy:**

Management will not give anyone permission to enter your apartment without prior written notice. However, there are exceptions to when our staff has consent to enter your home without written consent, this may include, but is not limited to:

- Emergencies
- If you have abandoned your unit
- To perform necessary maintenance
- To perform agreed upon services
- To show prospective renters, purchasers, contractors, or other person(s) the apartment
- Health and safety inspections
- Any other situation permissible by law.

3. **Rent Payment:**

Rent is due on, or before, the date outlined in your Lease. Per company policy, we only accept the following methods of payment (Note: this policy pertains to any and all charges you might be paying):

- Checks (including personal, cashiers, and traveler's checks)
- Money Orders
- Debit/Credit Cards (via Paylease.com).
- **No Cash payments will be accepted.**

To ensure efficient and accurate recording, please be sure to clearly specify the following information on your rent payment or other charges:

<p>1. Your <b>Name</b> and <b>Unit</b> -AND- 2. The relevant <b>Charge(s)</b> being paid</p>
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#### 4. **Payment Options:**

The following methods are acceptable for submitting payment(s) and apply to any type of charge(s), not just rent.

- **At the Management Office**

Rent may be submitted at the Management Office. For your convenience, there is a collections box at the Management Office to submit payments after normal operating hours.

- **PayLease.com**

Rent also can be submitted online via **PayLease.com**. Instructions on how to use this payment method are available on their website or upon request at the Management Office.

- **By Mail**

Checks can also be mailed to our corporate address. If mailing, the date of payment is determined by the date “postmarked” by the mailing service.

#### 5. **Late Rent and Returned Checks:**

You will be charged a late fee(s) according to the terms of the Lease if your rent check is late or returned. Rent is only considered on-time if it is **received** by the date specified in the Lease, unless explicitly described otherwise. A non-sufficient funds fee, plus any applicable late charge(s), will be assessed on all checks returned by the bank. Returned checks must be redeemed by money order or cashier’s check within 48 hours of notification. After **two** returned checks, we will no longer accept personal checks from you for rent payment or any other charge(s), and you will be required to pay by bank check, money order, online via credit/debit card. If you have any outstanding invoices, your current month’s rent payment will be allocated to those charges, and late fees will be assessed to your current rent if it is not paid in full.

#### 6. **Keys and Key Release:**

Any keys or other entry devices given to you by management are intended for **your** use only. Duplicates are only to be made by Management, and all entry devices are to be returned at move-out. You are prohibited from changing locks or in any way denying Management entry into your unit. If you require us to provide you with a replacement key(s), a fee will be assessed. You are prohibited from providing anyone not on the lease with a key unless authorized by Management and properly documented by the submission of a **Key Authorization Form**. We respect your privacy and will follow the guidelines concerning staff entry into your unit.

#### 7. **Utilities:**

The Lease specifies which utilities, if any, are included in your rent payment. You are responsible for all utilities not explicitly defined in your lease as being included in your rent payment:

- **Contacting the utility company and putting the bill in your name.**

This must be done within one business day of move-in. The move-in package contains contact information for the utility companies. You are responsible for reimbursing management for any usage charges incurred for not putting the account under your name within one business day of move in, as well as paying a fine assessed by Management for not completing this task. This is only for utilities NOT included in your rent. Refer to your lease for what utilities are and are not included.

- **Submitting payments directly to the utility company for all charges billed.**  
Management will have no participation in the communications between you and the utility company. You are completely responsible for any and all interactions related to the utility company, including, but not limited to, billing, payments, and maintenance.
- **Cancelling the utility service at the end of the lease term.**  
It is your responsibility to contact the utility provider and have the utility removed from your name. You are not permitted to cancel the service prior to the end of your lease. You are responsible for reimbursing management for any usage charges incurred for taking the utility out of your name prematurely, as well as paying a fine assessed by Management for doing so.

There may be community specific arrangements where your lease explicitly denotes that you are responsible for reimbursing Management for utilities. In this situation, you will be responsible for making timely payments subject to late fees. If applicable, you and your roommates are jointly and severally liable for these payments.

If available, you may upgrade the community provided cable and/or Internet package at your own expense. In this instance, you will be responsible for contacting the cable provider and coordinating any service calls and installation.

We are very mindful of the need to be “green” and when it comes to energy consumption and environmental responsibility. We explore many ways to reduce our energy footprint and ask our tenants to do the same. Simple things like turning off lights when not in use, conserving water and adjusting your thermostat go a long way to saving you money and helping out Mother Nature.

#### 8. **Reletting Policy:**

“Reletting” - what does that mean?? Reletting is simply finding someone else to take over the terms of your lease by signing it over to them. Before you do that, there are a few things to know:

You are still bound by the terms of the Lease and are not permitted to cancel it prematurely. In the case of needing to relet, you may do so in one of two ways and pay the applicable reletting fee:

- **Option 1:** Submit a **Relet and Release Acknowledgement** form and pay a fee 85% of one month’s rent. This fee is used to indemnify management for the time and effort it takes to find someone to replace your lease. You will not be released of your lease terms, or rent obligations, until another tenant is found to receive your lease.
- **Option 2:** Submit a **Relief and Release Acknowledgement** form and pay a flat fee of \$200. This is the standard fee for reletting. This option is only applicable if you have found and signed someone to fill your bed space.

In either case, the new resident and new guarantor will need to be approved by us before the reletting process is complete and relieves the tenant of their lease agreement. A new Lease and a new Guaranty Agreement must be completed and submitted. Furthermore, the standard move-in and move-out procedures will be performed. The new resident must inspect the apartment, note all damages on the Move-in Inspection Form and accept the apartment. The new resident will be

required to pay a new security deposit, application fee, prepaid rent, and all other applicable fees and deposits.

Once all of 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. You and your guarantor will remain financially liable for all charges incurred until the Effective Date and will be released from all obligations under the Lease which arise after the Effective Date. You should ensure that the new resident successfully switches all utilities payable from your name to their name. If you pay a reletting fee for a transfer that is unsuccessful, you will receive a credit toward future rent payments.

**9. Transfer Policy:**

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

- All damages are paid after your apartment is inspected.
- Assessed **Transfer Fee** is paid.
- A new Lease and all Addenda with new lease dates, rental amounts, and other updated terms is signed.

**10. Roommate Remediation:**

An internal conflict between you and your roommate(s) is **not** grounds to terminate the Lease. Management is not responsible for resolving these conflicts. If needed, we will 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.

**11. Guests:**

Guests are limited to stay in your bedroom no more than one weekday or one weekend in any calendar month. If a guest is planning on staying longer than the allotted amount, you must get approval from your **roommates and management**. Guests must abide by the policies outlined in this handbook. You are solely responsible for the actions of your guests as well as informing them of the rules and regulations of the community. If a roommate is violating this policy, you may inform management for help in resolving this issue.

**12. 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 will be assessed rental payments from the date of the last inspection to the date of us finding out of the situation. If applicable, you will be liable for all repairs and damages. This action may be referred to the police department as breaking and entering. (This policy applies to the “rent-by-bed” lease structure. In “rent-by-unit” communities, tenants have full access to their apartment and extra bedrooms can be used at your discretion).

### 13. **Permits:**

All parking rules and regulations will be enforced per the terms of the Lease or any parking addendum, including the duration the parking permit is valid. If required by your community, your vehicle or your guests' vehicle is subject to being towed if it is occupying another person's parking spot or fails to display the appropriate parking pass, visitors badge or permit. We reserve the right to revoke a parking permit for any reason. Guest parking permits may be required and are only valid for the duration clearly designated by the permit. We assume no responsibility for any damages that occur to a guest's vehicle while they are parked at the community.

### 14. **Pets:**

Pets are only permissible if they have been notarized by management during the signing of your lease. All pet fees will be outlined in the Lease. If mandated, a Pet Deposit will be submitted upon the signing of your lease. **BEFORE** you acquire a pet while living at the community, you must:

- Notify management immediately for approval
- Pay the applicable pet fees
- Submit a pet addendum.
- Gain written consent from all your roommates. If the consent of your roommates is not granted, then you are not permitted to apply for permission to house a pet. Community specific, the opportunity to transfer to a pet friendly unit or a single bed unit may be an option. In addition, all relevant transfer fees will be assessed.

The following guidelines and regulations will be honored and enforced in relation to having a pet in your unit:

- Pets must be registered and inoculated in accordance to local laws, and they must wear proper identification tags.
- The only pets permitted are the animals agreed upon by management during the signing and submission of the Pet Addendum.
- Pets must be kept on a leash and adequately supervised when on the community premises. You are completely responsible for and liable for any damages or injuries caused by your pet.
- If designated by management, you must comply with any rules outlining acceptable areas to walk your pet. You are responsible for cleaning up after your pet. Fines will be assessed for failing to do so.
- If it comes to management's attention that you have been housing a pet without the proper permissions, you will be assessed additional fees beyond the standard pet related charges and will be required to comply with all additional community pet rules. If you are unable to comply with these rules or get sign-off by management or your roommates you will be required to remove the pet from the property immediately.
- Some communities may have "dog parks" and tenants must follow all posted rules for their pets.

### 15. **Lease:**

The lease outlines specific criteria and terms of your tenancy, such as duration and rental rates. Refer to your lease for clarification about the details of your tenancy.

## II. MAINTAINING YOUR UNIT

1. **Patios/Balconies:**

You must keep your patios and balconies clean. They are not to be used for storage and heavy or unsightly items are strictly prohibited. Only outdoor furniture and related items are to be used to furnish them. Grills are strictly prohibited on patios or balconies. No unsecured plants may be permitted on the ledges or protruding from the railing. Please be aware of the maximum amount of people permitted on a balcony at any one time. The storage of bicycles on patios and balconies is subject to approval by management.

2. **Flags and Signs:**

Signs and banners may not be hung from patios, balconies, windows, or any other area that would be visible from the exterior without prior approval by management. We permit American flags and University specific flags to be flown tastefully. Management retains the right, in their sole discretion, to determine the definition of “tastefully.”

3. **Antennas / Satellites:**

Installation of antennas or satellites outside your apartment is prohibited unless management approves it in writing ten days prior to installation. If you wish to install a satellite, you must send in a written notice to management to be approved before installation. You may be asked for an additional security deposit which must be submitted prior to installation. The satellite must be installed within the confines of your apartment and its patios or balconies. The installation of the satellite cannot require drilling holes or any other damaging means of fixating it. You must submit a proof of insurance prior to installation that covers you against the liability of potential injuries or damage caused by the satellite or antenna. Not all apartments are positioned for satellite reception. You may not transfer apartments on the grounds of acquiring better positioning for satellite reception.

4. **Windows and Doors:**

It is prohibited to obstruct your apartment’s windows and doors. Doors and windows are considered fire escape routes and it is essential for safety that they are passable in case of an emergency. Do not remove the blinds already installed in your apartment. If you alter the appearance of your windows (i.e. draperies, curtains, or blinds), you must restore them to their original state prior to the end of the Lease, and you will be liable for any damages or expenses resulting from the alteration. Besides blinds and drapes, nothing can be placed over your windows or in the window sills that can be seen from the exterior of your apartment (i.e. aluminum foil, cardboard, signs). You are responsible for any damages caused by leaving your windows or doors open.

5. **Exterior Decorations and Alterations:**

It is prohibited to make any structural changes or additions to the exterior of your apartment, which includes balconies and/or patios. Welcome mats are permitted; however, management reserves the right to ask for the removal of any decoration that is deemed distasteful or unwarranted.

6. **Interior Decorations and Alterations:**

Your apartment is your home and we want it to feel like it. Before you go nailing holes in the walls and taping posters up, there are a few things to consider: Interior decorations are encouraged, granted they do not cause damage, are permanently fixated, or compromise the comfort of your roommates. **Stickers, glow in the dark stars, sticky tack, and other adhesives are prohibited.** You are responsible for the damages caused or labor required to restore walls, ceilings, cabinets, or doors to their original state caused by such substances or products. You must obtain written permission from management to do any repairs, painting, wallpapering, carpeting, or make any other alterations. **You are responsible for returning the interior of your apartment back to its original condition.** Prior to moving out, all hooks, nails, tacks and the like must be removed from all walls, ceilings, and doors. You are responsible for the expenses required to restore the walls, ceilings, and doors to their original condition.

7. **Mold / Mildew Prevention:**

You acknowledge that it is your responsibility to provide appropriate climate control, keep the apartment clean, and take common sense measures to prevent mold and mildew from accumulating in the apartment. You agree not to block or cover any of the heating, ventilation, or AC ducts in the apartment. If you notice any indication of the presence of mold that can't be cleaned with a common household cleaner and towel, a water leak, malfunctioning of any heating, ventilation, or AC systems, or inoperable windows, **please notify management immediately.**

8. **Prohibited Storage Areas:**

Aside from balconies and patios, it is also prohibited to use public areas, such as walkways, hallways, or entranceways for storage. In addition to the aforementioned areas, certain in-unit areas should not be used for storage, such as utility closets that contain water heaters, AC units, and other equipment. If you use prohibited areas as storage, your possessions may be impounded and can be redeemed only with submission of payment of the relevant fees.

9. **Waste Management:**

We know you want a clean community as much as we do and we would appreciate your collaboration in keeping the community free of litter. It is your responsibility to properly dispose of trash bags and other garbage into the community dumpsters or trash collection areas. Do not place any forbidden (paint, chemicals, motor oil, etc) or hazardous materials in the trash receptacles. We reserve the right to impose fines for violation of any Waste Management rules. If the dumpsters are full or overflowing, please contact management immediately, and they will arrange for removal as soon as possible.

10. **Freezing Weather:**

If freezing weather is expected, open the cabinet doors under the kitchen and bathroom sinks so that the exposed plumbing fixtures do not freeze. See the next paragraph for freezing weather tips if you are going to be away from your unit during this time.

11. **Extended Leave Check List:**

If you are planning on leaving for an extended period of time, such as during a Holiday break, and your unit will be empty, it is your responsibility to perform the following precautions to avoid any undue damage and distress during your absence:

- **Set the thermostat to at least 55 degrees.** This is to avoid damages occurring to the unit or your personal possessions due to pipes freezing. If you fail to take this precaution, you may be liable for damages to your apartment and any other affected areas.
- Leave emergency contact numbers with the office.
- Secure or travel with any valuables.
- Make sure all windows and doors are locked.
- Do not leave any indication that you will be away for an extended period of time, such as a note or an answering machine message.

12. **Reporting Service Requests:**

Requests for maintenance to your unit should be submitted **as soon as the issue is brought to your attention**. This is to help ensure we can maintain your comfort and convenience, as well as to prevent the situation from worsening or causing other issues or damage. You can report service requests directly to the Community Manager, the management staff or visit the community's website and place work-orders there.

13. **Emergency Unit Response Service:**

All communities offer a **24-hour emergency maintenance report service**. The phone number will be provided to you during move-in and will be available and posted in the management office. Please use your best judgment when determining the severity of a situation. The following list is an example of common emergency situations:

- No heat or AC when temperatures are less than 50 degrees or higher than 80 degrees.
- Utility failure such as no water, electricity, or gas.
- Overflowing toilet.
- Broken water pipes, leaks, and severe back-ups.
- Malfunction of an essential appliance. (Does not include microwave or dishwasher – please report these as routine service requests)
- Lock-outs:

Note: If you lock yourself out of your unit and your roommates can not help you access your unit, notify management of the situation. You will be asked to provide photo identification before gaining entry into your unit. A fee of \$75.00 will be assessed for lock-out requests that occur after regular business hours.

### III. COMMUNITY GUIDELINES & RULES

Each community has its own particular set of rules and guidelines depending on community configurations, amenities, parking, units and the like. However, in general, management is responsible for, and has the authority to uphold the rules and guidelines associated with the community. Illegal and criminal activities are strictly prohibited within all communities. Noise, privacy invasion, and other tenant complaints will be investigated and dealt with on a case-by-case basis. Any action in direct violation of a Lease is punishable by fine, the rules outlined in the lease and in certain circumstances, immediate termination of tenancy.

It is required that all tenants are mindful of the responsibilities and limitations of community style living. Each tenant is entitled to the rights and opportunities outlined in their Lease, including the right to privacy, right to access and use of community amenities, and the right to certain personal comforts such as, but not limited to, a reasonable noise level and a safe environment. Management is committed to assisting all tenants; they are required to uphold the guidelines of their community in order to ensure that their tenants have a pleasant and enjoyable living experience.

1. **Office Hours:**

Office hours are posted at the Clubhouse or Management Office. The office operates according to standard business norms and honor most holidays. Signs and other notices will be posted when the office will be closed. They will contain information when the office will resume operations as well as the contact number for maintenance emergencies.

2. **Mail Delivery:**

If the United States Postal Service (USPS) does not sort or deliver mail in your community, management or the community does not assume responsibility for any lost or damaged mail that is delivered or sorted by non-postal community employees.

3. **Package Release:**

If a package is delivered to our office, we will accept it for you and notify you of its arrival. You can claim it at the office. You will be required to provide appropriate identification as well as sign the community's Package Log. We are not responsible or liable for any packages that are lost or damaged.

4. **Solicitors:**

Door-to-door solicitors are not permitted in the community. Please notify management if you notice or are confronted by a solicitor.

5. **Vehicle and Personal Property Maintenance:**

Auto repairs, as well as unusually large projects, are not to be performed on the community's premises.

## **6. Recreational Facilities and Amenities:**

Your community may offer an array of recreational amenities. We offer these amenities in an effort to strengthen the sense of community and to provide you with an opportunity to enjoy on-site activities. It is important to respect the facilities and equipment, and to respect other residents who want to enjoy them as well. As a resident of the community, you are responsible for knowing and following the rules of each particular amenity. You are also solely responsible for any guests you let use the facilities. Rules and regulation infractions can result in fines or punishments management deems necessary, which may include the barring of further use of the facilities. We are not responsible for accidents, injuries, or lost or stolen items that occur when utilizing the facilities. Certain recreational activities require particular equipment for participation. If available, you can check out the equipment at the management office. You will be required to provide an adequate form of identification to use as collateral.

### **I. Pool / Spa Area Rules:**

- **Use the pool at your own risk.**
- **There are no lifeguards on duty at anytime.**
- You must abide by all rules posted within the Pool Area.
- No running or physical activities are permitted within the pool area.
- No intoxicated persons shall be allowed in the pool or spa.
- You are responsible for cleaning up your trash.
- Glass is strictly prohibited within the confines of the pool area.
- The pool area is only accessible during the posted hours of operation.
- You must shower before entering the pool or spa.
- You are responsible for any damages that occur on behalf of your guests' actions.

### **II. Fitness Center Rules:**

- Consult with your physician to ensure you are healthy enough for physically inclined activities.
- Read the instructions and clearly understand how to operate any fitness equipment.
- Only one guest per resident is permitted,
- You must accompany your guest during work-outs.
- Wipe down equipment after you use it.
- Do not attempt to repair or remove any fitness equipment.
- Notify management of malfunctioning equipment.
- Televisions may be provided to watch during work-outs in some communities and management will have control of these televisions.

### **III. Basketball, Tennis, and Volleyball Court Rules:**

- Do not use the equipment in any manner other than it is designed to be used for.
- Do not abuse the equipment, such as hanging on the net or rim of the basketball hoops or displacing sand from the volleyball court.
- Abide by community rules concerning waits and sharing the courts.

#### **IV. Clubhouse and Entertainment Room Rules:**

- Abide by all rules posted within the clubhouse or other entertainment / common area.
- The area may be monitored for security purposes.
- Fines will be assessed and legal action will be taken if necessary.
- Do not abuse or misuse any equipment.
- If you check out any equipment, you are solely responsible for returning it. We will not pursue anyone else for damaged or lost materials.

#### **V. Computer Labs:**

Computer labs are available for your convenience. They offer you the opportunity to access the Internet and complete projects using the software already installed at each station. Please use common sense when determining if a potential act would be encouraged or not. Explicitly prohibited acts include downloading or installing any software onto the hard drive, viewing inappropriate or pornographic material, and soliciting or pursuing a personal business endeavor using a community lab computer.

Rules:

- Computer labs are only to be used during the hours determined by management. They will be clearly posted around and in the computer lab.
- **No food or drinks** are permitted in the computer lab.
- Guests are not permitted.
- No viewing or downloading inappropriate materials.
- No downloading any files/software to any computer's hard drive.
- Printing may be provided free of charge or for a fee.
- Each community will have additional guidelines on their printing policies.

Please be aware that computer labs are monitored and you will be responsible for any damages caused to the equipment. Also note that we are not responsible for any inconveniences you experience while utilizing one of the community's computers. We are not responsible for any lost data, corrupted files, or any issue due to loss of privacy. You are susceptible to the same risks as you would be using any public computer, and you are responsible for any activities that occur while you use one.

#### **VI. Tanning Bed / Dome Rules:**

- Tanning beds / domes are for community residents only.
- Guests are not permitted to use the beds / domes.
- Be aware of the potential health risks associated with tanning and tanning beds
- Eyewear must be worn at all times during tanning sessions.
- You may be required to pay for tanning bed / dome usage.
- Tanning beds / domes are a "use-at-your-own-risk" amenity.

**7. Parking:**

As a general rule, the community's parking lot is reserved for motor vehicles belonging to tenants and their guests, on-site staff, and any vehicles used for the operations occurring within the community. Parking trailers, boats, and other unusually large or situational use vehicles in the community parking lot is prohibited. We are not responsible for any damage that occurs to you or your guests' vehicles while parked at the community. Be aware of any specific parking restrictions, such as in emergency spots, in front of community dumpsters, or temporary events such as maintenance usage. Parking spots designated as being intended for "future tenants" and "management staff" are reserved for their respective vehicles. Any vehicles discovered to be illegally parked may be towed at the owner's expense. If you live in a community that requires a Parking Permit, you must clearly display it on the windshield of your car at all times. Any unmarked cars may be towed at the expense of the owner.

**8. Laundry Area:**

Laundry facilities may be available for your convenience. Though they may be monitored for security purposes, we are not responsible for any damaged, lost, or stolen articles of clothing. Please be considerate of other tenants when utilizing the laundry facility. Do not leave clothes in the machines as other people may be waiting to use them.

**9. Noise Policy:**

Living in an apartment community is an opportunity to be a part of a social environment while still being able to enjoy your own personal space and comfort. At times, communities will be very active due to the amount of tenants residing there as well as the opportunities offered within the community. However, tenants are required to not cause undue, excessively loud noise levels that may disturb other residents. We will investigate any complaints we receive concerning excessive noise levels. Repeat offenders are subject to fines or other appropriate action.

**10. Party Policy:**

Social gatherings are permitted. However, any activities that pose a potential safety threat or could cause damage to the interior of your unit or any other aspect of the community are strictly prohibited. You are responsible for any damages caused by your guests. We will report any criminal or illegal activity that occurs during parties. You are prohibited from disturbing or disrupting other residents due to the noise level caused by you or your guests during social gatherings. Also, you are prohibited from hosting events that provide opportunity for damage to occur to the property. In particular, you must recognize the following guidelines as being rules that if broken are punishable by fine or other action deemed necessary:

- Social gatherings held between Sunday and Thursday must end by 10pm.
- Social gatherings held on Friday and Saturday must end by 12 midnight.
- If you are planning on hosting a party of 20 people or less, you must notify management at least 24 hours in advance.
- If you are planning on hosting a party over 20 people, you must notify management at least 72 hours in advance.
- No social gatherings are to be held during exam periods.

## IV. SAFETY & SECURITY

### 1. **Waiver of Responsibility:**

We do not assure your personal security, and our security measures are voluntary actions in an effort to reduce the risk of crime in the community. You agree that the provisions 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. We have no duty of security or personal safety except to proceed with diligence to repair any systems if they are reported to be ineffective or malfunctioning. Your safety and comfort is of utmost importance to us, and we strive to provide you with a community that you feel safe living in and inviting your guests to visit.

### 2. **Inspections:**

You will receive notification if and when we will be conducting Health and Safety Inspections. If applicable, notices for remedial action will be posted on your door. Fines will also be posted if necessary.

### 3. **Prohibited Items and Personal Property:**

- *Grills*; it is in violation of fire regulations to store or use grills in or around your unit. In consideration of these regulations and your safety, it is prohibited to have grills on your patios or balconies. Grills can only be used in accordance with local ordinances and community rules, which may include designated locations throughout the community.
- *Hazardous and Illegal Items*; you cannot possess any hazardous or illegal items on the community premises including, but not limited to, firearms, explosives, and illicit substances.
- *Unusually Heavy Items*; you cannot furnish your unit with unusually heavy objects including, but not limited to, pool tables and weight lifting equipment.

### 4. **Protecting your Personal Property:**

It is your responsibility to account for your personal property while on the community premises. Do not leave any of your possessions in common areas. Always be sure to lock your unit for increased security. If applicable, ensure your vehicle is locked. Be aware of the risks of leaving furniture or other outdoor items on your patio or balcony and properly secure them if needed. If your community provides a public bicycle storage area, such as a bicycle rack, then secure it with a lock. Public fixtures and trees cannot be used to secure possessions.

### 5. **Renter's Insurance:**

We do not provide coverage for your personal belongings, property damage, or bodily injury. It is your responsibility to protect yourself and your possessions. **We strongly recommend that you obtain renter's insurance.** We reserve the right to require you to obtain renter's insurance and provide proof of that insurance.

## 6. Protecting Yourself:

**Security and Safety Device Disclaimer:** We have no duty to furnish alarms, security guards, or other security devices, except as required by law. If we furnish any security devices, we have no obligation to inspect, test, or repair these devices unless you request us to do so in writing. You must inspect security devices upon move-in and will be given the opportunity to make comments on their condition on the **Move-In Condition Form**. Any security devices you install must comply with all applicable laws. You are responsible for any damages caused by installation or malfunctioning of any additional security devices. You are also responsible for the removal of the system at the end of the lease. It is important to realize that security devices are susceptible to error and malfunction. Using common sense and being aware of your surroundings is the best way to avoid danger and harm in the case of an emergency.

### ▪ **Preventative and Safety Measures:**

- Lock your doors and windows even if you are inside.
- Before answering the door, use the peephole or a window to check who it is before answering. If you do not know the person, talk to them through the door before opening it.
- Do not give out copies of your keys, which is strictly prohibited, or combinations to any locks on the community. If you lose your keys, contact management immediately so we can have your doors re-keyed. A fee will be assessed.
- Do not hide a key or combination code under the doormat or on your patio or balcony.
- Do not put your address on your key ring.
- Keep valuables out of clear sight. Ensure your blinds are drawn and that others cannot see inside your unit.
- Check your smoke detector monthly for dead batteries or malfunctions.
- Periodically ensure your door and window locks are working properly. Notify management if you discover they are malfunctioning. Also, report if common area light fixtures are not working properly.
- Do not walk alone at night.
- Immediately report any suspicious people or activity to management.
- If you are suspicious that your unit has been illegally broken into, call 911 and do not enter.

## 7. Emergency Situations:

### ▪ **Emergency Protocol:**

- **Dial 911** for all emergencies; **DO NOT** call the management office first.
- In the case of an emergency, be sure to adequately pronounce the seriousness of the situation. Use key words such as **“Help!”**, **“Police!”**, or **“Fire!”** to ensure that other residents understand the urgency of the matter.

### ▪ **Fire Safety Guidelines:**

- Disabling or tampering with a fire extinguisher, pull stations, or smoke detector is a violation of the law and may lead to fines, legal action and possible early termination of the lease.
- Preventative measures:

- i. Let cooking grease cool and then pour into a metal can. Never pour hot grease into a plastic container. Do not put water on a grease fire.
  - ii. Do not let grease or oil cook on the stove unattended.
  - iii. Properly dispose of all lighted tobacco products in appropriate metal containers.
  - iv. Avoid cooking while intoxicated, taking medication, or when drowsy.
  - v. Test smoke detectors monthly to make sure they are working.
  - vi. Do not store gas-operated tools or vehicles inside the apartment or under stairwells, breezeways, patios, or balconies.
- **In the Event of a Fire:**
    - Call 911 if there is fire or smoke.
    - If there is a fire, do not enter the hallway or the breezeway. First, feel the door. If it is hot, use an alternate route. If the door is cool, use the closest exit.
    - If you are in a room full of smoke, crawl on your hands and knees as the cleanest air is near the floor.
    - If you cannot escape your apartment, stuff wet towels, sheets, and clothes around the door and vents to keep smoke out.
  - **Severe Weather Guidelines:**
    - Preparation:
      - i. Ensure that you have a functional flashlight, with extra batteries or other battery operated source of light in the case of electricity loss. Prepare for seasonal severe weather occurrences by having an extra supply of water and food.
      - ii. Establish a post-storm communication plan to keep in touch with your friends, family, and neighbors in the event of a severe weather situation.
      - iii. For more information concerning planning for severe weather situations, visit FEMA's website: [http://www.ready.gov/make\\_a\\_plan.html](http://www.ready.gov/make_a_plan.html).
  - **In the Event of a Severe Weather Storm:**
    - You should obey all evacuation orders issued by local, state, or federal agencies. Do not wait for instructions from the community.
    - Keep up-to-date concerning severe weather developments. Check the weather forecast on TV, the internet, or the radio to keep informed about severe weather situations.
    - Seek safety in an inner hallway or small inner room such as a bathroom or closet. Stay away from windows, doors, and outside walls. If necessary, get under a piece of sturdy furniture and use sofa cushions for protection.
    - Do not utilize plug-in electrical equipment. Do not use land-line telephones.

## V. MOVE-OUT PROCEDURES

As the end of your lease approaches, and you're getting ready to move-out, it is important to be aware of the tasks you are responsible for prior to vacating your unit. Your lease term is explicitly defined in your Lease. Please contact Management if you have any questions concerning this issue. Essentially, there are **three** main concerns:

1. Returning anything to the management office that you may have borrowed or were provided during your tenancy.
2. Paying any outstanding balances and leaving your forwarding address.
3. Returning your unit to the condition it was in when you first moved in.

### 1. **Key Return:**

Prior to leaving, you are responsible for returning all keys and other entry devices to the office. You should use this opportunity to return any other items that you may have borrowed throughout the term of your lease.

### 2. **Paying your Balance:**

You are also responsible for paying off any outstanding charges that you may have accrued throughout your tenancy. These should be paid using any one of the methods described earlier in the handbook. Remember, **no cash payments are accepted**. You also should leave a forward address with a member of the office staff. This will help expedite the process of returning you your Security Deposit.

### 3. **Cleaning your Unit:**

As the last thing you do before leaving, you must **restore** your apartment to its original condition from when you first moved in at the beginning of your lease. There are some basic guidelines to follow when cleaning your unit:

- If you break it... fix it.
- If it was there when you arrived, it should be there when you leave.
- The unit should be cleaned thoroughly, to the point that a new tenant could move-in the moment you leave.

There may be exceptions to these rules. For example, if there were agreed upon terms during the tenure of your lease about the condition of your apartment, they will be enforced at move-out. This includes, but is not limited to, furniture additions and structural and physical changes and updates.

### 4. **Move-out Checklist:**

You will be provided a Move-out Checklist that will help walk you through the move-out process. This checklist will help give you a basic outline of how to assess your unit after you have finished

cleaning it. The checklist itemizes each individual area of concern you are responsible for. In general, if you sufficiently complete every step of the checklist, you should not be assessed any additional charges. You should be marking off each task as you complete them. You should submit the checklist to management afterwards.

A list of the move-out charges and their corresponding dollar amounts is itemized at the end of the Handbook. Please familiarize yourself with this list, it will help you better understand the expectations concerning the extent of cleaning and repairs necessary.

After you have moved-out, your unit will be inspected by a member of the management or their staff. You will be contacted if you have been assessed any move-out charges and you will be mailed a check containing the amount of your initial security deposit, minus any necessary repair or cleaning expenses. If you have been contacted concerning additional move-out charges, you must remit a payment for these charges within 10 business days. A penalty will be assessed for any late payments.

## VI. THANK YOU!

Thank you again for choosing a Cardinal Property for your housing needs. We hope that you enjoyed your living experience with us. We started Cardinal Properties to do one thing: provide the kind of living environment that we wish we had in college. That simple! We hope that we met our goal to ensure you are satisfied at all times while living with us, and we hope we held up our end of the bargain.

If you have any questions or recommendations on how we can improve our experience, please let us know: [info@CardinalProps.com](mailto:info@CardinalProps.com)

Cheers!