



Dear Resident(s):

We are glad to welcome you to Walden Pond, your new home. Walden Pond is your community. It's where you will spend a great deal of your leisure time...time that should bring relaxation, enjoyment, and satisfaction.

To ensure that your expectations are exceeded, we have developed information and policies that are based on our experience and that old standby, common sense.

We've prepared this booklet to fully explain the policies of your new community. It explains what we need from you and how you can get the things you need from us. It can help us build a happy and long-lasting relationship.

We believe your residency with us is just the first of many good relationships you will discover here at Walden Pond Apartment Homes.

Sincerely,

Harry H. Hunt, III
Chairman

HHHunt



INTRODUCTION

You have signed a lease agreement acknowledging that you, your family, and guests will comply with all policies included herein. Any changes to our policies will be stated in our newsletter or within special notices delivered to your door. We appreciate your compliance to our rules and regulations and encourage you to advise us in the event that any of your neighbors are not in compliance with these rules.

Your apartment was designed and intended for reasonable residential use. It was designed to comply with all applicable building codes at the time of construction. These building codes, we believe, assume certain types of reasonable use of an apartment. Unreasonable use of your apartment such as very large gatherings of people, having excessive or heavy machinery or furniture, etc., may exceed design criteria. For your safety, the safety of your guests and other residents in the building, unreasonable use of your apartment must be avoided.

EQUAL HOUSING AND DISABLED RESIDENTS

HHHunt is committed to ensuring equal opportunity in housing and fully supports and expects all Team Members to uphold the Equal Housing Opportunity Statement:

“We are pledged to the spirit of U.S. policy for the achievement of equal housing opportunity throughout the nation. We encourage and support an affirmative advertising and marketing program in which there are no barriers to obtaining housing because of race, color, religion, sex, handicap, familial status, or national origin.”

Disabled persons in need of an accommodation to HHHunt or community policies or a modification to the apartment, building or common areas may, at their option, complete a Reasonable Accommodation/Modification Request Form to be submitted for approval. Verbal requests for an accommodation or modification are also acceptable.

Any requests for accommodation or modification will be relayed to the designated compliance personnel member with HHHunt. In determining if an accommodation may be necessary, there must be an identifiable relationship between the requested accommodation and the individual's disability. In certain instances, the compliance personnel member may request additional information from a third party to verify the need for the requested accommodation or modification.



WHY POLICIES?

What follows are the policies of Walden Pond. Sounds like an imposing booklet, doesn't it? Well, it isn't. These policies have been carefully thought out and proven through our experience. The reason for them is to prevent things that should not happen. We want to ensure your happiness and satisfaction while living at Walden Pond.

Please observe these policies, as we are obligated to enforce them fairly to ensure your comfort and privacy, the rights of other residents and the property, which plays such an important part in creating an above-average lifestyle for all residents.

In order to keep us responsive to your needs and the community we serve, the Management of Walden Pond reserves the right, without advance notice, to alter, adjust or add to these rules if situations arise that warrant such action. We want your new home to be everything you expected and more!

WELCOME CENTER HOURS

Monday - Friday	9:00 a.m. - 6:00 p.m.
Saturday	10:00 a.m. - 5:00 p.m.
Sunday	CLOSED

We encourage you to contact us or visit during the week whenever possible so that we may spend as much time as needed addressing your concerns or visiting with you.

Please be aware that our weekend Welcome Center hours tend to be very hectic and we may be required to ask you to wait for attention to your request or concern.



NEIGHBORHOOD INFORMATION

Please find below some important phone numbers that you may need at your fingertips. In the event that you require additional information about your new neighborhood, we invite you to contact a member of our Team.

Walden Pond Apartment Homes Welcome Center	434-385-5060
Maintenance (during office hours)	434-385-5060
Emergency Maintenance (after office hours)	434-385-5060, opt. 2
Appalachian Power Company	800-956-4237
Columbia Gas Company	800-543-8911
Comcast Cable	800-266-2278
Automatic Leasing Coin-Operated Washers and Dryers	800-888-7837
Department of Motor Vehicles	804-497-7100
U.S. Postal Service	434-528-8967
Lynchburg City Schools	
Perrymont Elementary	434-515-5250
Sheffield Elementary	434-515-5290
Dunbar Middle School for Innovation	434-515-5310
E.C. Glass High School	434-515-5370
Fire Department	911
Police Department	911
Police Department (non-emergency)	434-847-1602
Rescue Squad	911
Animal Control	434-847-1602
Verizon Telephone Company	540-954-6222
Centra Lynchburg General Hospital (911 for emergencies)	434-200-3000
Virginia Baptist Hospital (911 for emergencies)	434-200-4000
Central Virginia Community College	434-832-7600
Liberty University	434-582-2000
Lynchburg College	434-544-8100
Randolph College	434-947-8000
News & Advance	434-385-5400

Go to www.greatschools.org to check local school statistics and other information.



WHEN THINGS GO WRONG . . . MAINTENANCE SERVICE

Walden Pond Apartment Homes provide you with maintenance service 24 hours a day. This means we have someone on call at all times every day of the year.

If you have an emergency, call the appropriate number listed in the “Neighborhood Information” section of this Handbook. If the emergency involves water, please use the master water cut-off valve to minimize damage generally located under the sink or behind the commode. A member of our Service Team will be there as soon as possible.

During regular business hours, please contact the Welcome Center for any service requests that you may have, whether they are emergency or non-emergency. Our Welcome Center team can quickly dispatch the appropriate personnel to handle your problem. We suggest that when you call in a request, please find out to whom you are speaking and request that same person if the problem continues. This way we will be able to serve you more efficiently, and will get to know you better.

PLEASE NOTE THAT AN EMERGENCY IS ANYTHING THAT IS CAUSING OR HAS THE POTENTIAL TO CAUSE DAMAGE OR HARM.

What Constitutes an Emergency?

- Instances that could cause slip, trip or fall hazards or otherwise cause injury to a resident, guest or team member.
- No hot water.
- No electricity.
- Gas leaks or no gas.
- Major overflow from toilet, washing machine, dishwasher, or hot water heater, or any other significant water intrusion. Sewer backups.
- Clogged toilet(s) unless there are multiple toilets within apartment home. Inoperable or beeping smoke/carbon monoxide detector(s).
- Frozen pipes.
- No air conditioning/heat.
- No refrigeration.
- Oven and/or range are not working (if microwave is also not an option or not working).
- Security-related problems such as vandalism, broken window or door locks, or broken windows.
- Wild animal (for example - squirrel, bat or snake) in the apartment.
- No heat or A/C (considered an emergency only if outside temperatures are extreme; over 80 degrees or under 65 degrees)

Please do not utilize our Emergency Maintenance Service for non-emergency requests



Our Service Team is continuously striving to provide our residents with the best possible maintenance service. The Team has completed a program of training that will enable them to identify preventive maintenance opportunities in each apartment; therefore, when maintenance is called to your apartment for a repair they will be performing preventive maintenance checks in addition to repairing the item requested. We believe this type of program will eliminate many emergency work requests and therefore provide better service for all our residents.

PERSONAL INFORMATION

NUMBER PLEASE!! For your protection and convenience, please furnish our Team with your home and business telephone numbers as well as an email address. On occasion, we may find it necessary to contact you for emergencies or to communicate an urgent matter. Since your address and telephone numbers are handled as confidential information by our Team, we encourage you to inform your friends of your move, as we will not furnish them with this information.

LEASE OBLIGATION

Please be aware that your lease is a legally binding contract. The lease outlines what you can legally expect from Walden Pond and what the community can expect from you in return. In the lease, you have agreed to rent an apartment home for a specific length of time at a mutually agreed upon rental rate. Since the terms of the lease are binding, you cannot arbitrarily reduce the term of the lease by moving or reduce the amount of rent that you have agreed to pay over the term of the lease.

Please note that a sixty (60) day notice does not automatically release a resident from lease obligations during the lease term. Quite fairly, we have the right to take legal action for damages and rent arising from a premature move or in the event that proper notice has not been given in accordance with the terms of the lease.

If you find that you must move, contact a member of our Leasing Team at the Welcome Center as soon as possible. We will help you by explaining your obligations and possible alternatives.



RENTAL PAYMENT

In accordance with your lease, rent is due and payable on the first of each month. Checks should be made payable to Walden Pond and should be hand-delivered to the Welcome Center in person or through the drop box. You may also mail your payment to our Welcome Center (1400-A Weeping Willow Drive, Lynchburg, VA 24501). Postdated checks are not accepted and all checks will be deposited upon receipt, regardless of the date indicated on the check.

Residents agree to pay a late charge of \$75.00 on rent received after the close of business on the 5th day of the month, REGARDLESS OF WEEKENDS, HOLIDAYS, AND/OR POSTMARK.

If only a partial payment is made, the late fee will be charged accordingly. Management reserves the right to accept rental payment only from persons listed as responsible parties on the lease (lessees) and may refuse rental payments made by occupants. If there is a balance on the account, any rent payment will be applied to the outstanding balance first. To ensure the safety of our Team, **cash is not accepted.**

Online Payments can be accessed through our website at www.waldenpondliving.com. Online payments convenience fees apply for online payments.

RETURNED CHECKS

There will be a charge of \$50.00, plus a late fee of \$75.00, for any returned check in addition to any applicable bank charges. Returned checks will not be re-deposited. Please be advised that a CERTIFIED CHECK, CASHIER'S CHECK, or MONEY ORDER is required to cover returned checks and any associated fees. It is our policy to require payment of rent with certified funds in the event that two (2) checks have been returned.

UTILITIES

All utilities must be transferred into an account in your name on or before the lease commencement date and maintained in your name until your lease end date. **A \$50.00 administrative fee may (in accordance with state and local regulations) be applied to all utility bills received by our Welcome Center after the beginning date of the lease.** The administrative fee will be billed on a monthly basis until the utility is transferred into your name.

In the event that a utility is disconnected, the resident will be responsible for payment of any damages resulting from the interruption of service, including but not limited to frozen pipes and loss of refrigeration. We recommend that you maintain a room temperature of at least 60 degrees in your apartment to prevent pipes from freezing.



RENTER’S INSURANCE

RENTER’S INSURANCE PLEASE BE ADVISED THAT THE COMMUNITY INSURANCE POLICY DOES NOT COVER DAMAGE TO YOUR PERSONAL PROPERTY WHETHER BY FIRE, WATER, VANDALISM OR ANY OTHER CAUSE. Effective September 1, 2017, all residents are required to purchase renter’s insurance and provide Walden Pond with a copy of the active policy. We suggest the policy carry at least \$10,000.00 personal property coverage and require at least \$100,000.00 personal liability coverage. In addition, Walden Pond must be listed as an additional interest on the policy. Lastly, the owner’s insurance policy does not cover damage to the premises as a result of negligence on the part of the resident. For information on renter’s insurance, you may call ResidentShield at: (800) 566-1186 or email at: www.ResidentShield.com.

CONDITION REPORTS / INSPECTION FORMS

Please complete your Condition Report (Move-in Inspection Form) and return it to the Welcome Center within five (5) days after the commencement of your lease. This list will be used to correct any problems at the start of your lease and to prevent an incorrect charge for damages that were present when you accepted possession of your apartment. Please note emergency issues will be resolved immediately. The Walden Pond Service Team will address and resolve any non-emergency issues within thirty (30) days.

In the event that the Condition Report is not received within the five (5) days after commencement of the lease, Walden Pond assumes the apartment is in perfect condition.

OCCUPANCY REGULATIONS

Walden Pond conforms to the following policy unless state or local regulations dictate otherwise:

1 Bedroom:	Maximum of two persons
1 Bedroom w/ Den: 2 Bedroom:	Maximum of two persons
2 Bedroom w/Den: 3 Bedroom:	Maximum of four persons (2 unrelated)
3 Bedroom w/Den:	Maximum of four persons (2 unrelated)
	Maximum of six persons (3 unrelated)
	Maximum of six persons (3 unrelated)

UNAUTHORIZED OCCUPANTS

Only the residents listed on a lease may occupy an apartment. Any non-registered individual is considered to be an unauthorized occupant. No legal recourse is provided either for the residents on the lease or for the leaseholder in the event of damages or non-payment of rent. Therefore, for the protection of both the resident and the Owner/Owner's Agent, legal proceedings will be initiated against violators. HHHunt/Walden Pond has the right to enter the apartment at any reasonable time to verify lease obligations. **Guests occupying the apartment seven (7) or more days consecutively or ten (10) or more days in a single month or accepting mail at the residence may be considered an unauthorized occupant.** Fines may apply.



ENTRY OWNER / MANAGEMENT

HHHunt maintains the right to enter apartments at any reasonable time to inspect or maintain the apartment community. We will always give reasonable notice of the intent to enter an apartment home except in cases of emergency. Notice will be provided for entry for preventative maintenance (filter changes) as posted to each building.

Please be advised that a request for service or the return of a Condition Report provides Management with permission to enter an apartment home to complete the requested service, no further notice will be required from Owner or Management.

Please rest assured that any time the Service or Welcome Center Team enters your apartment, the door will be locked when they leave and documentation of their visit will be left in a conspicuous location.

ENTRY TO APARTMENTS

To protect your privacy and your property, our policy is to refuse access to your apartment to all persons not listed on the lease agreement. If you anticipate a delivery of goods to your apartment (furniture, movers, etc.) or the arrival of friends or relatives in your absence, the Welcome Center must have your permission, **IN WRITING ONLY**, to issue a key for entry. The person you are leaving the key for will be required to show photo I.D. when picking up the key. Management will not be held accountable if keys are lost or not returned.

RESTRICTION OF PRIVILEGES

Outstanding charges such as non-payment of rent, late fees, damages and lock out fees may result in the revocation of privileges including access to amenities and services. Please also be aware that continued lease violations may also result in the revocation of privileges.

Access to amenities and services may be revoked, without notice, and such revocation will remain in effect until all monies have been paid and/or lease violations have been resolved to Management's satisfaction.

TERMINATION OF A LEASE BY HHHUNT

A resident's lease may be terminated if there is a breach of the agreement or non-compliance with related policies. Notice of termination can be served to the resident after the first warning of a violation has been issued. In accordance with



state and local Landlord & Tenant Act(s), the resident will still be responsible for the total term rent until the lease ends or the apartment is re-rented.

HHHunt reserves the right to give the resident a sixty (60) day written notice prior to the expiration date of the lease in the event that renewal of said lease is not desired.

Additionally, should the resident be late with the rent payment three times within the term of the lease that shall be grounds for termination of the lease, at the option of HHHunt.

PETS

Pets may be allowed at HHHunt communities provided that the appropriate fee(s) and/or deposit(s) are paid prior to acquiring the pet and upon Management approval. Any refundable deposits paid will not be used for repairs exceeding normal wear and tear until all residents vacate the apartment and a vacating inspection has been performed. All repairs or damage made during occupancy must be paid in certified funds at the time of the repair.

All pets must be registered with the Welcome Center before bringing the pet into the apartment. Proof of current vaccination and a pet photo are required upon move-in. This includes a pet that may or may not require a deposit. Any pet brought into the apartment will be subject to our current pet policies regardless of the lease start date. Any non-registered pet will result in a \$200.00 unauthorized pet fine (per pet, per occurrence). The fine will not be applied to any pet registration fee or deposit.

The fee is a non-refundable fee and no portion of the fee will be returned to the resident(s) after the apartment has been vacated regardless of the condition of the apartment.

All residents who have signed the Lease Contract and the Animal Addendum will be jointly and severally liable for any and all damages caused by the animal or pet. This includes damage to another person's property or injury to another person, as well as, damage to the premises.

Residents are responsible for the animal's actions at all times. The following rules were established to ensure animals or pets do not prevent any resident from enjoying the comforts of their apartment home and community. Failure to follow these regulations may result in Management revoking the resident's right to have a pet on the premises or fines.



- a. Effective September 1, 2017, there is a three pet limit per apartment (2 dogs maximum). The combined maximum weight is 40 pounds. Pet weight restrictions remain until full grown as verified by a veterinarian. Pets must be at least 1 year of age at registration. Monthly pet rent is required per pet.
- b. Animals or pets may not be left in the apartment, unattended for a period of time considered inhumane to the animal, or leave the animal on the patio, balcony, or in common areas of the building unattended.
- c. Dog specific rules – Dogs are only allowed to defecate or urinate in areas away from the apartment premises. **THE RESIDENT IS RESPONSIBLE FOR CLEANING UP ANIMAL WASTE. FAILURE TO DO SO WILL RESULT IN A \$25.00 PENALTY.** This will be charged to the resident's account and will be collected at move-out.
- d. Any damage to shrubbery or landscaped areas will be the sole responsibility of the resident. **DOGS MUST BE KEPT ON A LEASH AT ALL TIMES.**
- e. The following breeds are restricted: Chow, Rottweiler, Doberman Pinscher, German Shepherd, and Pit Bull. No resident or visitor may have any of these breeds within the community. Any mix of these breeds will not be approved.
- f. Cat specific rules – Cats must be spayed or neutered. Outdoor cats are prohibited. Cat urine is extremely difficult to remove from carpets, walls and other porous materials inside the premises. All cats must utilize a litter box, preferably with a "hood" to protect the walls and baseboards from the damage associated with cat urine.
- g. If, in the opinion of management (based on reasonable complaints), the animal becomes a nuisance or exhibits aggressive behavior, the animal must be removed immediately upon receipt of written request or legal action will be initiated.
- h. Only the following animals are allowed in the premises: Dogs, cats, fish, pet mice, hermit crabs, hamsters, gerbils and guinea pigs. Dogs and cats must be housebroken. Any animal other than a cat or dog must be caged.
- i. **NO REPTILES, DANGEROUS, HARMFUL, OR POISONOUS ANIMALS WILL BE ALLOWED.**
- j. Management reserves the right to restrict fish tanks to a maximum weight of 20 gallons on upper levels and no more than 50 gallons on the ground level of each building. If approved by Management, residents with fish tanks exceeding 50 gallons must list HHHunt as additionally insured on their renter's insurance policy. A deposit may be required for fish tanks over 50 gallons.
- k. No animals other than Service Animals will be allowed into the following areas: Swimming pool areas (due to health codes, no animal is allowed to swim in the pool), laundry rooms, clubhouse, recreational facilities, or other common indoor areas.



Management may add additional rules at any time and agrees to notify resident(s) in writing. Additional rules at specific HHHunt communities may apply and will be listed in a separate addendum and/or lease contract.

LANDSCAPED AREAS

We appreciate your efforts in helping us maintain our community as a source of pride for you and your guests. Please refrain from walking or riding bicycles, scooters or skateboards through landscape beds or lawn areas. Walk pets away from landscaped areas to protect the materials and report any bicycles or equipment that you noticed being stored or parked on the lawns.

Any damages resulting from a failure to abide by this policy will be charged accordingly. Please be aware that a specific day for weekly landscape maintenance (mowing) cannot be guaranteed.

PARKING

Please be advised that parking is on a first-come, first-served basis and cannot be individually assigned to a specific resident.

1. To assure adequate parking for residents' vehicles, please park boats and trailers in the designated areas.
2. Out of respect for your neighbors, if you have two vehicles park one of them in a lesser-used section of the lot and ask guests to use auxiliary parking lots.
3. Please do not park in front of trash compactors or dumpsters, on the grass, in fire lanes or any other area that is posted as a no parking area. Improperly parked vehicles will be towed at the vehicle owner's expense.
4. Please park regularly used motorcycles two to a space whenever possible. Due to fire regulations, motorcycles and motorbikes cannot be parked in storage areas or on balconies, patios, decks or in the common hallway area. When not in daily use please park in an auxiliary parking lot.
5. It is important that all of your vehicles be registered with the Welcome Center to avoid problems with notification in the case of accidents or theft. In the unlikely event of a motor accident or vandalism, please call the local Police Department (see "Neighborhood Information" section for emergency and non-emergency phone numbers).
6. In order to help maintain a beautiful environment, no vehicle repairs or maintenance will be permitted in the community.



7. Please report any loitering observed in the parking lots to the Police Department and subsequently to the Welcome Center. Your observance protects you and your neighbors.
8. Please report any abandoned and unused vehicles or vehicles with expired tags seen in the community. These vehicles will be given ten (10) days notice and then towed at the vehicle owner's expense.*
9. Abandoned, unused, or non-operable vehicles cannot be parked on the premises at any time.

We ask that all residents, visitors and guests observe these rules so that there will be adequate, convenient parking for everyone.

* Towing fees will be the vehicle owner's responsibility.

REFUSE AND TRASH

HHHunt provides refuse and trash containers for the residents of each community. The container will either be a dumpster located in close proximity to each building or a central compactor positioned in a convenient location within the community.

Please note the following guidelines for appropriate disposal of all refuse and trash:

- All large boxes should be broken down and cut up before being thrown away or deposited into the provided recycling center located at the end of Weeping Willow Drive.
- In the event that the trash container is full, please use another available dumpster (if applicable) and contact the Welcome Center.
- The garbage disposal in your kitchen is to be used for food waste **only**. If you have any questions regarding its use, please call the Welcome Center or refer to the policy titled "Caring for your Apartment" within this handbook.
- Resident trash left on landings, the entry halls or breezeways, under stairs, placed in common area trash receptacles (laundry rooms, pool area, picnic areas, etc.) or otherwise improperly disposed of will result in a fine to the resident.
- Unwanted household furniture **SHOULD NOT** be placed into the provided compactor/dumpster, within the enclosure or on the surrounding pad. Any furniture larger than two (2) square feet should be taken to a waste center or may be picked up by the Salvation Army or Goodwill.
- Any packing materials such as bubble wrap, paper or packing "peanuts" should be put into a garbage bag prior to disposal in a trash container.



VISITORS AND GUESTS

Residents are responsible for all actions of their occupants, visitors, and guests and should review pertinent policies and regulations with their visitors and guests. Guest pets are not permitted.

SUPERVISION

Please help us ensure the safety and protection of our residents. Do not allow members of your household to play or loiter near construction sites, in dumpsters, parking lots, or other hazardous areas. We request that adequate supervision be given to members of your household who are playing in hallways, entryways, roadways, stairs and common areas. Be especially careful concerning locations for the use of sleds, skateboards, roller skates/blades, bicycles, etc. Please review what to do in the event of a fire and the proper ways to utilize appliances.

ENTRY HALL/BREEZEWAYS

According to fire regulations, entry halls and/or breezeways must be clear at all times to provide a safe passage for all residents and guests. Please be aware that it is a fire hazard to store any items, including bicycles, in the entry halls, breezeways, stairwells or common areas of the buildings unless specifically agreed to by Management.

Plants, small patio furniture and doormats are allowed near your front door but must not block access to the stairwells or any apartment homes. If an item is being stored in the breezeway, stairwell or common area Management will remove it without prior notice and a \$25.00 charge will be assessed to the resident.

BICYCLES

Residents may own and enjoy bicycles within the community; however, you may not:

- store bicycles in the hallways or breezeways
- store bicycles on your balcony or patio
- store or park bicycles on the lawn or any landscape area



SATELLITES

Satellite dishes are permitted at HHHunt communities that offer apartment homes with a balcony or patio. The installation of a satellite dish is permitted only with Management approval and will operate in apartments with a patio or balcony to capture the satellite signal. The following restrictions also apply:

- The permitted size of the dish cannot exceed 1 meter in diameter.
- Satellite dishes must be installed **within the balcony or patio area** of the apartment.
- The installation of the dish **can not** include the drilling of any holes or precarious placement such as on a pole or device that extends the dish beyond the balcony rail.
- Satellite dishes may not be installed or placed on any common area of the building or grounds, including outside walls, outside windowsills, roof or any common area balconies or stairways.
- Residents installing a satellite dish **must provide proof of liability insurance** specifically relating to the satellite dish. The policy must be in effect through the entire term of the lease agreement and any renewal agreements.
- It is your responsibility to remove the satellite dish, all wires and antennas when you move out of your apartment. The apartment must be restored to the condition it was in prior to the installation of the satellite dish.

SIGNS/NOTICES

Residents **may not** place any signs or other advertising matter upon or in windows, hallways, doors, mailboxes, or outside the building.

Management reserves the right to remove any notices that are time sensitive (and the time frame has elapsed), those that may be considered offensive to other residents or for any other reason.

Newsletters, notices and memos to the residents from the Welcome Center may be posted on apartment door(s), in the entry hall or breezeway or at the entry to the buildings. These notices will be removed in a timely manner to maintain a neat appearance throughout the community.



NOISE (COMPLAINTS)

Apartment living requires consideration for others, especially where noise is concerned. Since most noise problems are not due to residents being intentionally inconsiderate, but due to a lack of awareness of the problem, we suggest that personal contact with the noisy resident will solve most situations.

In the event that you do not feel comfortable discussing the noise issue with a neighbor, please feel free to contact the Welcome Center and a Team Member will address the issue on your behalf.

As a last resort and/or if it is after Welcome Center hours you may contact the local Police Department at (434) 847-1602 for corrective action. Should you contact the Police Department, we request that you also contact the Welcome Center on the following workday, giving the apartment number of the offending resident and the circumstances surrounding the complaint.

Continued complaints, with Management's verification of the issue, may result in further action against the resident, including termination.

PIANO / MUSICAL INSTRUMENTS

Pianos and/or musical instruments are allowed with the consent of Management. HHHunt reserves the right to direct placement of the piano or musical instrument to reduce the possibility that use of the instrument will disturb your neighbors. In the event that continued noise complaints result from the use of a piano or any other musical instrument, Management may request that it be removed from the property.

PARTIES

A party should not be an unpleasant experience for you, your neighbors or Management. Please plan carefully when inviting guests and do not issue open invitations. Be reminded that you are **RESPONSIBLE FOR ACTIONS AND DAMAGES OF GUESTS, INVITED OR UNINVITED WHILE THEY ARE ON HHHUNT PROPERTY.**

For social functions at your apartment, please try to follow these simple rules:

1. Keep balcony doors and windows shut.
2. Please maintain guests inside the confines of your apartment with the entrance door closed. **AND PLEASE...**advise your guests not to linger in the hallways, stairs, entranceway or parking lots.
3. Alcoholic beverages, whether in cups or cans, must be kept inside



your apartment.

4. Restrict attendance to friends (less than 15), not admitting people whom you do not know, or cannot control. Please do not extend "blanket" invitations. These unexpected guests usually have a total disregard for you or your continued residency, yet you are held responsible for their behavior.
5. When parking, please do not allow guests to block entrances to building areas or park on the grass.
6. If you have a function and feel you no longer have control of your guests, please contact the Police Department at (434) 847-1602 for assistance.

MOLD AND MILDEW

To maintain the apartment and to protect the health of residents, other occupants and guests, all residents must follow the guidelines below:

- Clean and dust the apartment on a regular basis and remove visible moisture accumulation or condensation on windows, walls, and other surfaces as soon as it becomes apparent. See section titled "Condensation" for tips and answers about condensation.
- Avoid blocking or covering any of the heating, ventilation or air-conditioning ducts in the apartment.
- Immediately report any of the following to the Welcome Center:
 - a. Evidence of water leaks or excessive moisture or standing water inside the apartment or in any common areas.
 - b. The presence of mold, mildew, or similar growth in the apartment, which cannot be removed by applying a common household cleaner, or any mold/mildew growth that re-appears.
 - c. Any malfunction of any part of the heating, ventilation, air conditioning, plumbing, or laundry systems in the apartment.
 - d. Any inoperable doors or windows in the apartment.

Upon notifying the Welcome Center of the issue, you must fully cooperate with Service and Management Team members by allowing them access to repair leaks, and properly remediate any affected area.

Please be aware that you will be solely responsible for damages caused to the apartment, to all personal property present and any injuries or adverse medical condition(s) suffered resulting from a failure to comply with the guidelines outlined above.



CONDENSATION

What is this water on my windows?

Water or frost on windows is condensation. Condensation is formed when warm moist air comes in contact with cooler dry air just as a bathroom mirror will “steam up” after a hot shower. The inside or outside of your window can sweat or fog because of temperature differentials.

Are my windows to blame?

Faulty windows do not cause condensation. Glass is usually the place you first notice condensation because glass surfaces have the lowest temperature of any of the interior surfaces in the house.

Then what’s the cause?

The moisture in the air causes condensation. The reason you may observe more condensation in your home is because of modern energy efficient home building techniques and products.

The insulation and construction materials used today are designed to keep cold air outside. This is especially true of new windows. While energy efficient designs and weather stripping keep cold air outside, they also keep warm moist air inside. Older window designs were less efficient, and consequently allowed moisture to escape.

If you didn’t have as much condensation before replacing your old windows, it’s probably because they were drafty. Good windows and insulation all create barriers to the air exchange of a home. When combined with the additional water vapor (moisture) from showers, cooking, or from clothes dryers not vented to the outside, the result is excess moisture and a high relative indoor humidity level.

How can condensation be reduced?

The key lies in controlling the humidity inside your home. First, let’s understand where the moisture comes from. During the hot humid summer, your house absorbs moisture. The same principle applies to a newly constructed or remodeled home, due to the abundance of moisture from the building materials used in construction.

During the beginning of the winter when you start to heat your home, condensation occurs. After a few weeks, your home will begin to dry out and you’ll see less condensation. Opening a window briefly is a quick temporary solution. The drier cold air will enter the room while the moist air is allowed to escape.



Other steps to take include:

- Cracking open a window or door daily to air out your house.
Opening a window or running exhaust fans longer in the kitchen, bathroom and laundry room.
- Opening drapes and blinds, allowing air to circulate against windows.
- Turning off any humidifying devices in your home.
- Installing and using a dehumidifier.

If you live in a northern climate, the above as well as the following points may be relevant:

- Adding storm windows or replacing existing single-pane windows with insulated windows.
- Keeping plants in a sunroom, or in rooms that are infrequently used during extreme cold weather.
- Adding waterproofing protection to basement floors and walls.
- Removing radiator pans until sweating has been eliminated.
- Making sure that open-faced gas heaters are connected to a chimney and using them as little as possible.

When should I be concerned?

Window condensation should only occur during extreme temperature differences and should be of a fairly small amount. During the winter months, condensation will be seen on the inside of the window. Condensation will present itself on the outside of the window during the summer months.

If you find condensation between the two layers of glass in an insulated window, the airtight seal has probably been broken and the glass will need to be replaced.

If there is too much moisture inside the home, you will find evidence during both the cold and warm seasons. Moisture spots on the ceiling or walls, peeling paint, rotting wood or delaminating plywood, moisture on exterior walls, fungus, and mold or mildew growth are signs of a more serious moisture problem. Should you experience these symptoms, an expert heating & cooling contractor should be contacted in order to solve your problem.

WATERBEDS

Waterbeds are not allowed at Walden Pond Apartment Homes.



BALCONY OR PATIO

The patios and balconies are provided for your outdoor enjoyment. Please make that only patio furniture and patio accessories are stored/displayed on your balcony. All other miscellaneous items must be stored within your apartment home or storage space on the third floor. Additionally, any item with the intended purpose for use outdoors must be removed when not in use. Management retains the right to request any unapproved items to be removed with 24-48 hour notice. In consideration of your neighbors, please do not dump ashtrays, empty vacuum cleaners, or shake mops or rugs from your balcony or patio. Planters should have a water reservoir beneath so that water does not leak downstairs or stain the flooring of the patio/balcony. All accessories should be storm weighted. **CLOTHESLINES ARE NOT PERMITTED ON THE BALCONY OR PATIO, NOR MAY CLOTHING OR OTHER ARTICLES BE HUNG FROM OR PLACED ON BALCONY RAILS, WINDOW SILLS, SIDING OR EAVES.**

We ask that items such as motorcycles, canoes or kayaks, signs, doghouses, cat litter boxes, stereo speakers, etc., not be kept on your balcony or patio.

These areas should be maintained in a neat and orderly manner at all times. No upholstered furniture or indoor furniture is allowed on balconies or patios. Flammable items such as gas, kerosene, lighter fluid, etc. should not be stored on your balcony or patio. Tiki torches are also prohibited. Seasonal lighting is allowed but HHHunt reserves the right to ask residents to remove the lighting if inappropriate.

Notice: Your balcony was designed according to safe building construction practices and in accordance with the 1978 BOCA (Building Officials & Code Administration) CODE, SECTION 706, PROVIDING FOR 40 LBS. PER SQUARE FOOT LOADING. You should be aware this provides a structure for no more than 10 persons of average weight and sundry furniture for a maximum of no more than 2,500 lbs. (TOTAL).

FITNESS CENTER

We are pleased to offer our residents a fully equipped fitness center. The facility offers a variety of equipment for all types of workouts and features cable television.

The fitness center is accessible by utilizing an amenity FOB issued to you at move-in. **The FOB is not to be given to anyone under the age of 18 years or to persons who do not reside at the community.**



For your safety, please review the following items before using the fitness facility:

1. Check with a physician before using the equipment.
2. **Persons under the age of 18 MUST be accompanied by an adult.**
3. Use the equipment at your own risk.
4. Guests must be accompanied by a resident of the community.
5. Report any problems to the Welcome Center.
6. Please keep the facilities clean.
7. HHHunt is not responsible for lost or stolen items.
8. No smoking or alcoholic beverages are allowed.
9. Pets are not permitted in community amenities.

PLAYGROUND

The playground is available to all residents and guests and adequate supervision is required. Please keep this area safe and enjoyable by not littering and reporting any problems to the Welcome Center. HHHunt cannot be responsible for injuries, damages or losses associated with the use of the playground. **No glass is allowed within the playground.**

POOL REGULATIONS

The regulations listed below are for the protection of all residents and the community and may be supplemented by additional regulations as provided at move-in. HHHunt strives to ensure a safe, sanitary pool facility and your cooperation with these rules will be greatly appreciated.

Management will enforce these rules and regulations and failure to comply will be considered a direct violation of your lease agreement. Repeated violations of these regulations could result in termination of the lease agreement.

1. All persons using the pool or sunbathing deck do so at their own risk and are solely responsible as HHHunt does not assume any responsibility for any accidents or injuries in connection with the use of the facilities.
2. All personal articles must be removed from the pool area upon leaving. HHHunt will not assume any responsibility for articles lost, stolen or damaged.
3. **Glass of any kind is strictly prohibited within the pool enclosure. Beverages MUST be in non-breakable plastic containers. Alcoholic beverages are not allowed at any time.**
4. All swimmers must shower prior to entering the pool.



5. Guests of our residents **MUST BE ACCOMPANIED BY THE RESIDENT AT ALL TIMES unless approved by Management.** Only two guests per apartment will be allowed at any one time without prior approval of Management.
6. Please place a towel over the lounge chair prior to using oils or lotions. The compounds in sunbathing lotions and oils cause discoloration of the vinyl straps.
7. **An adult must accompany persons under the age of 12 at all times.** In the event that a lifeguard is on duty, additional regulations will be provided.
8. Noisy or disturbing behavior such as horseplay, running or screaming should be avoided at all times.
9. **NO PETS ARE ALLOWED IN THE POOL ENCLOSURE AT ANY TIME.**
10. All posted regulations should be observed.
11. Proper attire should be worn at all times; thongs and Speedos are prohibited. No "street clothes" are allowed in the pool.
12. Pool hours are posted at the entrance to the pool. The pool season lasts from late spring until fall each year by order of the Health Department. Specific dates will be provided by Management for opening and closing. The pool will never open earlier in the season nor close later in the season regardless of the weather.
13. **No bicycles, scooters, skateboards, or roller-blades will be allowed within the pool enclosure.**

SMOKE AND CARBON MONOXIDE DETECTORS

The smoke and carbon monoxide detectors within your apartment home are installed to provide early warning against smoke and dangerous gasses. The detector features a photo-electronic cell to detect abnormal smoke or gas accumulation and a horn alarm to sound the warning and alert the household to the presence of threatening smoke or gasses.

Smoke and carbon monoxide detectors are either wired directly into your apartment's electrical system with a battery back-up or are battery operated. If electric, occasionally the alarm signal may be heard for a brief instant in a random manner due to voltage surges caused by electrical storms or because the battery back-up needs replacement.

If your alarm should go off and there is no smoke or if the detector beeps repeatedly, please call the Welcome Center to request service.



If battery operated, take the smoke/carbon monoxide detector down and disconnect the battery. Replace with a new battery or call the Welcome Center to request that the battery be replaced.

Whether battery operated or electric, YOU, the resident, are responsible to maintain your smoke and carbon monoxide detector under state and local law and in accordance with your lease agreement.

The smoke and carbon monoxide detector will be in operation at the time of move-in; thereafter, it is the residents' responsibility to notify the Welcome Center if the detector light goes out. This is for you and your neighbors' protection in the unlikely event of a fire.

DO NOT DISCONNECT YOUR SMOKE DETECTOR OR UNPLUG YOUR CARBON MONOXIDE DETECTOR!! Since the law requires that the detectors be in operation at all times, **YOU**, the resident could be held liable for unhooking this fixture during your residence while it is in operation. We appreciate your help in maintaining the smoke and carbon monoxide detector for everyone's safety.

FIRE SAFETY TIPS

What you do in the first five minutes of a fire can make a difference. Your actions may save your life or the life of your family and neighbors. First, determine if everyone is out of the apartment. Next, pull the fire alarm pull station closest to your apartment (if provided) and call 9-1-1. Retreat to a safe distance and above all, **DO NOT PANIC!!**

Fires rise and spread through open doors and stairways. If it is safe to do so, close all doors on the way out of your apartment. However, leave the door unlocked so that the Fire Department may enter to control the fire.

"An ounce of prevention is worth a pound of cure." Remember, fire thrives on fuel and air. If you can safely remove one of these elements, you can help stop the fire.

No resident is allowed to keep gasoline or other combustible materials in their apartment or are permitted to do anything which would increase the possibility of a fire (i.e., keep motorized vehicles in building or on patios). Above all, you can prevent fires by taking these simple precautions:

1. Make sure matches and cigarettes are completely cold before they are discarded. Keep matches out of the reach of children.
2. **DO NOT SMOKE IN BED.**



3. Never throw water on a grease fire occurring on the stove or in the oven. Only use baking soda or keep a fire extinguisher close to the kitchen.

FIRE EXTINGUISHERS

Fire extinguishers have been provided in each building for your protection. Fire extinguishers work by removing oxygen from a fire thereby smothering it. Each resident should familiarize themselves with the location of the fire extinguishers upon move-in.

In the event that a resident must discharge a fire extinguisher to stop a fire, please contact the Welcome Center immediately so that the extinguisher may be recharged.

Please be advised that theft or misuse of a fire extinguisher is a violation of the lease agreement. Any and all damages resulting from the misuse of a fire extinguisher will be the resident's responsibility including the recharging of the extinguisher.

Please note that the fire extinguishers have been inconspicuously marked for identification in the event that they are stolen. If you witness someone removing or misusing a fire extinguisher please report them to the Welcome Center, you could save someone's life!

SOLICITING

No soliciting or handbill distribution is permitted within the community. "No Soliciting" signs have been posted and will be strictly enforced. To protect yourself and others, we ask that you contact the Welcome Center should you encounter a solicitor within the community or if someone attempts to solicit door-to-door.

SNOW REMOVAL

Snow removal is a shared responsibility between the residents and the community staff. Our team works very diligently to remove snow and ice from the parking lots, sidewalks, and stairways in the community. We recommend that residents have a broom, snow shovel, ice scraper and deicer on hand to personally remove snow from their vehicles and around it.

Although our team is the best around, we cannot be everywhere at once so please be patient when calling about snow removal requests. Please park your cars at least 3 feet from the curb when weather predictions include snow



accumulation. This will help our snow and ice removal team when clearing the sidewalks and making them safe for passage. Additionally, please report any extremely hazardous areas to the Welcome Center.

GOING OUT OF TOWN?

If you have an occasion to be away from home, on vacation or just out for a few days, please remember:

- ❖ Do not leave a key hidden for any reason.
- ❖ Discontinue or hold newspaper deliveries while you are out of town.
- ❖ Advise the Welcome Center of your plans and where you can be reached.

If your neighbor is away and you notice unusual activity or persons loitering, please contact the Police Department and/or the Welcome Center immediately.

EXTERMINATOR

As part of our service to our residents, a pest control company has been contracted to visit the community each week. During this weekly visit, the exterminator will complete regularly scheduled extermination, will handle specific resident complaints and will treat the common areas of the community.

If you wish to request service in your apartment for a specific complaint, please contact the Welcome Center. Please note that extermination will not always take effect immediately. Often, there is increased activity for a 48 hour period after extermination. The chemicals used to treat most common pests will last for 60-90 days.

Some pests require several treatments. In the event that you continue to see pests in your apartment ten (10) days after treatment, please call the Welcome Center. Please be aware that all apartments in a building may receive mandatory routine exterminating. We ask for your cooperation since even if you don't have a problem, your neighbors may be experiencing a problem. Very often the only solution is to exterminate the entire building.

Please be advised that if you request additional service and the apartment is not ready for the extermination treatment, the resident will be charged for any penalties/additional treatments assessed by the extermination company.



FILTERS

To ensure that your heating and air conditioning is operating efficiently, the Service Team will periodically change the filters. The schedule for filter changes will be distributed in the newsletter or by a separate notice. This service is mandatory and must be completed at least 3 times per year.

Please note that any personal possessions that may interfere with this service must be moved prior to the scheduled visit. This includes furniture, artwork and plants that may block access to the heating/air conditioning equipment. Please be advised that it is against fire regulations to store any items in your heating and air conditioning closet.

During the filter change visit, an inspection of your apartment will be performed. This inspection will include checking for leaks, dripping faucets, improperly flushing toilets and the general condition of the apartment. Any items found requiring repair or replacement will be noted and a service team member will return at a later date to complete the work.

HOUSEKEEPING/SERVICE REQUESTS

It is the resident's responsibility to take proper care of the premises. This includes cleaning and promptly reporting any repairs needed to the Welcome Center. Lack of notification may result in the resident being charged for repairs and replacement due to the delay in reporting.

Management has the right to make repairs, renovations and alterations at reasonable times. If the apartment is damaged in excess of ordinary wear and tear, Management will make such repairs and replacements to return the apartment to its original condition and the resident shall pay the cost.

ALTERATIONS

HHHunt communities require written Management approval of all alterations to the apartment home by a resident. Should you wish to alter or improve your apartment home, including painting, adding additional shelving or installing additional cable jacks, you must obtain written approval PRIOR to completing the alteration or improvement.

For your knowledge the most frequently requested alterations are listed below.

Management reserves the right to approve or deny these alterations in accordance with the lease agreement. Any alterations must be removed and the apartment returned to its original condition upon move-out unless otherwise



approved by Management.

- Lock changes or the addition of extra deadbolt locks.
- Shelving brackets
- Permanent bolts or hangers
- Any additions to wood doors requiring holes: full-length mirrors, pictures, etc.
- Colored paint on walls
- Mirrors
- Washing machines or dryers (portable or standard). Unless hook-ups are provided.

CARPETING AND FLOORS

We request that you care for your carpeting and flooring as if it were your own. Regular and proper cleaning is required and it is recommended that you have the carpets shampooed or steam cleaned twice a year.

To keep a carpet looking fresh between cleanings, carpets should be vacuumed twice a week - sometimes more often in traffic areas. Spots should be cleaned immediately.

The carpet must be clean at move-out excepting normal wear and tear. If the carpet has been shampooed or steam cleaned and is still visibly stained or dirty, you may be charged for additional cleaning(s). In the event that the carpet is damaged beyond repair you will be charged for the replacement of the carpet.

The kitchen and bath floors are vinyl. Solvents should not be used because such fluids loosen and soften the mastic undercoat. Vinyl flooring can be cleaned most successfully with a non-abrasive household cleaner or with soap and water.

WINDOW TREATMENTS

Blinds are included with your apartment home and will be maintained by our Service Team except for damages due to carelessness or mistreatment. We require that all window treatments (curtains, draperies, valances) be white backed and that you do not hang blankets, paper or other items in your windows.



BLINDS

For your convenience and privacy, blinds have been installed at all windows and doors in your apartment. In the event that you have any difficulty opening/closing the blinds or problems with the blinds or rods, please call the Welcome Center.

At move-out, be sure to dust and/or wash the blinds and leave them clean and in place. To clean the blinds it may be necessary to take them down and wash them in a mixture of soap and warm water. Please note that you will be responsible for the cost of replacement if they require additional cleaning or are removed or damaged.

ELECTRICAL EQUIPMENT AND FIXTURES

Each apartment is equipped with an electrical panel with circuit breakers in case of power overload. If you lose partial power in your apartment, locate the electrical panel and check to see if the circuit breakers are all in the "ON" position. If a breaker has tripped it will either be in the "OFF" position or will be in the middle between on and off. To reset the breaker flip it to "OFF" and then back to "ON". If that does not resolve the problem, contact the Welcome Center to request service. In the event of a general power failure, please report difficulties to the power company (see the "Neighborhood Information" section for the phone number).

Light bulbs for all fixtures will be supplied upon initial occupancy. Replacement bulbs are the residents' responsibility unless otherwise indicated at move-in. Regardless of community policy, the Service Team will replace all appliance bulbs and florescent bulbs located in the kitchen.

For your safety, please obtain approval from Management prior to installing chandeliers or other permanent electrical fixtures. Do not use multiple outlet plugs or overload a circuit creating a fire hazard.

PLUMBING FIXTURES

All plumbing fixtures should be used only for the purpose intended. Therefore, no solid articles, disposable diapers, rags, rubbish, or feminine hygiene products should be placed in them. All such waste should be placed in trash containers.



HEAT AND AIR CONDITIONING

During the heating season, move the lever on the thermostat to HEAT. During the air conditioning season, move the lever to COOL. For normal satisfactory operation, it is recommended that the thermostat be set at 68 degrees in the winter and 74 degrees in the summer.

When you are changing from cooling to heating or vice versa, allow five (5) minutes to elapse between the time you turn one OFF and the other ON. The unit will have time to energize and reset, otherwise, the unit may be damaged. Please keep the air return vent clean since an accumulation of dust can affect the efficiency of the system. Do not place furnishings, artwork or plants in front of the air return vent.

To achieve the highest energy efficiency, many manufacturers recommend operating the heat or air conditioning 24 hours a day. In mild weather, if you prefer to shut the equipment off in late evening and use natural ventilation, the air conditioning equipment should be started very early the next day before the outdoor temperatures become uncomfortable.

Do not turn your heat off if you are away during the winter months due to the risk of your pipes bursting and causing excessive damage to the building and to your personal belongings. While away, maintain your thermostat at 60 degrees or above.

MILITARY TRANSFER

In the event that an HHHunt resident is in the U.S. Armed Forces and has received a permanent change of station or is deployed, the resident may terminate his or her contract with a thirty (30) day written notice. Please be advised that a copy of the Orders must accompany the Notice of Intent to Vacate.

HHHUNT TRANSFERS

HHHunt offers residents the ability to transfer within the community, to another phase of the property or to another HHHunt community. The following requirements must be met prior to a transfer being approved:

- Proper move-in and move-out procedures must be followed including re-qualifying for the new apartment.
- Good-standing current residents will only be allowed to transfer after the initial 120 days of the lease has passed.



- **Upon request to transfer, the current apartment will be inspected for damages. If damages exceed more than \$500, resident will NOT be allowed to transfer.**
- Residents may be required to fulfill the current term of lease in addition to the lease term determined for the new apartment.
- Transfers from another HHHunt property will incur a \$300.00 fee; transfers within the Walden Pond community will incur a \$500.00 fee.
- Management reserves the right to restrict transfers according to community policy. These restrictions may include allowing transfers only to larger apartments.
- Residents will be denied the ability to transfer in the following situations:
 - (a) If the resident is unable to qualify for the new apartment based upon the rental qualifying criteria.
 - (b) Damages to the premises exceed \$500.
 - (c) Documented lease violations.
 - (d) Payment problems in accordance with standards listed in the Rental Qualifying Criteria.
- Residents may be required to pay a Lease Protect Fee prior to the transfer to cover damages present in their current apartment.
- Transferring residents will not be eligible for any up-front concessions being offered at the time.
- Residents must provide management with a written notice and follow all vacating procedures.



MOVING DAY

HHHunt values your residency but understands that sometimes our residents must move on. If this is the case, please be sure you notify the following people and agencies approximately two to four weeks before you move:

- Post Office (for forwarding mail)
- Magazine and newspaper publishers
- Telephone company (give them your lease expiration date)
- Banks
- Local suppliers (milkman, laundry, etc.)
- Insurance company
- Division of Motor Vehicles
- Stores (where you have charge accounts)
- Schools (for transferring children)
- Friends
- Employer
- Doctors, dentists, etc.
- Electric company (give them your lease expiration date)
- Cable company (give them your lease expiration date)

PLEASE DO NOT FORGET TO TURN IN YOUR KEYS AND FORWARDING ADDRESS!



STANDARD VACATING CHECKLIST

Upon move-out, an inspection of the apartment will take place to assess any damages and charges will apply accordingly. Residents have the right to be present at the inspection of the apartment upon move-out. If you wish to schedule a move-out inspection please call the office at least 2 weeks prior to your move-out date. Apartment inspections will only occur after the apartment has been fully vacated and all residents are prepared to turn in all keys, access cards, remotes, and other devices and relinquish possession of the premises. Keys are due at midnight on your lease ending date. You may return your keys to the office or in a clearly marked envelope in the after-hours drop box. Failure to return keys on time will result in a \$150 holdover fee per day.

The costs listed below are reasonable estimates of the actual costs for repairs/replacements. **This list does not represent a full list of potential damages and HHHunt reserves the right to add to or change this list when necessary.**

Guide for Move-Out Charges	Estimated Costs
Trash removal (large items additional)	\$25
Clean floors and wipe baseboards. If you have applied wax to a no-wax floor, they must be stripped and cleaned.	\$10 - \$50
Clean stove. All grease should be removed from under burners. Oven should be free of burned-on grease, etc. All surfaces should be cleaned inside and out, including racks and drip pans. DO NOT use oven cleaner on self-cleaning ovens. Leave broiler pan in oven if present at move-in.	\$10 - \$40
Clean refrigerator. All surfaces inside and out should be cleaned with mild detergent, including underneath vegetable bin. Vacuum or sweep under and behind unit.	\$5 - \$25
Countertop burns and cuts.	TBD
Clean interior and exterior of dishwasher.	\$2 - \$15
Wipe down countertops and all drawers/cabinets in kitchen and bath(s). All contact paper and adhesive must be removed.	\$5 - \$25
Clean bathroom. Surfaces should be free of mildew. All surface adhesive must be removed and medicine cabinet (if applicable) must be clean.	\$5 - \$25
Washer/dryer (if applicable) must be cleaned. Soap residue removed from inside.	\$10
Clean windows and glass doors.	\$2 - \$5 each
Damage to exterior or interior doors, appliances, fixtures, screens, drapery rods, mirrors, countertops and windows will be billed at the cost of labor and materials.	TBD

Carpets must be vacuumed. The carpet should be in the same condition as move-in except for damage as a result of normal wear and tear. Burn marks, stains, pet damage, bleach spots and other damages are not normal wear and tear. Charges for damages are based upon repair cost to owner.	TBD
Light bulbs should be appropriate for fixtures and operational.	\$5 - \$10
Nails should be removed from ceilings and walls. Repair charges for large or excessive holes (more than 12) will be based upon cost to Owner.	TBD
If you have a pet or if there is evidence of flea infestation, a licensed extermination company will exterminate at your expense.	\$50 - \$100
Smoke/carbon monoxide detectors must be present and operational.	\$50 each
Storage units must be cleaned of all trash and swept.	\$20

SUGGESTIONS

In this handbook we have tried to include information, which we feel, will help you settle quickly and easily into your new way of living. We also have tried to include information, which will help you and your neighbors in your day to day activities. If the consideration of others is kept in mind, there should be no problems.

An additional helpful suggestion concerns insurance. If you do not have renter's insurance, we suggest you purchase a policy for your own protection in case of fire, vandalism, theft, etc. The small amount you pay each year could give you a great deal of peace of mind. Your apartment is completely your responsibility (doors, windows, screens, appliances, etc.) **PLEASE PROTECT YOURSELF.**

Any fire damage caused by your negligence occurring to your apartment, adjacent apartments, or public areas will be your responsibility.

Please feel free to contact the Welcome Center with any suggestions or questions you may have. We want you to have a long and comfortable residency in our community.

**THANK YOU FOR HELPING US MAKE WALDEN POND
A BETTER PLACE TO LIVE!**



APPENDIX 1 - LEASE OBLIGATIONS

RELEASES

The standard procedure if you must make a premature move is to call the Welcome Center immediately. They will give you information as it pertains to your specific case. Never assume you may move prematurely and break your lease without making arrangements with the Welcome Center. This may be negotiated by a transfer addendum, sublease, lease buyout, re-rental, or in some cases, by a resident change.

You are still responsible for maintaining the electricity until the release procedures are complete. Any other action can result in immediate legal proceedings. We welcome the opportunity to assist you with your problems and thus eliminate any undue ramifications.

After five (5) years of continuous residence, a lease may be ended with a 60-day written notice at any time.

COMPANY TRANSFERS

A resident may request a release from his or her lease because of an involuntary job transfer. Job transfers, if verified by a company notification letter, may be authorized under our job transfer policy. The resident must be moving at least fifty (50) miles outside of the area and must be transferred with a branch of the same company for which he or she is presently working.

The 60-day notice does not commence until the Welcome Center receives the company's verification of transfer letter. The resident agrees to pay two (2) month's rent in advance after the signing of the Transfer Addendum. The apartment may be vacated at any time after the addendum is signed and rent has been paid, but it must be vacated no later than the last day of the 60-day notice. In either case, the resident must sign a vacating notice at the signing of the Transfer Addendum verifying the exact date of move-out.

NOTE: In a roommate situation, only the transferring resident is released from the lease agreement. The remaining resident must release the transferred resident or the company transfer is void. However, if the remaining resident is agreeable in allowing the transferring resident to vacate, the remaining resident has the option of remaining in the present apartment or moving to a smaller apartment.



This is the **ONLY** circumstance in which a resident is allowed to move from a larger apartment to a smaller apartment during a lease agreement. Contact the Welcome Center for procedure.

Involuntary job loss, if verified with a company, may be authorized under a job loss policy. The resident will be required to pay back any concessions applied to the lease plus a 60 day Notice to Vacate at market rent, gas/hot water, washer/dryer, pet rent or any other applicable fees. All monies are due at the time of a 60 day written Notice to Vacate, which will commence once verification of unemployment is received. Utilities will need to remain in the out-going resident(s) name until the 60 day Notice to Vacate has expired.

LEASE BUYOUT

A resident may request a lease buyout, which consists of a sixty (60) day vacating notice, and a lease buyout fee of \$1,400.00. A resident must have occupied the apartment for at least six (6) months before the lease buyout can go into effect and the sixty (60) day notice begins. The resident is required to pay the lease buyout fee at the time the vacating notice is given, which begins the sixty (60) day notice. The apartment may be vacated at any time after the addendum is signed, the lease buyout fee and all rent has been paid, but it must be vacated no later than the last day of the sixty (60) day notice. The resident must sign a vacating notice at this time, verifying the date of move-out and a lease addendum which states the new lease expiration date. *If a lease buyout is cancelled, all monies paid will be non-refundable.

RE-RENTAL

Resident(s) with disabilities may be assigned a handicapped/reserved parking space in front of their building. Documentation must be provided to the Welcome Center and verified prior to reserving of the space. Handicapped/reserved parking spaces are assigned specifically to the resident of the building. Parking in these reserved areas may result in towing of the unauthorized vehicle at the owner's expense and/or fined.



CHANGE OF RESIDENT/ROOMMATE

A roommate change is when one or more, but not all, of the original residents wish to transfer their responsibility for an apartment to another individual. A lease commits you to responsibility for a specified length of time. We do allow changes; however, only if certain prerequisites are met. Processing fees are required for all forms to be signed and transactions completed. All persons involved (i.e., outgoing, incoming, and remaining residents) must be present in the Welcome Center, collectively, before any steps are taken to activate the process.

When HHHunt has approved a change on a lease, the following must occur: both incoming and remaining resident(s), including guarantors, for the lease term, must sign a new or amended lease. The Welcome Center considers any resident change as a legal transaction and it will be handled as such. The security deposit may never be reduced below the amount on the original lease. The remaining resident(s) and the new resident(s) entering on an existing lease accept responsibility for all damage and cleaning charges (including pet). **IT IS THE RESPONSIBILITY OF RESIDENT(S) TO MAKE SECURITY DEPOSIT SETTLEMENTS AMONG THEMSELVES.** The outgoing resident(s) must fill out the Resident Change Addendum and Vacating Notice Form. The remaining and incoming residents must sign a Resident Addition Addendum and pay all monies due to authorize name changes on the lease. All rent, late fees, etc. must be brought up to date before the resident change is approved. The outgoing resident(s) must turn in keys and FOB(s) to the Welcome Center. All necessary forms can be acquired at the Welcome Center. Please contact us for details.

LEASE EXTENSIONS

Upon satisfactory completion of a standard term lease agreement, a potential job change, marriage date, or other circumstance may necessitate signing a lease extension for less than the standard term. **Please understand a lease extension is a privilege and therefore may be denied.** Lease extensions are granted on a first-come, first-served basis and must be approved, by date, on an individual case basis. Lease extensions are limited according to date, move-outs per day, maintenance schedules and apartment size. Only one extension is permitted on a standard term lease. All lease extensions will reflect the current rent schedule and may require an additional charge. Extensions less than 180 days are subject to an additional charge.



UNRELATED RESIDENTS

When unrelated individuals are applying for an apartment or wish to change their lease during residency, each individual must qualify as a head of household under standard HHHunt leasing procedures. In other words, each resident must qualify individually to rent the apartment.

RENEWAL LEASE OR NOTICE TO VACATE

We value your residency at Walden Pond; therefore, you will be provided with a lease renewal letter with our sincere desire to welcome you for another lease term. It is your responsibility to notify the Welcome Center of your intentions to remain or vacate your apartment in writing. Please contact the Welcome Center with your renewal plans 90 days before your lease ending date so a lease may be typed for you. The lease renewal or vacate notice must be returned 60 days prior to your lease expiration. **IF CHANGES ARE REQUIRED, ALL NECESSARY INFORMATION MUST BE SUBMITTED IN WRITING SIXTY (60) DAYS PRIOR TO LEASE EXPIRATION IN ORDER TO PREPARE A NEW LEASE.**

Should you find it necessary to move, please complete and return the vacating notice sixty (60) days before your lease expiration date. A complete forwarding address should be included on the vacating notice; otherwise, the return of any remaining credit may be delayed.

MONTH TO MONTH

If you plan to renew your lease with a month to month lease you may do so after your current lease term is complete. Month to month leases are being offered on a first come basis with no more than 5% month to month leases being offered at any given time. When renewing month to month, a 60-day written vacating notice is required to end the lease. The month to month lease has a fee of \$150.00 added to the current rental rate. The lease will continue until there is a rent increase and at that time a new month to month lease will be sent 30 days prior to the increase requiring a signature from the resident.



APPENDIX 2 – CARING FOR YOUR APARTMENT

REFRIGERATOR

Clean the interior with a solution of baking soda and warm water. On the exterior of the refrigerator, use a mild soap and warm water. Please do not use scouring powder or strong abrasives inside or out because these will scratch the surface. Use care in cleaning plastic parts; do not wash plastic parts in scalding water or place in hot water directly from a cold refrigerator.

Once a month, please remove the bottom grill and clean. Also, remove the plastic drain tray under the refrigerator and wash in warm soapy water.

RANGE – COOKING AND CLEANING TIPS

To ensure maximum cooking efficiency on your electric range, please be sure to follow the operating instructions carefully. The range has a two-piece broiler with separate pan and grill and is completely removable for easy cleaning. This should be done after each use. Raised edges of the range top cooking surface retain spills, splashes, and boil-overs. Once a liquid begins to boil, decrease the intensity of heat that will hold the boil. This will save electricity, lessen the possibility of burning food or boiling food over your cookware, and keep the kitchen cooler.

Use stable cookware with flat bottoms. Always place the cookware on the burner before turning on the burner. Select cookware large enough to avoid spillovers; however, oversized cookware (diameters exceeding 8 ½ inches) can cause the finish of the range to discolor, craze and chip.

Preheat oven for 10 to 12 minutes before placing food in oven (oven indicator light will go off when ready). It is not necessary to preheat for broiling or roasting. It is important to select a proper temperature setting. Never set the dial to a higher degree than needed, with the intention of lowering the setting at a later time. This will not speed up the action. It can cause the oven to cycle slower and cause the temperatures to vary so that cooking results may be unsatisfactory.

When using glass bakeware, lower the oven temperature 25 degrees to prevent browning of the bottom and sides before the top becomes brown. With glass bakeware, it is better to increase the preheat time to have exact stabilization of temperature. Allow 20 minutes for temperatures up to 350 degrees and 30 minutes for higher temperatures. Avoid opening the door as much as possible.

The oven racks should be arranged before turning the oven on. Place the racks so that the food, not the rack, is “centered” in the oven. When baking more than one item, be sure to stagger them, allowing space between each one. Do not allow the bakeware to touch any part of the oven.



To remove the rack, pull the oven rack forward and lift up on the front of the rack so it will clear the rack keeper. To replace the oven rack, guide the angled rear portion of the rack under the rack keeper and slide the rack to the rear. **NEVER** cover the oven racks with aluminum foil. This traps heat and causes intense heat in spots, which will give poor baking results and can damage the porcelain interior.

When baking foods such as overfilled fruit pies, casseroles, etc., it is recommended that you put a cookie sheet or similar pan on the oven bottom. When doing so do not cover any of the holes in the oven bottom, this will upset the heat pattern. If you should get a heavy spillover on the oven bottom, wipe up the excess with a damp cloth after the oven cools. Do not use any detergent, soap pads, or heavy rubbing; abrasives will destroy the finish. Never leave grease or oil unattended; fires are likely and repairs are costly.

When cleaning your range, please make sure to clean inside the range hood and remove and wash the hood filter. Clean on and underneath the drip pans, burner rings, oven racks, range drawer, broiler pan, and oven walls (top, sides and bottom). Do not use oven cleaner on the range top, drip pans, racks, range hood or backsplash. Oven cleaner can be used inside your oven.

SELF-CLEANING OVENS

BEFORE YOU START: Do not move or bend the fiberglass oven door seal. Do not try to clean it by hand. If you want your oven racks to stay shiny and bright, take them out before starting the cleaning cycle. Do not leave any pots or pans in the oven during the cleaning cycle. Do not put broiler pans or burner rings in the oven to clean. It will discolor them and you will be charged for replacement at current prices. **CHROME REFLECTOR BOWLS MUST NOT BE CLEANED IN THE OVEN.**

TO USE THE CLEANING CYCLE:

1. Latch the door to "Closed".
2. Set oven selector knob to "Clean" or "Auto self-clean".
3. Set oven temperature control knob to "Clean".
4. Make sure the clock and dials for start and stop time have the right time of day.
5. Push in on the stop time knob and set it ahead as many hours as you want the cleaning cycle. For a slightly soiled oven, two hours may be enough. For heavy soil, three hours may be better.
6. Lock the oven door by moving the lock lever on the oven all the way to the right. When it is all the way over, the "Clean" light will come on. If the "Clean" light does not come on, the lock lever is not all the way over and the cleaning cycle will not start. When the "Clean" light comes on, the oven starts the cleaning cycle. About 20 minutes later, the "Lock" light will come on. It will stay on during the cleaning cycle.



7. The oven will shut off when the proper time is reached, but the oven door will stay locked until the oven has cooled. When the “Lock” light turns off, turn the oven selector knob and oven temperature control knob to “Off”. This turns off the “Clean” light. Now, move the “Lock” lever back to the left. **DO NOT FORCE THE LOCK LEVER.** If it does not move easily, wait until it does. With the “Lock” lever all the way to the left, the oven door can be opened.

NOTE: The cleaning process can cause smoke and odors. If this occurs, please open the windows. When the oven has cooled completely, wipe out any residue or ashes from the bottom.

DISHWASHER

All dishwashers require the use of dishwasher detergent only. Scrape dishes before you place them in the dishwasher. Be sure the door is closed and locked before turning on the dishwasher. For the considerations of your neighbors, please do not run your dishwasher after 11:00 p.m.

THE DO'S AND DON'T'S OF DISHWASHING:

1. Wash plastic items that are marked “dishwasher safe” or the equivalent. Load all plastics on the top rack along the back face down. Place all plastic tumblers securely over two fingers or rack to prevent them from becoming dislodged and falling onto the heating unit.
2. Because of the possibility of the dishwasher leaking or malfunctioning, never operate it unless someone is at home.
3. To minimize the possibility of injury, load sharp items so that they will not damage the door seal. Load sharp knives with the handles up to avoid injuries.
4. Make sure your garbage disposal is empty before starting the dishwasher.
5. To avoid over-sudsing, use **ONLY** dishwasher detergent specifically made for use in the dishwasher. **DO NOT USE LAUNDRY OR OTHER DETERGENT.** Store all detergent in a dry place. Do not place detergent in the dishwasher’s soap dispenser until you are ready to use the dishwasher.
6. Scrape off bones, seeds, skins, toothpicks, hard-shelled vegetables, meat trimmings, leafy vegetables, crusts, excessive quantities of oil, grease and food.
7. Remove such foods as mustard, mayonnaise, vinegar, lemon juice and other foods which may discolor stainless steel.
8. Never use abrasives or sharp objects on the panel. Clean it with a lightly dampened cloth and dry thoroughly.
9. When loading the dishwasher, make sure dishes are not blocking the wash tower, which rises up through the center of the bottom rack during the wash and rinse cycles.
10. Do not allow items to extend through the bottom rack or silverware basket, such as knives, skewers or pot handles.
11. Place glasses, cups and saucers on the top rack face down to prevent them from becoming dislodged.



Make sure the door is closed and locked before turning on the dishwasher.

GARBAGE DISPOSALS

To make everything as easy as possible for you, garbage disposals have been installed in each apartment. However, please do not use the unit for the disposal of paper, string, metal, wood, cleaning supplies, quantities of hot grease, banana peels, glass, pea pods or cornhusks. There will be a maintenance charge if the garbage disposal must be repaired as a result of any of these items.

If you follow these simple rules in operating your garbage disposal, we believe you will have uninterrupted service without the inconvenience of overflowing sinks, stopped-up plumbing or other annoyances.

1. Turn on cold water faucet and let water run freely.
2. Turn on garbage disposal switch.
3. Feed food waste into the disposal. Do not put your finger or metal objects into the disposal.
4. Let garbage disposal run for another 30 seconds after the food waste has cleared the disposal. The sound will indicate when it is clear. Continue to let the water run for a minute or more to flush the pipes.

Your garbage disposal will shut off automatically when it is overloaded. To start it again, **PUSH THE RED BUTTON ON THE BOTTOM OF THE GARBAGE DISPOSAL**. This should restart the unit; if it fails to start or continues to shut off, please report it to the Welcome Center.

KITCHEN FIXTURES

It is best to clean the cabinets and the countertops with a non-abrasive household detergent or all-purpose cleaner and water, especially around the handles. Please do not place hot skillets or other hot objects on the countertops and always use a cutting board for chopping or slicing food to prevent countertop damage.

COUNTERTOPS AND TUB SURROUNDINGS

Formica and/or fiberglass countertops have been installed to minimize work in cleaning. Please do not use an abrasive cleaner. For stubborn stains, use a good all-purpose, non-abrasive cleaner with a brush. If a stain persists, contact the Welcome Center and one of our Team members may be able to advise you.

WALLS

The kitchen and bathroom walls are semi-gloss paint. To clean them, use a mild soap or detergent or recommended wall cleaner, not steel wool or other abrasives. Please do not wallpaper or paint any areas in your apartment without written approval from Management.



CARPET SPOTS

Act quickly to remove spots and stains before they have a chance to dry or “set”. Always have necessary cleaning equipment on hand. Before attempting removal, be certain that you can identify the spot or stain.

Cleaning Agents:

A detergent solution of one teaspoon neutral detergent to one teaspoon of white vinegar mixed in one quart of warm water will neutralize alkaline materials.

Dry-cleaning fluid is a solvent useful in the removal of some spots, BUT MUST BE USED WITH CAUTION.

General Cleaning Procedures:

If you cannot identify a particular spot or stain, you may:

1. Remove excess materials with a blunt instrument; remove liquids with a clean, absorbent material.
2. Apply detergent/vinegar/water solution. Blot gently with a clean, white cloth from soiled edge to center.
3. Dry the carpet.
4. Apply dry-cleaning fluid, again wiping gently from the edges of the stain to the center.
5. Dry carpet and brush pile gently to restore original texture.

With any type of cleaning, avoid getting the carpet too wet. Dry it as quickly as possible. Direct air blast from a fan, hairdryer or vacuum cleaner attachment is helpful when drying wall-to-wall carpet.

STAINS

- **OILY MATERIALS** (i.e., butter, hand cream, grease, pen ink, oil): Remove excess materials with blunt knife. Apply dry-cleaning fluid, dry carpet surface and repeat the application if necessary. Dry carpet thoroughly and brush pile gently to restore original texture.
- **OILY FOODSTUFFS, ANIMAL MATTER** (coffee, tea, milk, gravy, vomit, blood, ice cream, sauces, egg, chocolate, salad dressing, urine, excrement): Remove excess material, absorbing liquids and scraping semi-solids. Apply detergent/vinegar/water solution sparingly. Dry carpet. Apply dry-cleaning fluid. Dry carpet again and brush pile gently.
- **FOODSTUFFS, STARCHES, SUGAR** ((candy, soft drinks, alcoholic beverages, fruit juice,): Blot up liquids or scrape off semi-solids. Apply detergent/vinegar/water solution if necessary. Dry carpet and brush pile gently.



- **HEAVY GREASE** (tar, crayon, lipstick): Remove excess material. Apply a dry-cleaning fluid; apply detergent/vinegar/water solution. Reapply dry-cleaning fluid. Dry carpet thoroughly and brush pile gently to restore original texture.
- **HOUSEHOLD FINISHING AGENTS** (varnish, shellac, paint): Blot excess with clean paper towel; apply a few drops of turpentine to a clean cloth and dab lightly, working from the outside to center of stain. Apply drycleaning fluid. Let dry.
- **CHEWING GUM:** Hold ice cube to gum until it becomes hard. Remove material and sponge lightly with dry-cleaning fluid.



ADDITIONAL POLICIES

INTERNET CAFE

The Internet Café is open during office hours. There are three desktop computers with high speed internet and the Café is equipped with WIFI for your convenience. Please note that management does not guarantee the safety or security of internet connections. By using amenity internet access, you agree to release HHHunt of any liability and assume all risks. We ask that you limit your computer time to thirty (30) minutes if another resident is waiting. There is to be no smoking or consumption of alcohol in the Café.

CLUBHOUSE

This beautiful facility is provided to all residents for parties and other social events. The clubhouse is made up of a multi-purpose room and fully equipped kitchen.

To reserve the facilities please visit the Welcome Center. If your date is available you will be asked to fill out the Walden Pond Clubhouse Agreement and pay the \$25 deposit (CHECK ONLY). The Clubhouse rental fee is \$25 per hour. On the day of the event you will be required to pay the remaining balance (CHECK ONLY). After the event the Clubhouse will be inspected, and if necessary any damages/cleaning fees will be charged to the resident's account. This facility is for residents and their private functions only. The resident must be present at all times during the function.

CLUBHOUSE FEES: \$25.00 per hour

CIGARETTE DISPOSAL

Leaving cigarette butts on the stairwells, landings, sidewalks, grass or in the parking lot is unacceptable. If you are smoking on your patio or balcony, please use an ashtray to properly dispose of your cigarette butts. Residents found improperly disposing of cigarettes will be fined for creating a fire hazard.

DOORMATS

Proper sized, standard doormats made of rubber or hemp should be used at apartment entrances.



EQUIPMENT

The Owner/Owner's Agent reserves the right to move, relocate, or alter provided equipment (where applicable) such as dumpsters, bike racks, storage, etc. without notice.

GLASS AND SCREENS

For your convenience, our maintenance team will replace any broken window, patio door or torn screen **with charges** for material and labor, due with your rent.

HANDICAPPED PARKING

Resident(s) with disabilities may be assigned a handicapped parking space in front of their building. Documentation must be provided to the Welcome Center and verified prior to reserving of the space.

Handicapped parking spaces are assigned specifically to the resident of the building. Parking in these reserved areas may result in towing of the unauthorized vehicle at the owner's expense and/or fined.

HANGING PICTURES

You may hang pictures, mirrors, etc. on the walls of your apartment provided you use picture hangers. All holes must be properly filled and sealed with spackling compound at move-out. PLEASE do not use glue/foam stickers as they create extensive damage to the wall.

HEATING YOUR APARTMENT

While operating your heating or cooling unit, do not leave your windows and/or doors open. This will cause excessive wear and tear as well as significantly increase the cost of utilities for your apartment home. If you are found to be operating the heating/cooling units with your windows and/or doors open, you will be fined \$50.00 for the first offense. Continued violations of this policy could lead to an increased fine of \$100.00.

You will also be responsible for paying any repair and maintenance costs as a result of over-taxing the equipment. This expense can include costs for resources, equipment and labor. Management reserves the right to bill residents for improper and excessive use of the equipment and utilities.



ELECTRICITY

ELECTRICITY MUST BE IN YOUR NAME AT LEASE COMMENCEMENT DATE AND LEFT ON AND IN YOUR NAME UNTIL THE EXPIRATION DATE OF YOUR LEASE. A \$50.00 ADMINISTRATIVE FEE WILL BE APPLIED TO ANY AEP BILLING SENT FROM OUR OFFICE. RESIDENTS THAT DO NOT HAVE THE SERVICE TURNED ON IN THEIR NAME OR RESIDENTS THAT TURN THEIR SERVICE OFF EARLY WILL RECEIVE A \$50.00 ADMINISTRATIVE CHARGE FOR EACH BILLING.

During the winter, never disconnect the power for any reason. Severe damage may occur and the resident will be held responsible for payment. Please maintain a room temperature of at least 60 degrees to prevent pipes from freezing.

GAS OR CHARCOAL GRILLS

Propane gas grills cannot be allowed anywhere within the confines of any apartment building. According to the Lynchburg City Fire Marshall's code, charcoal grills may not be used anywhere within the confines of apartment buildings. They may be used on the grounds outside the confines of your building, at least ten (10) feet away from any building or structure on the property (Section 402.4 and Section 307.5 of the 2000 International Fire Code Commentary); the same community policy applies for electric grills. **Gas grills cannot be stored on balconies or patios.**

HIGH SPEED INTERNET

Our apartment homes offer high speed internet connections in all apartments. The connections are available in all bedrooms, living rooms and dens. We are pre-wired for Comcast, however, you may choose another provider if you wish.

LAUNDRY

Buildings 100-2400 are equipped with coin operated washers and dryers on the first floor. The cost to wash is \$1.25 and the cost to dry is \$1.25.* The Welcome Center will not be able to provide change. In case of equipment malfunction, please call Automatic Leasing Services at 1-800-888-7837 to request service. You will need to provide them with your name, phone number, building address and machine ID number. Please note:

1. The laundry room is a fire exit and cannot be used for storage of any kind.
2. Laundry room trash cans are not for household trash.
3. Please do not install clotheslines on patios or balconies.
4. The washers run for approximately 25 minutes, the dryers for 60 minutes.



5. Be considerate of others and do not leave your clothes in the washers or dryers for extended periods of time.

*Prices are subject to change.

LIGHT BULB REPLACEMENTS

Residents are responsible for all light bulb replacement, except for the overhead fluorescent bulbs in the kitchen and all kitchen appliance light bulbs. Please make sure that all replacement bulbs are no higher than sixty (60) watts.

LOCK OUT SERVICES

We are pleased to provide a lock out service for our residents to avoid the hassle of contracting with a professional locksmith. The following fees will be charged for this service:

During office hours (up to 10:00 p.m.): - No charge

Weekdays (10:00 p.m. - 9:00 a.m.): - \$35.00

Weekends and Holidays: \$50.00

Payment must be made in advance of entry. Only residents listed on the lease and with proper ID will be allowed access to the apartment. Please be aware that team members responding to your call may not live within the community; please take their travel time into consideration.

Any attempts to gain entry by other means will be at your expense.

MAIL DELIVERY

As a registered resident of the community, a mailbox and one mailbox key is assigned to you. If your mailbox key is lost, check with the Welcome Center for the cost and payment; duplicate keys cannot be issued due to postal regulations.

MODIFIED APARTMENTS

Some of our apartments are equipped for the disabled and are modified with tub railings, wider door entries, mirror, etc. These items cannot be altered.

NEWSLETTER

Our community publication is distributed each month and includes community news, emergency maintenance numbers, policy changes, special announcements, social events, etc.

PACKAGES

Packages will be accepted at the Welcome Center during normal business hours from all delivery services including U.S. Mail, DHL, UPS and/or Federal Express. The following restrictions will apply:

1. Package acceptance on behalf of our residents is a service provided as a convenience and resident agrees not to hold HHHunt responsible in the event a theft or loss occurs.
2. Packages must be picked up during normal business hours at the Welcome Center. Please observe holidays and scheduled closings to ensure prompt receipt of your package.
3. Packages not picked up within fourteen (14) days may be returned to sender.
4. Residents are responsible for notifying the delivery company of their delivery preference (i.e. Welcome Center, leave at door, etc.) when no one is home.
5. Packages must be addressed to a person listed on the lease and will only be released to the addressee.
6. The following types of packages may be refused and may not be stored in our Welcome Center:
 - ✓ Packages shipped prior to occupancy
 - ✓ Packages containing personal items shipped during a move
 - ✓ Packages containing perishable items
 - ✓ Tires
 - ✓ Luggage

PERGOLA

This area features two grilling stations, picnic tables and a set of cornhole boards. Residents are responsible for providing their own game bags. Please remember to remove any trash or grilling debris at your departure.



POND

Our pond is open to all of our residents and their guests. Residents may fish in the pond without a fishing license. There is a stationary grill at the pond, as well as a picnic area. As there is no lifeguard on duty at any time, the pond is to be enjoyed at your own risk. Ice skating, walking on the pond in the winter, boating or swimming at any time is strictly prohibited.

RECYCLING

We are pleased to offer our residents the option of recycling. The recycling area is located in the cul-de-sac at the end of Weeping Willow Drive. Do not throw non-recyclable trash in the recycling bins. Any resident caught misusing the recycling center will be charged a \$100.00 fine per violation. Thank you for helping keep Walden Pond a clean and beautiful place to live.

NON-REFUNDABLE REFURBISH FEE

A \$150.00 non-refundable refurbish fee is required. The fee specifically covers the basic carpet cleaning and basic cleaning of the apartment home at vacate.

The fee is not a security deposit; therefore, will accrue no interest. Please refer to the Standard Vacating Checklist for additional details. Additional charges above the non-refundable refurbish fee will be charged.

SERVICE ANIMALS

Service animals are not considered pets. In the event that a request for an accommodation has been made regarding a service animal, written documentation may be required to verify the need for a service animal. A current veterinarian verification and photo is required at the time of the request.

SHORT-TERM FURNISHED UNIT

Our fully equipped short-term furnished unit is available for monthly rentals. Call or visit the Welcome Center to check availability, rental rates and deposit amounts. The short-term furnished unit does not permit any pets.



STORAGE AREA

Additional storage space is available on the third floor of each building. Storage is provided with the clear understanding that HHHunt is not liable for any loss, damage, or injury to the articles stored therein. Periodically, bins which are not registered will be opened and the contents destroyed. Please do not use more than one bin.

TELEVISION

The community has been pre-wired for cable television; resident(s) may arrange for cable TV service, at their own expense, through the cable provider listed in the "Neighborhood Information Section".

TENNIS AND VOLLEYBALL COURTS

Sport facilities are available on a first-come, first-served basis. With respect to all residents, we ask you not to hold the courts longer than one hour at a time. If no one is waiting, you may extend play until others arrive to use the facility. With due consideration, the Owner/Owner's Agent respectfully requests you give up the courts at that time.

VANDALISM

Residents are responsible for any damages to their apartment and personal belongings as a result of vandalism. Any and all acts of vandalism should be reported to the Police Department and the Welcome Center. We strongly recommend that residents obtain a Renter's Insurance policy to cover this type of damage.

WIFI (WIRELESS INTERNET ACCESS)

Our community is pleased to offer residents WIFI in the clubhouse and pool area during the summer months. Please be advised that this service does not provide a secure Internet connection and all content or data transmitted via WIFI may be viewed or accessed by others. Residents utilizing the WIFI connect do so at their own risk.



YARD SALES

Individual yard sales are not permitted within the community. Please contact the Welcome Center for details of any planned community-wide yard sales.

PRIVATE DUTY SERVICES

Employees may not contract to provide individual private duty services to residents of the community.



Policy Violation Charges

Trash outside of apartment door	1 st violation 2 nd violation 3 rd violation	Warning – send letter to resident \$25.00 per bag increase by \$10.00 per bag
Grilling on patio/balcony	1 st violation 2 nd violation	\$100.00 fine & 21-day notice \$500.00 fine & file for eviction
Stored propane tank or gas cans on patio or balcony	1 st violation 2 nd violation	\$100.00 fine & 21-day notice \$500.00 fine & file for eviction
Improper satellite	1 st violation 2 nd violation	\$50.00 fine & cost to repair building \$100.00 fine & cost to repair building & 21-day notice
Hanging clothes/towels over balcony	1 st violation 2 nd violation 3 rd violation 4 th violation	Warning – send letter to resident \$10.00 fine \$20.00 fine increase by \$10.00
Storing boxes or other items that do not belong on patio or balcony	1 st violation 2 nd violation 3 rd violation 4 th violation	Warning – send letter to resident \$10.00 fine \$20.00 fine increase by \$10.00
Unauthorized pet/guest pet	1 st violation 2 nd violation	\$200.00 fine & 21-day notice \$500.00 fine & file for eviction
Pet waste	1 st violation 2 nd violation 3 rd violation	\$25.00 fine \$50.00 fine \$75.00 fine
Pet not on leash	1 st violation 2 nd violation 3 rd violation 4 th violation	\$25.00 fine \$50.00 fine \$75.00 fine \$100.00 fine & 21-day notice



Policy Violation Charges (cont'd.)

Unauthorized occupant or cans on patio or balcony	1 st violation	\$200.00 fine (must add to lease within 5 days)
	2 nd violation	File for eviction
Smoking or alcohol in amenities (Internet Café, Clubhouse, Fitness Center)	1 st violation	\$100.00 fine
	2 nd violation	\$100.00 fine & lose amenity privilege
Cigarette butts	1 st violation	\$50.00 fine
	2 nd violation	\$100.00 fine & 21-day notice
Parties with trash	1 st violation	\$100.00 fine, clean up charges (\$50.00 per hour) & 21-day notice
Loud Music	1 st violation	Warning – send letter to resident \$50.00 fine \$75.00 fine & 21-day notice
	2 nd violation	
	3 rd violation	
Disruptive conduct/parties	1 st violation	\$100.00 fine & 21-day notice
Misuse of FOB keys	1 st violation	\$25.00 fine
	2 nd violation	\$35.00 fine & deactivation of FOB (1 month)
	3 rd violation	\$50.00 fine & loss of amenity privileges
Lost of FOB key	1 st violation	\$50.00 replacement fee – FOBs must be returned at move-out. Failure to return your key will result in a \$50.00 charge on your move-out statement.