



REALTY CORPORATION

## COMMUNITY POLICIES

Welcome to your new apartment home!



[www.pacecares.com](http://www.pacecares.com)



[www.pacerealty.com/thinkgreen](http://www.pacerealty.com/thinkgreen)

# WELCOME

This community is managed by the experienced, professional team at Pace Realty Corporation. We are dedicated to providing each resident with a comfortable living environment and making your experience a pleasureable one. We look forward to a long, lasting relationship.

*“Pace Pride...It shows in Everything We Do!”*

## FAIR HOUSING STATEMENT

This community is committed to compliance with all federal, state and local fair housing laws. Our community policies are designed to provide consistent and fair treatment of all residents in the spirit of these laws.

The staff at our community has a legal obligation to treat each individual in a consistent manner. Please do not place them in a difficult position of by a requesting for an exception to a written policy.

Thank you in advance for your cooperation.

## GOOD NEIGHBOR POLICY

All policies in this handbook apply to residents, occupants and their guests. They are a part of your lease and are legally binding, just like your lease. Please remember your neighbors and help us maintain a quiet, clean community environment.

## COMMUNITY STANDARDS OF OCCUPANCY

All new residents in our apartment community meet the same non-discriminatory qualification standards based on income, criminal background, employment, credit and rental history. The maximum number of occupants allowed in each size apartment is available in the office.

The term “occupant” refers to all adults and children in an apartment.

If the number of occupants in your apartment changes for any reason, please contact the Management Office immediately. Our policies require that if the number of occupants in your apartment changes, you must contact the office.

## OUR MANAGEMENT OFFICE INFORMATION



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# EMERGENCIES AND SECURITY GUIDELINES

## MAINTENANCE REQUESTS

All service requests must be in written form with the exception of emergencies. We also accept service request submitted at our website or sent via email. Maintenance requests will be completed during business hours, Monday through Friday, excluding holidays.

Maintenance requests will be handled after office hours if they are emergencies. We define EMERGENCIES as situations which:

*Present a danger to people...*

- \* fire
- \* no electricity
- \* broken or non-working doors, locks, windows
- \* no heat (when outside temperatures are below 50°)
- \* no air conditioning when a heat advisory has been issued by a local government health authority.
- \* no water
- \* commode not functioning (when only one in an apartment)

*Present danger to property...*

- \* flooding
- \* broken pipes
- \* Report water leaks and mold immediately.

After business hours, emergency maintenance requests can be reported to the answering service via the management office phone number. The answering service will attempt to contact the on-duty maintenance staff, who will respond as quickly as possible.

## PEST CONTROL

The apartments are treated by a professional, licensed pest control service. Each apartment home is serviced throughout the year and you will be notified of such treatments and the date. Regular treatment is designed for common pest such as roaches and ants. Please notify the office in writing when additional pest control service is requested.

The apartment management is not allowed to distribute or apply pest control chemicals or treatments. You will be notified of regular service and required to take the steps for preparation as requested in the notification. Failure to take preparatory action may result in a fine and further treatment.

Take caution when bringing boxes or used furniture into your apartment home. Boxes are commonly infested with roaches and used furniture has been associated with bed bugs. If your apartment or furnishings require treatment for a problem you have created, you may be charged for the treatment. Our office staff will be happy to provide you with further information about the prevention and treatment of pests.

## INSURANCE

Unless otherwise stated in your TAA Lease Contract, Renters Insurance is mandatory. The Apartment community provides no guarantee of personal safety and security. For this reason, you must obtain adequate Renter's Insurance coverage for your

personal belongings. If your Apartment Community does not require you to have Renters Insurance, it is still strongly recommended.

You should only drive a vehicle within the Apartment Community that is covered by adequate Automobile Insurance as required by local ordinances.

## FIRE

Fires are a serious problem in apartment communities, much more so than in a single-family dwelling, due to the number of families living within each building. Though damage is usually confined to property loss and damage, the loss of personal items can be quite an emotional experience. Most often started through carelessness with cooking, matches, cigarettes and fireplaces, many fires can be avoided by using caution and common sense.

## BE PREPARED—PLAN AHEAD FOR EVERYONE'S SAFETY

As part of your planning, explore your community. Know every possible exit, including exits from laundry, storage and club rooms. If hallways become smoky in a fire, your memory can help you find the way out. **Remember never use elevators in a fire.** Keep exit and stairwell doors closed at all times, but not locked. Keep exits clear of debris and storage.

*focus on these four elements in your fire safety plan:*

- \* Prevention
- \* Detection
- \* Escape planning and practice
- \* Fire Department notification (Dial 911)

## AN OUNCE OF PREVENTION

An ounce of prevention can save your life. Prevention is your best insurance against fire. We recommend that you take these simple fire safety precautions in your own apartment to prevent fires from starting:

- \* Let cooking grease cool and pour into a metal can.
- \* Monitor children carefully. Do not let children cook on the stove.
- \* Keep lighters and matches out of the reach of children.
- \* Avoid cooking while intoxicated, medicated or sleepy.
- \* Rather than trash cans, use an empty metal container such as a coffee can for ashtray disposal.
- \* Do not remove, disable or take batteries out of your smoke detector(s). Test smoke detectors monthly to make sure they are still functional.
- \* Do not store gas-operated tools or vehicles (motorcycles) inside the apartment or under stairwells.
- \* Barbecue grills and any other cooking devices are not allowed on balconies or patios.

## FIREPLACE SAFETY

- \* **Determine type of fireplace.**
- \* **Do not use wood in a gas log fireplace.**
- \* Use dry and well-seasoned hardwoods. Softwoods

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tend to burn away too quickly and scrap lumber produces excessive sparks.

- \* Never use compressed wood dipped in tar, pitch or creosote, as this produces sputtering, smoking fires with toxic fumes and causes build-up inside the chimney.
- \* Never use fire starters such as charcoal lighter or kerosene and definitely not “gasoline.”
- \* Never burn trash or Christmas trees in the fireplace.
- \* Always use a log grate. It positions the fire properly and ensures a good flow of combustible air to and around the fire—producing the most efficient fire.
- \* Do not drop logs into the fireplace as this may damage the fireplace walls.
- \* Build moderate to small fires. Most fireplaces in apartments are not designed for roaring fires.
- \* Be sure the damper is open before starting the fire and close the damper securely only when the fire is completely out and ashes are cold.
- \* Use a fireplace screen and keep it clean.
- \* Never leave the fire unattended or with unattended children.
- \* Never clean or empty the fireplace until the fire is out and ashes are cold. Always place ashes in a metal container (not a plastic or paper trash bag) to cool off or be watered down. Many fires have been caused by ashes three-to-four days old that were thought to be out.
- \* Never leave ashes inside garages or on balconies. Set them outside in a safe place.
- \* Never put hot ashes in a dumpster or trash chute.
- \* Never store firewood in any manner that would inhibit or block any exit, stairway or balcony if it caught fire.

Fire laws and insurance requirements prohibit the use of BBQ grills in breezeways, balconies, patios or within 10 feet of a building. Lighter fluid and flames are potentially hazardous to items such as boxes, furniture and the building.

## MAKE SURE SMOKE DETECTORS WORK PROPERLY

If a fire occurs, smoke detectors alert you right away so that you can get out of the building safely.

If you notice that smoke detectors in your unit are beeping, be sure to change batteries or have electrical systems checked. Under your lease, it is your responsibility to replace dead or missing batteries immediately. If we discover dead or missing batteries, we have the right to replace them at your expense. Do not disable your smoke detector. Disabling a smoke detector or removing working batteries is a violation of Texas law.

## ESTABLISH AND PRACTICE ESCAPE PLANS

In a fire, there is not time to stop and think. You need to know

in advance two escape routes from your apartment and your building. That is why it is critical that you make and practice escape plans.

- \* Determine evacuation procedures, and decide on a meeting place outdoors. Go there as soon as you exit the building and stay there. This way, you can keep track of who is out and who may be trapped inside. If you think someone is trapped, tell the fire department. Never go back into the building yourself.
- \* Practice! Rehearse your escape plans. Make sure that your children understand the plan. Do you have senior citizens, infants, disabled or ill occupants living with you who will need help? Plan for these situations now.
- \* If your community has elevators, you will be required to participate in fire drills upon management request.

## ***IN CASE OF FIRE, EXIT! THEN CALL 911 A.S.A.P.!***

### WHAT TO DO IF FIRE STRIKES

Do not rush out of your apartment into the hallway. First, feel the door. If it is hot, use another way out. If the door is cool, leave by the nearest exit.

### **Never use elevators in a fire! Use the stairs. Close all doors behind you to slow the spread of the fire.**

If your planned escape route becomes smoky, get down on your hands and knees and crawl. Smoke rises, so the cleanest air is near the floor.

If you can not escape your apartment, stuff wet towels, sheets and clothes around the door and vents to keep smoke out. Call the fire department and tell them where you are. If no smoke is coming into the room you are in, open a window slightly. Stay low and wave a bright cloth, towel or sheet out a window to signal your location.

Remember, by accepting your responsibility to keep your apartment safe from fire, you are not only protecting yourself, but your neighbors as well. A little bit of planning and awareness can make the difference between safety and disaster for everyone.

### FREEZING WEATHER

In the event of severe, freezing weather, your apartment community may post or distribute FREEZE ALERT signs. Please take the following precautions as soon as you see these signs:

- \* Drip all the faucets in your apartment. Drip both the HOT and COLD water. Leave the faucets dripping until the FREEZE ALERT signs are removed from the entrances to the community.
- \* Turn on the heat and set on 60° minimum. Open your closet and cabinet doors to keep plumbing fixtures and plumbing pipes in exterior walls from freezing.

If you are going to be away from your apartment for an extended period of time, please leave the thermostat on 60° minimum. These precautions are essential in order to avoid

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substantial damage to your apartment from broken pipes. If you have negligently failed to take these precautions, you may be liable for damages to your and your neighbor's apartment. This is especially important if you do not have insurance to cover this damage.

## **STORMS** (*Violent or Electrical Thunderstorms*)

Spring usually brings with it rapidly changing weather patterns including violent electrical and/or thunderstorms. The following actions will help prevent damage to the property caused by high wind and heavy rain:

- \* Secure outdoor furniture, plants, satellite dishes and decorations to prevent them from blowing away or blowing into windows, cars, etc.
- \* Make sure all doors and windows are securely closed.
- \* Turn off and unplug computers, television sets and all other electrical equipment.
- \* Stay indoors.

Use electric surge protectors for all major electrical equipment. Also replace surge protectors as required by the manufacturer's specifications.

## **TORNADOES**

Tornadoes strike without advance warning. Preparedness is important for protection of human life and property.

If you hear or see a tornado, take action:

- \* If time permits, open windows so the pressure will not build.
- \* Take cover in an interior hallway or room on the lowest floor of the building in the smallest room like a closet or bathroom.
- \* Stay clear of windows and patio doors which might shatter.
- \* Do not run outside to warn others. If you can hear or see the tornado, it is too close for you to take any other action except taking cover.

## **SUSPICIOUS ACTIVITY AND NOISE**

### **Identifying suspicious behavior**

Anything that seems unusual or "out of place" could be criminal activity. Working as a partner with police, every resident has a responsibility to report any suspicious behavior. Do not think that you are bothering the police. Consider the results if a crime is in progress and you do not act! Never attempt to apprehend a person committing a crime. Report but do not investigate suspicious activity. Leave any confrontations to the police. Allow the police to perform the job they are trained to do.

Not every stranger who enters your property is a criminal, but criminals do take advantage of activity in apartment communities by pretending to be legitimately involved in sales, repair and service. If you see any solicitors in your community contact the office. If you suspect that any employee is involved in illegal activity, please contact the Manager immediately.

## **NOISE FROM NEIGHBORS**

If you have a noise complaint concerning a neighbor, we recommend the following procedure:

- \* First, speak to your neighbors yourself. They may not be aware of the disturbance.
- \* Second, if the problem persists, contact the management office. After office hours, the answering service will contact a staff member to address the problem. Please call the office again during business hours so that we can monitor the situation.
- \* Third, contact the police.

## **SOLICITORS**

For your personal safety and protection, look through the door viewer before opening the door. Do not allow strangers into your apartment. Your apartment community does not allow door-to-door solicitors of any type. If you are bothered by solicitors, please contact the office.

## **LIGHTING**

The maintenance of the exterior lighting at our community is an important part of our maintenance program. If you notice that lights are out, please contact our office and we will handle your request.

## **CRIME AWARENESS**

It is our intention to keep you informed about your community and surrounding neighborhood. In doing so, we maintain a Crime Awareness Center which contains information regarding criminal activity within our community or the surrounding neighborhood as well as helpful tips passed along by local law enforcement. To find this information, visit our Crime Awareness Center located near the mail center.

As we are made aware of criminal activity of a serious nature within the neighborhood or our community by local law enforcement, we will post this information at the Crime Awareness Center and place a visible sign at the entrance of the community that states "CRIME AWARENESS" to alert you to visit the Crime Awareness Center for more information. Individual notices WILL NOT be distributed to your door.

## **RENTAL PAYMENT**

Although rental payment policies are stated in your Apartment Lease Contract, we will explain them further here:

- \* All rent is due on the 1st of the month.
  - \* If your rent is received by the office after the date specified on your lease, you will be charged an initial and daily late charge in accordance with your lease.
- Due to fair housing non-discriminatory practices, no exceptions can be made.**
- \* No personal checks will be accepted for rental payments after the date specified in your lease. After that date, you must use either a money order or cashier's check. Cash is not accepted.

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- \* At our discretion you may be allowed to pay by credit card or electronic check. If you pay by credit card or electronic check, you must also pay the associated credit card or electronic check fees.
- \* Online rental payments must be received in the leasing office by the first of the month.
- \* We can only accept personal checks from a resident listed on a lease.
- \* A returned check fee plus applicable late charges will be assessed on all checks returned by a bank for any reason. Checks will not be redeposited. Returned checks must be cleared by cashier's check or money order within 24 hours of notification.
- \* After we receive 2 returned checks, or 2 declined electronic payments, we will no longer accept personal checks or electronic payments for the rent on your apartment (or any other charges). You must pay by cashier's check or money order.
- \* If rental payments are made after office hours, drop your check or money order in the night drop slot if applicable.
- \* No cash will be accepted at any time for rental or other payments.

## ELECTRONIC RENTAL PAYMENT

Your property may be using "Check Scanners". When you provide a check as payment, you automatically authorize us to either use information from your check to make a one-time electronic funds transfer from your account or to process the payment as a check transaction. When we use information from your check to make an electronic transfer, funds may be withdrawn from your account as soon as the same day your payment is received, and you will not receive your check back from your financial institution.

## CHILDREN

If a member of our staff sees a child playing in a manner that is physically dangerous or damaging to the community, that staff member may escort the child home and inform the parents of the situation. If the child cannot be identified or is unsupervised, we may keep the child in the office until the parents are located. Parents can be held personally responsible for theft or property damage caused by their children. Parents and guardians must be very careful when entrusting their children to others.

Since unattended children are always at risk for injury or abduction, please teach your child personal safety rules. Our community policies do not allow parents or guardians to leave children unattended without adult supervision. We are obligated to report unattended children to child protective service agencies.

Children under the age of 14 are not permitted in the following areas unless accompanied by an adult 18 years of age or older:

- \* Laundry rooms
- \* Pet Park

- \* Clubrooms
- \* Tanning Rooms
- \* Sauna
- \* Sports courts
- \* Pool area
- \* Creek/Pond areas
- \* On or near access gates
- \* Computer Rooms
- \* Business Center

Residents or Guests are prohibited from the following areas:

- \* In retention ponds
- \* In construction areas
- \* Near high voltage equipment areas or mechanical rooms

As a reminder, please do not:

- \* Sit, stand, or lean over balconies or ledges

It is never acceptable to:

- \* Throw items off balconies, including cigarette butts, trash, charcoal, pet waste, or any other items.

## DECORATING

The staff at your apartment community works very hard to maintain your community's attractive appearance. We ask that you assist us in the following ways:

- \* All window coverings must show a light background when viewed from outdoors. This restriction includes both drapes and blinds. Foil is not permitted in windows. **Holiday decorations are allowed, but must be removed within two weeks of the holiday.**
- \* No structural changes or additions may be made to the exterior of the building, including patios and balconies.
- \* Since the appearance of patios and balconies affect the appearance of our community, patios and balconies may not be used for the storage of trash, boxes, tires, bicycles, auto parts, broken furniture, etc. The management reserves the right to monitor the decor and appearance of your patio or balcony.
- \* For buildings higher than 4 stories, as a safety precaution, only iron furniture is permitted on balconies.
- \* No alterations may be made to your front door or entrance to your apartment other than a decor wreath. We encourage you to use a front doormat, but we will remove mats that are not designed for outdoor use such as carpet scraps or automobile mats.
- \* Inside your apartment, you have the freedom to decorate by hanging pictures, etc. in accordance with Lease Contract limitations. However, in order to receive a refund on your security deposit, you must return the apartment to its original condition, except for reasonable wear and tear as defined by statute. If you fail to do so, you will be charged appropriately. This includes the removal of shelf-paper, tub or shower decals, shelf brackets, hooks, towel holders or using paint sealers to cover dark or unusual shades of paint.

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- \* Residents are responsible for any damages caused by their waterbeds.

## KEYS/ACCESS DEVICES & LOCKS

The care and maintenance of the keys/ access devices and locks to your apartment is of critical importance.

No one should have a key or other entry device to your apartment without your prior written permission. This includes family, friends, delivery and repair services. Management will retain a key/access device. Additional policies regarding keys/ access devices and locks include:

- \* Our staff will be happy to make a duplicate of your apartment key for a minor charge.
- \* If you lose your apartment keys / access devices or wish to have your lock rekeyed, we may do so for a minimum charge of \$25 per lock, which will include one key.
- \* After office hours, you may be charged for letting you back in after you have inadvertently locked \_ yourself out. Residents must provide photo identification before our staff can allow them access to an apartment. Our staff will open the door only for the residents or "occupants" listed in the lease.
- \* Take precautions with your keys/access devices. Do not hide them outside your home. Do not give your keys / access devices to acquaintances. Do not put your address on your key ring. Keep your car keys and apartment keys on separate rings.
- \* Your apartment is provided with a latch on each window and a keyless deadbolt on every exterior door. If your apartment has a sliding glass door, it is equipped with a pin lock and one additional latching device, either a handle latch or a security bar.
- \* We strongly recommend that you keep all windows latched and all doors locked at all times. Immediately upon move in, check all of the above and report any broken, missing or inoperable items to the manager.
- \* We will install additional sliding glass door and window latches if you request. You must pay for any additional security device installation.
- \* All requests for security device changes must be in writing.

## APARTMENT TRANSFERS

Occasionally residents choose to transfer from one apartment to another within an apartment community. Contact the management office if you are interested in transferring to another apartment.

## MOVING?

Your apartment community's move-out policies are outlined in paragraphs 37 through 42 of your Apartment Lease Contract, however we will clarify them further.

In order to receive a full refund of your apartment security deposit, you must follow all of these procedures:

- \* Fulfill the complete term of your current lease contract.

- \* Give written advance notice in accordance with your lease agreement to a member of the office staff in the office. We strongly recommend visiting our office in person and completing a prepared form rather than slipping a note through the night drop. Using our form will provide you with written documentation verifying your notice to vacate and will outline potential charges for cleaning or damages.
- \* Pay all rent and charges through the scheduled day of your move-out.
- \* Remove all personal belongings from the apartment and follow the Move-Out Cleaning Instructions to thoroughly clean your apartment. If you have changed the decor of the apartment, return it to its original condition.
- \* Provide the office with a complete forwarding address, in writing.
- \* Return all keys, including access gate card or opener if applicable, to the office. When you are ready to return your keys, we strongly recommend that you ask a member of our office staff to accompany you on an inspection of your apartment to determine its condition and verify the amount of your refund. Your security deposit is subject to deductions as authorized in the Lease Contract.

## MOVE-OUT CLEANING INSTRUCTIONS

### Kitchen

- 1. Refrigerator:** Clean, wash and disinfect all surfaces. LEAVE REFRIGERATOR ON.
- 2. Range:** Clean all surfaces to remove grease and burned-on particles. Thoroughly clean knobs and polish chrome surfaces. Clean underneath burners.
- 3. Ventahood:** Clean all surfaces to remove grease and burned-on particles. Remove, clean and reinstall filter. Do not attempt to clean secondary charcoal filter!
- 4. Dishwasher:** Remove debris and wipe inside surfaces. Clean and polish the front panel including knobs.
- 5. Sink:** Scrub and clean sink with appropriate cleanser. Clean garbage disposal insert or gasket, cover and sink strainer. Polish faucet set.
- 6. Cabinets and Drawers:** Remove all lining material, wash and disinfect all shelves and interior surfaces. Clean and shine countertops and cabinet fronts.
- 7. Other Appliances:** If your apartment has been equipped with other appliances such as a microwave oven or trash compactor, please clean these appliances similarly to those described above.
- 8. Nooks:** Clean areas between appliances, walls and cabinets.
- 9. Floor:** Sweep and scrub.

### BATHROOM

- 1. Bath/Shower:** Thoroughly clean tile, porcelain or fiberglass surfaces. Do not use Ajax or similar abrasive on fiberglass. Polish faucet sets and chrome.

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- 2. Commode:** Remove disinfectant devices from the tank. Clean and disinfect all surfaces.
- 3. Sink:** Clean and scour sink. Polish faucet set.
- 4. Mirror:** Clean with glass cleaner.
- 5. Cabinets, Drawers, Medicine Cabinet:** Remove all lining material, wash and disinfect all shelves and interior surfaces. Clean countertop and cabinet fronts.
- 6. Floor:** Sweep, clean and disinfect.

## GENERAL

1. Clean all light switch plate covers, electrical outlet covers, all window and sliding glass door tracks, windows, the front door, mini-blinds, all light fixtures and ceiling fans.
2. Sweep patio, sweep cobwebs from around sliding glass door and other areas. Clean patio light fixture. Clean sliding glass door.
3. Vacuum carpet.
4. Remove debris from fireplace and thoroughly clean ashes from fireplace interior surfaces.
5. Make sure all debris is removed from the apartment, including clothes hangers, phone books and trash bags.
6. Replace all burned out or missing incandescent light bulbs.
7. Replace dead or missing smoke detector batteries.

**Ask for a copy of our standard cleaning charges which will be deducted if you fail to adequately clean.**

## PACKAGE DELIVERY

It is our pleasure to accept your packages from the postal service, or overnight express services under the following conditions:

- \* Packages will only be accepted if you have signed a Package Release form.
- \* It is your responsibility to pick up these packages from the office within 24 hours of notice.
- \* Please do not ask us to be responsible for C.O.D. deliveries, packages delivered in a damaged condition or perishable items left in the office.
- \* Occasionally the number of packages may become too great for adequate storage in our office. At such times, our staff may deliver these packages and place them inside your apartment.
- \* Our staff will ask for identification before releasing packages to residents or occupants.
- \* You will be asked to sign a Package Log when you pick up your delivery.
- \* Packages are not stored in a locked facility, thus this community cannot accept responsibility for the security of the package, or if it is lost.

## PARKING

Your Apartment Lease Contract allows the apartment management to regulate the manner and time of all parking. Our obligations to all residents require that we apply these

policies fairly to benefit the greatest number of residents. General parking and vehicle policies are:

- \* Motor homes, campers, boats, trailers and other recreational vehicles may be parked only in designated areas, when available. You must receive prior approval from Management before parking such vehicle within the confines of the community.
- \* There is a maximum number of vehicles per apartment. See the Apartment Manager for the specifics of this community.
- \* If your community requires parking stickers, it will be distributed at the time of move-in, and must be displayed as required to avoid your vehicle from being towed.
- \* Charges may apply for any lost or damaged access device or parking permits.
- \* Inoperable vehicles will be towed at the resident or visitor's expense. "Inoperable vehicles" includes any vehicle with flat tires, severe damage, expired license plates or expired inspection stickers. The management staff will tag these vehicles. The problem must be corrected or the vehicle will be removed from the community within a three-day period.
- \* Washing any vehicle or watercraft is not allowed.
- \* Residents may change a flat tire while the vehicle is parked at our apartment community. However, all other repairs and maintenance are prohibited to prevent damage to the parking areas.
- \* If you have a disability that necessitates alternative parking arrangements, contact the office in writing to make such a request.
- \* Vehicles which are parked illegally such as in a handicap designated space, fire lane, on the grass or sidewalk, or blocking a trash dumpster may be towed without notice 24 hours a day.
- \* Motorcycles or other motor vehicles may not be parked in breezeways or patios.
- \* If your community provides assigned parking, carports/covered parking or garage, please be courteous and park only in your assigned/reserved space. Violators of this policy will be towed.
- \* Management reserves the right to change your parking space to accommodate larger vehicles.
- \* The parking spaces at the Leasing Office designated for guest or prospective resident parking may only be parked in by residents after business hours. These hours are posted on the front of the office building.
- \* Moving vans or any other vehicle that exceeds garage/carport clearance are not permitted.
- \* Do not store perishable items in the parking garage.
- \* No toxic, flammable or explosive materials should be stored in the parking garage.

## POOLS

The pools are provided for the enjoyment of all residents. Help us keep the pools clean and safe by remembering the following policies:

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- \* **Lifeguards are not provided. Swim at your own risk.**  
For your safety, do not swim alone. Management is not responsible for accidents or injuries.
- \* Pool Hours are posted at each pool area.
- \* Children under the age of 14 must be accompanied at all times by an adult over 18 years of age who is responsible for the child.
- \* Pets are not allowed in the pool area per city ordinances.
- \* Use plastic or paper containers only. Glass is not permitted.
- \* Only proper swimming attire is allowed. A swim suit “cover-up” should be worn to and from the pool. Cut-offs may not be worn in the pool.
- \* Respect others by keeping noise to a minimum, covering pool furniture with a towel when using suntan oils, leaving pool furniture in pool areas, disposing of trash properly and keeping pool gates closed.

**In case of emergency, dial 911.**

## **CLOTHES CARE CENTER** *(If Applicable)*

Clothes Care centers are provided for the convenience of all residents. Please report any problems or needed repair to the office. We will take prompt action.

- \* Children under the age of 14 must be accompanied by an adult 18 years of age or older who is responsible for the \_\_\_\_\_ child.
- \* Please help us keep the laundry room clean by properly disposing of all trash.
- \* Laundry washed in the community laundry room has priority for the dryers BEFORE laundry washed elsewhere.

## **BUSINESS CENTER** *(If Applicable)*

Resident agrees to obey the following rules and regulations pertaining to the use of the business center:

- \* Resident is limited to one guest accompanying them in the facility
- \* Resident may use a computer for a period of time to not exceed one hour, unless there is no one waiting for a turn.
- \* When finished using a computer, return to the desktop home screen.
- \* **DO NOT TURN OFF COMPUTERS.**
- \* Resident will not access icons or system files, engage in chat rooms, newsgroups, list servers or bookmarks.
- \* Access of pornographic materials, violation of copy right laws or other use of the intellectual property of others without permission is prohibited.
- \* Business Center is for research and educational purposes only.

## **FITNESS ROOM** *(If Applicable)*

The fitness room is provided for the enjoyment of all residents. Help us keep the fitness room clean and safe by remembering

the following policies:

- \* Attendants are not provided. Use the fitness room at your own risk. Management is not responsible for accidents or injuries.
  - \* Fitness Room Hours are posted.
  - \* Children under the age of 16 are *not* permitted in the fitness room unless accompanied by an adult 18 years of age or older who is responsible for the child.
  - \* Pets are not allowed in the fitness room.
- Please check with your physician prior to the use of the fitness room. Use of the fitness room is not recommended for:
- \* individuals consuming alcoholic beverages or taking medication, or
  - \* persons with heart or other serious medical conditions.

For your safety and enjoyment and for the safety and enjoyment of others:

- \* Keep body clear of weights and other moving parts when using fitness equipment.
- \* Do not make repairs on fitness equipment. Please report needed repairs to the management.
- \* Do not use, adjust or operate fitness equipment beyond your physical limitations.
- \* Please report vandalism and unauthorized users.
- \* Do not remove fitness equipment from the fitness room.
- \* Do not leave personal items in the fitness room. Management is not responsible for lost or stolen articles.
- \* Respect others by keeping noise to a minimum and by disposing of trash properly.

In case of emergency, dial 911.

## **SPAS** *(If Applicable)*

The spa (often referred to as a hot tub) is provided for the enjoyment of all residents. Help us keep the spa area clean and safe by remembering the following policies:

- \* Attendants are not provided. Use the spa at your own risk. Management is not responsible for accidents or injuries.
- \* Spa Hours are posted.
- \* Use of the spa should not exceed 15 minutes. A longer period could raise your body temperature to dangerous levels.
- \* Children under the age of 14 must be accompanied by an adult 18 years of age or older who is responsible for the child.
- \* Animals are not allowed in the spa area.
- \* Use plastic or paper containers only. Glass is not permitted.
- \* Only proper swimming attire is allowed. A swim suit “cover-up” should be worn to and from the spa area. Cut-offs may not be worn in the spa.
- \* Allow for a 10-minute cool down period after strenuous exercise prior to utilizing spa.

Use of the spa is not recommended for:

- \* individuals consuming alcoholic beverages or taking medication
- \* pregnant women
- \* persons with open cuts, abrasions or sores
- \* persons with heart conditions

*Please check with your physician prior to using the spa.*

Respect others by:

- \* keeping noise to a minimum, and
- \* disposing of trash properly.

In case of emergency, dial 911.

### **RESIDENT AMENITIES**

Please consult with the manager for additional policies if your community has a sauna, tanning beds, tennis courts or other recreation areas.

### **TRASH**

During the designated times, on designated days, the staff may offer trash pickup service from the designated area (ie. service room, curbside, etc.). Please make sure to use trash bags that do not exceed tall kitchen bags in size and have your trash bags tightly secured and ready for removal by the staff.

Residents are encouraged to place trash in tightly secured plastic bags no larger than a tall kitchen bag when disposing of trash in the trash chutes or dumpsters. Do not force larger objects or objects with excessive weight in trash chutes. Please call the office for assistance with the removal of these items. Please break down and flatten all boxes in preparation of disposal. Call the office for assistance in removal of boxes.

The following items should not be disposed of at the community, nor left for the staff to dispose of:

- \* Flammable items
- \* Toxic items
- \* Syringes
- \* Batteries
- \* Concrete
- \* Paint
- \* Furniture
- \* Sharp objects

### **SATELLITE DISHES**

- \* You will be required to pay a deposit for having a satellite dish or antenna. The deposit will be refunded if you have fulfilled all obligations of your Lease Contract and there is no damage to the apartment from the use of the satellite dish or antenna and upon move-out.
- \* In addition, you are required to carry liability insurance in the event the satellite dish or antenna damages any property that does not belong to you. Proof of such insurance (such as renters insurance which lists the satellite dish or antenna specifically) will be required.
- \* You may not attach the satellite dish or antenna to the building, roof, window, window sill, fence, exterior walls, parking area, or any common area.
- \* No part of the satellite dish or antenna can extend beyond the balcony or patio railing.
- \* No holes may be drilled in outside walls, roof, balcony railings or windows.

A Satellite Dish and Antenna Addendum to the Lease Contract must be signed prior to the installation of such items. It is advisable that you speak with the Property Manager prior to purchasing the satellite dish or antenna so you understand specifically how it may be installed.

### **MEDIA AND MARKETING ACTIVITIES**

You consent to our use of photographs of you taken at functions or events sponsored by the Apartment Community, or in common areas of the Apartment Community, for marketing and promotional purposes. We may use these images in advertising, brochures, flyers, for posting on social networking sites such as Facebook and our websites and for related uses. You consent to the publication of these images and waive any claims you may have against us for use of such images.

**We are always interested in knowing how you are enjoying your home.  
Please take a few minutes and visit our customer service website at  
[www.pacecares.com](http://www.pacecares.com)**



## Resident's Repair Request

To the management of:

Please perform repairs, installation or service in Apartment # \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Will your alarm be activated?      Yes \_\_\_\_\_      No \_\_\_\_\_

Do you have a pet?      Yes \_\_\_\_\_      No \_\_\_\_\_  
(If so, please make arrangements to confine you pet so that necessary repairs can be made).

In case there are any questions, I can be reached by telephone at:

Home Phone # \_\_\_\_\_

Work Phone # \_\_\_\_\_

Cell Phone/Pager # \_\_\_\_\_

I understand that except in cases of imminent danger to persons or property, all requests and notices must be in writing and delivered to the Office or Rent Drop.

I understand that I need to pay in advance for any costs for which I may be liable under the lease.

Resident's Signature \_\_\_\_\_

Resident's name (Printed) \_\_\_\_\_

Date \_\_\_\_\_



REALTY CORPORATION

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