

TIMBERLAND PARTNERS RESIDENT HANDBOOK

Introduction

You have signed a lease agreement acknowledging that you, your family, and guests will comply with all policies included herein. This handbook covers all Timberland Partners communities; some sections may not pertain to your specific community. Please contact your Management Office if you have any questions. You will receive a 30-day notice of any changes. Your cooperation is appreciated.

Use

Your apartment home 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 assume 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. Apartment homes may not be used for business purposes.

Why Policies?

The goal of Timberland Partners is to provide an outstanding living experience and to promote your happiness and satisfaction while living in a Timberland Partners' community. Please observe the following policies to preserve both your comfort and privacy and the rights of other Residents.

*POLICIES ARE SUBJECT TO CHANGE as we respond to your needs and the communities we serve. We want your Timberland Partners community to be everything you expect and more.

1. Maintenance Service

Timberland Partners provides you with maintenance service 24 hours a day. This means we have someone on-call at all times to respond to emergencies.

- a. **During office hours**, the Management Office will address any maintenance requests you may have, whether they are emergencies or non-emergencies. All service requests must be submitted through your community web portal or Management Office to ensure timely completion. Please do not attempt to directly submit service requests to a service team member. The Management Office team will dispatch the appropriate team member to address your concern.
- b. **After business hours**, if you have a maintenance emergency, please call your Management Office for further instructions. A Service Technician will respond as soon as possible.
An emergency is anything that is causing, or has the potential to cause, damage or harm.
- c. **EMERGENCIES INCLUDE:**
 - i. Fire – Please call 911 immediately and notify Management after you are in a safe place.
 - ii. Odor of gas – Exit the apartment immediately and call 911. Do not turn on lights, appliances or any other electrical item and do not smoke if you smell the odor of gas.
 - iii. No water or no hot water.
 - iv. No heat (temperatures below 68 degrees Fahrenheit).
 - v. No air conditioning (temperatures above 85 degrees Fahrenheit).
 - vi. Water leaks – Please report any water leaks to Management immediately. Failure to report water leaks may result in charges assessed to the Resident to make necessary repairs.
 - vii. Refrigerator not cooling.
 - viii. Broken entry locks to the building or your apartment.
 - ix. Any other situation that presents a danger to you or other Residents. Please call the office if you have any concerns.
- d. **Call 911 immediately if you consider any situation a danger to health, life or safety.**

Our well-trained Timberland Partners Service Teams continuously strive to provide an outstanding living experience for our Residents. When the Service Team is called to your apartment for a repair, they may also perform preventative maintenance in addition to completing the service request. We believe this type of added service could potentially reduce the need for emergency service.

2. Snow and Ice Removal

Snow and ice removal are a shared responsibility between Timberland Partners Residents and team members. Our team works 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. Residents are required to remove all personal items including mats and planters that could obstruct snow and ice removal efforts. We are not liable for damages to these items.

Please park your car an adequate distance away from sidewalks to avoid obstructing walkways and assist with our snow and ice removal efforts. Additionally, please report any hazardous areas to the Management Office so we may give it our attention.

When necessary, a notice will be posted that the parking lot and stalls will be plowed. Failure to remove your vehicle during the posted time will result in your vehicle being towed and subject to daily impound rates at your

own expense. To expedite the clearing process, we ask that you do not return to the lot until plowing has been fully completed. Notices will be delivered to Residents and in common areas. Failure to respond may lead to the towing of your vehicle. It is the Resident's responsibility to respond to this notice.

3. Locks, Keys and Access Devices

If you lose your key or access device please call the office during regular office hours, if possible. If after hours, call the office number to reach the emergency service number. If additional keys or access devices are required, they may be requested from Management for an additional fee and/or deposit. Apartment keys are not to be copied for any reason. Alterations or replacements of locks or installation of bolts, door knockers, peepholes or other attachments on the interior or exterior of the door are prohibited. Locks cannot be changed or altered by the Resident. Management must be informed in writing of any problems with locks or keys. Only leaseholders shall be issued keys and access devices.

4. Lockouts

We are pleased to provide a lockout service for our Residents, to avoid finding and paying a professional locksmith. Once a lockout call has been dispatched a fee may be assessed. This fee may apply to any calls after office hours or repeated calls during business office hours.

Lockout service fees will be charged to your Resident account and will require full payment to the Management Office within 24 hours. Our service team members are unable to accept payment at the time of service. Only those Residents on the lease and with proper identification will be allowed access into the apartment. Please be aware that team members responding to your lockout call do not necessarily live in the community; please take their travel time into consideration. Your patience is appreciated.

PLEASE NOTE: ALL OTHER ATTEMPTS TO GAIN ENTRY ARE STRICTLY PROHIBITED.

5. Management Office Hours

Our Management Office hours vary based on the needs of your particular community.

Please refer to your community website for specific hours of operations. Hours are subject to change without notice.

6. Rental Payment

Rent is due on the first and considered late on the second of the month. Late fees will be assessed in accordance with your lease agreement, REGARDLESS OF WEEKENDS, HOLIDAYS OR POSTMARK. We are unable to waive late fees and ask that all rent be paid on the first of the month. Rent may be submitted via electronic payment through your community web portal or via the WIPS (Walk-In Payment System). IF PARTIAL PAYMENT IS RECEIVED, THE LATE FEE POLICY WILL AUTOMATICALLY GO INTO EFFECT. This payment will not waive Management's right to recover possession of the rental premises for nonpayment. If there is a balance on the account, any rent payment will be applied to the oldest outstanding balance first.

Timberland Partners' Communities may accept rental payments made by a third person or persons not recognized as a Resident or a guarantor under any lease agreement. Acceptance of any rental payments from any third party will not constitute or be construed as a contractual relationship between a Timberland Partners' Community and third party. Please note that rental payments from a third party or any other person(s) not

recognized under the lease agreement shall in no way relieve the recognized Residents and guarantors of their contractual obligations. This includes, but is not limited to the payment of rent, late fees, checks returned for insufficient funds, and/or any other outstanding rent, fees and charges.

In the event that legal proceedings have commenced, online payments, personal checks or partial payments will not be accepted.

7. Returned Checks

There will be a fee charged for any returned check, in accordance to your lease agreement. In addition, returned payments may be considered late and assessed fees in accordance with your lease agreement. Returned checks must be replaced by WIPS only. After two returned checks, each Resident on the lease will be required to pay all future rental payments by certified check, money order, or cashier's check.

8. Package Deliveries

Packages may be accepted at the Management Office at Management's discretion. Only the person to whom the package is addressed can pick up the package. If you would like to give permission for someone else to pick up your packages, please drop off a written notice at the Management Office so that we can keep a copy on file. A photo I.D. is required before any packages will be released. The Management Office address must not be used for delivery purposes.

Timberland Partners does not accept responsibility for the delivery of any such parcels, packages and letters and is not responsible or liable for lost, damaged or unordered deliveries. Management is not responsible for perishable items or deliveries requiring refrigeration. The Management Office will hold packages, parcels, letters and the like for 15 days following the delivery, at that time it will be considered refused and returned to the original delivery service. Management will attempt to notify the Residents of deliveries.

9. Parking

In communities where parking is not assigned, it is on a first-come, first-served basis. In communities where parking lot stalls are assigned, Residents and their guests must park in designated areas to avoid towing at the Management's expense. Please observe the following rules. They are designed to provide adequate parking for everyone. Should there be a parking problem, please contact the Management Office.

- a. To ensure adequate parking for Residents' vehicles, boats and trailers and other recreational vehicles are not allowed without prior written consent of Management.
- b. Out of respect for your neighbors, if you have multiple vehicles in communities where there is unassigned parking, please park additional vehicles in a lesser-used section of the lot and ask guests to use auxiliary parking lots or street parking as allowed by local ordinance.
- c. Do not park in front of dumpsters, on the grass, in fire lanes, on curbs or walkways, etc. Improperly parked vehicles will be towed at the vehicle owner's expense, without notice.
- d. Please park regularly-used motorcycles two to a space whenever possible. Due to fire regulations, motorcycles and motorbikes cannot be parked on balconies, decks, common areas or inside the apartment.

- e. It is important that all of your vehicles be registered with the Management Office to avoid problems with notification in the case of accidents or thefts. In the unlikely event of a motor vehicle accident or vandalism, please call your local police department.
 - f. In order to maintain a welcoming environment, vehicle repairs are not permitted in any parking lot or area. Car washing is permitted only in designated areas at Management's discretion.
 - g. Please report any abandoned and unused vehicles. Vehicles with expired tags or an expired inspection sticker should also be reported to the community. These vehicles will be given notice and then towed at the vehicle owner's expense.
 - h. All vehicles must be in proper working condition (such as no flat tires, etc.). No maintenance, repair, or service work, including vehicle washing or waxing, may take place in any parking area.
- Note:** Any problem which requires towing will be charged to the vehicle owner.

10. Pets

All pets must be registered with the Management Office prior to bringing your pet into your home. Any pet brought into the apartment will be subject to our current pet policies regardless of the lease start date. Any pet not registered with the Management Office may be subject to additional pet charges concurrent with your lease. All pet owners at a Timberland Partners community must accept responsibility for their own pets in accordance with the terms of their lease and pet addendum.

- a. In communities where dogs are permitted, breed restrictions will apply to dogs. Akita, American Staffordshire Terrier, Pit Bull Terrier, Terrier Stafford, Chow, Doberman, Rottweiler, Presa Canario, Cane Corso, Wolf-Hybrids or any other breed restricted by local or state ordinances and/or laws are not permitted. In addition, any mix of the above-mentioned breeds will not be approved.
- b. Proper documentation and a Timberland Partners' pet permit must be obtained from the Management Office before bringing the pet into your home.
- c. A "Pet Addendum" must be signed by all leaseholders and guarantors. Pets are subject to additional fees/rent/deposit. The Pet Deposit will be held until after the apartment is vacated by all occupants. All deposits retained by the Management will be refunded in accordance to state law, subject to performance of all lease obligations and applicable charges for cleaning and damages. RESIDENT MAY NOT APPLY THE PET DEPOSIT TOWARD RENT ON THEIR APARTMENT HOME. Prior to termination of occupancy, Resident agrees to provide forwarding address to which refund and correspondence will be mailed.
- d. Please walk/curb your pets in designated pet areas. Ask your Management Office for further information if you are unsure of approved locations. Pet owners are responsible for cleanup of all pet waste. Owners that do not cleanup after their pets are subject to fees and/or fines. Pet owners will be held financially responsible for any damages resulting from their pet. This includes, but is not limited to: landscaping, common areas, amenities, hallways, elevators, stairwells and apartment homes. Pet waste must be properly disposed of in designated receptacles. All waste must be disposed of in sealed waste bags.
- e. All pets must be on a leash or carried at all times when they are indoors or outdoors except designated dog runs or parks.
- f. Pets are not permitted in community amenity areas or elevators.
- g. No pet can be left unattended or tied outside of your apartment home at any time.
- h. NO DANGEROUS, HARMFUL OR POISONOUS ANIMALS ARE PERMITTED.

- i. "Guest" pets are prohibited. If we observe an unregistered pet in your apartment, you may be subject to additional fees/rent/deposit.
- j. Please do not feed stray animals anywhere in your Timberland Partners community.
- k. Any changes in pet ownership must be approved, in advance by Management, and will require a new/updated Pet Addendum to be completed.
- l. Rabbits, guinea pigs, chinchillas, hamsters, gerbils, ferrets, rodents, reptiles, amphibians, and birds must be caged at all times.
- m. Barking dogs are not permitted. If a pet becomes a nuisance, action may be taken including the removal of the pet from the community. Refusal to remove the pet from the premises as determined by Management will constitute a violation of lease terms and may be subject to further action up to and including termination of the lease.
- n. If your community participates in the PooPrints Program, violations of the dog waste management program are as follows:
 - i. 1st Offense – \$100 if the pet waste sample matches your dog.
 - ii. 2nd Offense – \$200 if the pet waste sample matches your dog.
 - iii. 3rd Offense – \$300 if the pet waste sample matches your dog.
 - iv. 4th Offense – Removal of the pet from the community.

11. Aquariums

An aquarium (five gallons maximum) is permitted with written consent by Management.

12. Security Deposit

The Security Deposit will be held until after the apartment is vacated by all occupants. All deposits retained by the Management will be refunded in accordance to state law, subject to performance of all lease obligations and applicable charges for cleaning and damages. RESIDENT MAY NOT APPLY THE SECURITY DEPOSIT TOWARD RENT ON THEIR APARTMENT HOME. Failure to return Timberland Partners access devices (e.g., keys, remotes, fobs, etc.) and permits will result in a deduction from the Security Deposit. Resident agrees to provide a forwarding address that will be utilized for correspondence and refunds prior to terminating occupancy.

13. Surety Bond

Surety Bonds are non-refundable. These bonds allow Residents to pay a low-one-time non-refundable premium prior to or at the time of lease signing. The one-time cost of the bond is your promise to meet your obligations under the lease agreement and to leave the apartment in good condition. See your Leasing Office for additional information.

14. Move-In/Move-out Inspection Checklist

A Move-In/Move-out Inspection Checklist will be completed by the Resident(s) at the time of move-in. The completed inspection checklist will be used to document any damaged items at the start of your lease. This document will also be used at the time of move out to assess damages which will be deducted from your security deposit. In the event that a move-in inspection checklist is not completed and returned to the Management Office within three days, Timberland Partners considers that the apartment and furniture (if applicable) is in perfect and acceptable condition with no damages. Report any additional items you wish to have documented on your move-in inspection checklist within five days of your lease start date.

15. Lease Obligation

Your lease is a legal and binding agreement which outlines the obligations of all parties. If you do not complete the term of your lease, Timberland Partners reserves the right to take legal action for rent damages and fees. Providing advance notice does not automatically release a Resident from lease obligations during the lease term. If you find that you must move prior to the end of your lease term, contact the Management Office as soon as possible. We will assist you by explaining your obligations and potential alternatives to consider. In the event that your lease has expired without the provision of a proper notice to vacate or failure to renew, your lease shall revert to a month-to-month lease. Month-to-month leases are subject to all terms and conditions of the most recent lease. Applicable month-to-month and/or holdover fees may be assessed. Please refer to your lease for further information.

16. Entry by Management

Management has the right to enter apartment homes at any reasonable time to inspect or maintain the apartment community. We will attempt to give a 24-hour notice of intent to enter an apartment except in cases of emergency and Resident requested services. You will be notified of an occasional inspection of your apartment home per local ordinances and for the safety and comfort of all Residents. Please read all notices and correspondence from the Management Office. This will keep you informed of work scheduled to be completed in your community or in your apartment home.

17. Soliciting

Solicitation or the distribution of handbills is strictly prohibited without the written permission of the Management Office. Please contact the local police department and notify the Management Office if you encounter this problem. We want to protect your right to privacy and the quiet enjoyment of your home.

18. Utilities

UTILITIES, AS SPECIFIED IN YOUR LEASE, MUST BE IN YOUR NAME ON THE DATE YOUR LEASE COMMENCES AND REMAIN IN YOUR NAME UNTIL YOUR LEASE OBLIGATIONS HAVE BEEN SATISFIED. A daily administrative fee will be applied to your account until which time proof of utility transfer into your name has been provided. Resident must maintain the operation of all apartment utilities at all times. Failure to do so may result in the apartment being deemed uninhabitable and subject to eviction.

19. Noise (Complaints)

Apartment living requires consideration for others, especially where noise is concerned. Most noise problems are not due to Residents being intentionally inconsiderate, but rather a lack of awareness of the problem. A polite interaction with your neighbor may solve the problem. If not, contact the Management Office for further assistance. If it is after office hours or you are uncomfortable approaching your neighbor, contact the local police department and after-hours on-call service team member or community courtesy patrol for assistance. Report the incident to the Management Office on the following day, giving the apartment number in question and the circumstances surrounding the complaint.

NOISE COMPLAINTS VERIFIED BY THE MANAGEMENT OFFICE MAY RESULT IN MONETARY PENALTIES AND LEASE VIOLATIONS UP TO AND INCLUDING LEASE TERMINATION SHOULD THE PROBLEM NOT BE CORRECTED.

20. Alcohol Policy

Consumption of alcoholic beverages is prohibited outside of your leased premises, including/but not limited to swimming pools, playgrounds, and other common areas, apart from written permission from management.

Alcoholic beverages and cups or cans must be kept inside. Disposal of such items in common areas may result in monetary penalties for cleanup.

21. 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 local police department and the Management Office. A Renter's Personal Property Insurance Policy is required to cover this type of damage.

22. Recreational Safety/Conduct

Please do not engage in recreational activities near construction sites, in dumpsters, parking lots, hallways, entryways, roadways, stairs, laundry rooms, storage areas, or other hazardous areas. Skateboards, roller-skates, sleds, bicycles, and other such items are prohibited in common area amenities not expressly designated for such use.

23. Entries/Hallways/Breezeways Error! Bookmark not defined.

According to fire regulations, entry halls, hallways, and breezeways must be clear at all times to provide a safe passage for all Residents and guests. Do not park motorized vehicles/bicycles or store any personal belongings in these areas. Loitering is prohibited in these areas.

24. Satellite Dishes

For your community's satellite service policy and service availability, consult with your Management Office and refer to your lease agreement. Unauthorized satellite dishes will be removed at Resident's expense. If you wish to purchase or lease a satellite dish, consult the Management Office for terms, conditions and permits that may apply.

25. Signs/Notices

Residents may not place any signs or other advertising matter upon or in windows, hallways, doors, mailboxes, or outside the building. Seasonal décor is permitted. The posting of political literature will be allowed based on local, city, state and federal ordinances.

26. Laundry

In communities where common area laundry rooms are provided, please call the posted number for concerns regarding machines.

Please note:

- a. Laundry facilities are shared by all Residents. Please be respectful by promptly removing your laundry upon completion of the cycle.
- b. Please use only products designed for washing machines.
- c. The use of fabric dye is strictly prohibited.
- d. To keep machines running efficiently, please clean the lint trap after each use.
- e. Laundry room trash cans are not for household trash. Disposal fees may apply to violations.
- f. Hanging laundry outside of the confines of your apartment is strictly prohibited.
- g. Laundry rooms are not to be used as storage areas.
- h. Management is not responsible for damaged, lost, or misplaced laundry.

- i. Please turn off all lights when you leave the laundry room.

In communities where laundry machine hookups or machines are provided within your apartment, please note the following rules:

- j. The use of washers and dryers within your apartment is strictly prohibited where dedicated hookups are not provided.
- k. Periodically check that machine hoses and vents are secured.
- l. Operation of machines is prohibited during community quiet hours.
- m. Use products specifically designed for washing machines and dryers.
- n. Do not place solid dryer balls or other items within dryers which may cause damage.
- o. Do not exceed your washer/dryer's load capacity. Overloading can reduce the machine's efficiency and potentially damage the equipment.
- p. To keep your dryer running efficiently, please clean the lint trap after each use.
- q. Do not leave your washer/dryer unattended while in use.

27. Lawn

We appreciate your efforts in helping us maintain our community as a source of pride for you and your guests.

Please note the following:

- a. Motorized vehicles of any kind are not allowed on the grass areas for any reason. This especially includes moving trucks.
- b. Please dispose of pet waste, cigarette butts, and trash in proper receptacles. Improper disposal may result in monetary fines.
- c. Park in designated parking spaces and areas only. Vehicles that extend over sidewalks, grassy, etc. can interfere with walkways, irrigation and snow removal. Fines and/or towing may result from improperly parked vehicles.

28. Entry to Apartments

To protect your privacy and your property, we maintain a policy of granting access to your apartment only to leaseholders. If you wish to grant access to another party in your absence, it is your responsibility to leave written permission with the Management Office to release the key. The aforementioned party will need to show a photo I.D. when picking up the key. Timberland Partners will not be held accountable if keys are lost or not returned.

Community team members may occasionally enter your apartment for seasonal and routine maintenance, pest control, and inspections. In the event of an emergency or welfare check, emergency personnel may be granted access to your apartment home.

29. Trash and Garbage Removal

In the interest of keeping our community clean and trash-free, please observe the following:

- a. Garbage dumpsters are provided for the disposal of community refuse and garbage. Garbage must be placed within the appropriate containers. Improper disposal of refuse in recycling containers or outside the confines of garbage dumpsters may result in monetary fines.
- b. The disposal of furniture, mattresses, large bulk items, and electronics is prohibited in community garbage dumpsters, trash chutes, and compactors. Monetary fines may apply in the event of improper

disposal of these items. Please contact your Management Office for specific instructions for disposal in your area.

- c. If your community provides a valet trash service, all trash must be placed within the proper container. Please contact your Management Office for specific pickup schedule and requirements.
- d. In communities where trash chutes are provided, trash bags larger than 13 gallons, cardboard, large bulk items, and boxes are strictly prohibited from being placed in the chute. These items may be placed in a container provided specifically for these items. All trash placed within the chute must be properly contained. Please see your Management Office for further details.
- e. If your community maintains a garbage compactor, please ensure that all waste is placed inside of the compactor and that the door is securely shut.
- f. Trash/garbage removal services are provided for the exclusive use of community Residents. If you become aware of illegal dumping, please immediately notify the Management Office.
- g. If your community maintains a curbside garbage pickup service, please ensure that your container is removed from the curbside on the day it is picked up and stored properly. Please contact your Management Office for specific pickup schedule and requirements.

30. Recycling

If your Timberland Partners Community provides recycling, collection sites may generally be found near trash receptacles. Recycling rules may vary by city so please refer to your city website to find the requirements for recycling in your areas. When recycling or disposing of boxes, please remember these items must be broken down and flattened.

31. Bird/Animal Feeders

Although animal feeders give us the opportunity to view nature, birds and other animals have the potential to cause great damage to the property and buildings. Because of this potential damage, bird/animal feeders are prohibited from being placed, attached, or hung at Timberland Partners Communities.

32. Contact Information

In order to provide our Residents with an outstanding living experience, it is vital that your current contact and emergency contact information be furnished to the Management Office. We ask that you provide us with your cell phone, home and business telephone numbers. An email address is also helpful for contact purposes. Additional pertinent information would also include pets, vehicles and license plate numbers. In the event that any of your contact information changes, please contact your Management Office, so that we may update our records.

33. Television

Most communities have been pre-wired for cable television. Please contact your Management Office and/or reference the section regarding satellites dish requirements to determine what options are available in your community.

34. Water Beds

Water beds are prohibited in Timberland Partners communities.

35. Water Heaters

If your water heater is located with-in your home you are responsible for the heating costs of the water. To ensure adequate operation as well as proper safety nothing is to be stored in or around the water heater. Your water heater has been set at the recommended temperature for proper safety. If there are any issues or your water heater needs adjustment, please notify your Management Office immediately for assistance.

36. Pianos/Instruments

Pianos/Instruments are allowed in the apartments only with the consent of the Management. Placement may also be directed by Management. If noise complaints result from use of a piano or any other musical instrument, the Resident may be requested to remove it from the property. Please ensure the use of such instruments be limited to non-quiet hours at your community.

37. Storage Area

Some communities may provide additional storage areas for the use of Residents. Storage is provided with the clear understanding that Timberland Partners is not liable for any loss, damage, or injury to the articles stored therein. Please be aware that the unauthorized use of a storage area or locker may result in a lease violation and the contents may be subject to immediate removal. Only use the specific storage area or locker that has been assigned to you. Do not store any personal belongings outside of your rented space (i.e., common areas, hallways, breezeways, under stairwells, etc.). Flammable items are strictly prohibited from being stored by Residents anywhere in the community including storage areas. Upon vacating your apartment home all items must be removed from the storage area and the storage unit must be cleaned.

38. Storage of Personal Property

Placement of personal property and furnishings inside of the apartment home is at the Resident's discretion provided the following guidelines are met:

- a. Resident's personal property should never interfere with interior or exterior apartment doors and/or windows. Windows and doors are the emergency exits from your apartment home and must be readily accessible. Please contact your Management Office for further specific information regarding your local fire code.
- b. Combustible or flammable items should never be stored in close proximity to an open flame or heat source (such as, but not limited to, water heater, HVAC unit, electric heaters, ovens, etc.). Combustible or flammable items include, but are not limited to, hair spray, aerosol cans, nail polish remover, paint products, paper, plastics, boxes, clothing, blankets, etc. Flammable fluids and gases are not allowed to be stored within the confines of the apartment home, garage, or storage areas. This includes; but is not limited to, gasoline, propane and lighter fluid.
- c. No items should be stored within close proximity of heating or electric sources including, but not limited to, heating vents, return air vents, breaker panel boxes and appliances. Never store items inside the oven or on top of the range. The oven/range cooking appliance must remain functional and free of debris and items at all times.
- d. No items should be stored in or around a water heater.
- e. No items should be stored within 18 inches of a sprinkler head (for apartment homes equipped with a sprinkler system). Never hang or attach anything to a sprinkler head.
- f. Unsecured or loose items cannot be stacked more than 3 feet high. This includes, but is not limited to, boxes, books, clothing, papers, etc. Stacked items are considered an unstable structure and may be a fire and safety hazard.

- g. All interior hallways and walkways must be clear of cords, debris, sharp edges, trip hazards, or other hazardous personal items. A clear path must be maintained to all windows, doors, and apartment equipment which includes, but is not limited to water heater, furnace and/or plumbing access. Blocked windows and doors are considered fire and safety hazards. Blocked hallways and walkways pose a hazard to rescue personnel and their ability to respond effectively to an emergency and are prohibited.
- h. Trash, refuse, debris, or recyclables must be stored in appropriate designated containers. Contact your Management Office for questions relating to waste management.
- i. Any aspect of personal property storage that is deemed unsafe or unsanitary by management, property inspectors, building inspectors, or fire and safety personnel may be considered a lease violation and must be corrected immediately upon notice.

39. Door Mats

Doormats are strictly prohibited in apartments with interior hallways due local fire codes. If you have a private entrance to your apartment home, standard door mats made of rubber or hemp may be used. Please be mindful to remove door mats located in areas that require salting or snow removal to avoid damage to your personal items. Management is not responsible for damage to your personal items should you fail to remove them.

40. Window and Door Coverings

For your convenience, we have installed blinds on your windows and sliding glass doors. If you have an issue with the blinds or rods, please contact your Management Office to submit a maintenance request. Upon vacating, be sure to leave blind clean and in good repair. Vertical blinds should be in the open position when they are opened and closed. You will be responsible for the cost of replacement if blinds are removed or damaged along with the expense of cleaning. Residents may use their own draperies as long as the blinds remain in place to ensure a uniform exterior appearance. Draperies must be hung in a way as to not cause damage to walls and window frames. The lining of your personal draperies should be a white or off white to maintain a clean uniform appearance. The hanging of any towels, sheets, plastic, blankets, signs, flags and/or window tint are strictly prohibited.

41. Vacuum Cleaners

Vacuum Cleaner rentals may be available at some of our Timberland Partners Communities. Please contact your Management Office to inquire if this service is available at your community. When vacuuming your apartment home, please keep in mind your community quiet hours.

42. Walls

For proper care of your walls please use a mild soap or detergent or recommended wall cleaner. Do not use steel wool or other abrasives. Please do not wallpaper or paint any areas in your apartment without prior written approval from the Community Manager. Use caution when moving large items in and out of your apartment to avoid potential damage to the walls. You will be responsible for any damages to the walls including pen, crayon, markers, scuffs, dents, holes, etc. If accidental damages occur, please contact your Management Office regarding repairs.

43. Wall Hangings

You may hang pictures, mirrors, etc. on the walls of your apartment provided you use small finishing nails or 3M (or similar brand) Command™ strips. All small holes must be properly filled and sealed with spackling compound prior to move-out. Do not use unapproved hanging methods that may create extensive damage to walls. If

damage is caused by nails, anchors, etc., you will be held responsible for all necessary repairs. Television mounts may cause damage to walls if improperly installed. Installation of T.V. mounts may be completed by our Maintenance Team for a reasonable fee and signing of a liability waiver. The use of dartboards is strictly prohibited on all walls and doors in your apartment home.

44. Doors

Please observe the following rules regarding apartment doors:

- a. Securing hooks, hangers, or nails to apartment home doors is strictly prohibited.
- b. Stickers or other adhesive products leave a residue on doors and should not be used.
- c. As a courtesy to your neighbors, please be mindful to gently close your apartment doors and avoid slamming.
- d. To ensure access to your apartment in the event of an emergency, additional locking devices may not be installed on apartment doors (e.g., chain locks, etc.).
- e. Door tracks must be kept clear of debris in order to function properly.
- f. Please keep your apartment entry doors locked at all times.

45. Heating/Cooling Your Apartment

Please be aware that heating/cooling systems are subject to operating limitations based on outside temperatures. Efficiency may be increased by keeping windows and window coverings closed.

Forced Air Heating/Cooling

During the heating season, move the lever on the thermostat to HEAT. During the air conditioning season, move the lever to COOL. For normal operation, it is recommended that the thermostat be set at 65 degrees in the winter and 75 degrees in the summer. Allow the thermostat setting to remain in the off position for five minutes before switching to the desired setting. The air temperature outside should be above 65 degrees for the air conditioner to work efficiently, otherwise freeze-up may occur causing damage. Please keep the fresh air return vents clean and dust-free. Accumulation of dust can affect the efficiency of the system. If your home has a digital thermostat, batteries are required. The display will prompt you when you need to change the batteries.

In some cases, you may wish to enhance the air circulation in your apartment by utilizing the continuous fan setting on your thermostat. **The indoor fan will operate continuously with the switch in the "ON" position.** The "AUTO" position provides fan operation only when the unit is actually heating or cooling. Try both modes of operation and select the one that better suits your needs. (Continuous fan operation may cause an increase in your electricity bill.)

Do not leave your windows and/or doors open while operating your heating/cooling unit. 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 unit and leaving your windows and/or doors open, violation fees may be assessed. You may be responsible for paying repair and maintenance costs when damage occurs from overtaxing the unit. This expense can include resources, equipment, and labor. Timberland Partners Communities reserve the right to bill Residents for improper and excessive use of the equipment and utilities. To avoid fines and damage costs, windows and doors should not be left open when using the heating/cooling unit.

DO NOT turn your heat off if you are away during cold weather due to the risk of your pipes bursting and causing excessive damage to the building, other Residents, or your personal belongings. These damages will be at your expense. Maintain your thermostat at 60 degrees or above. State regulations may mandate further explicit Resident obligations, so always maintain the operation of apartment heating during cold weather. If you vacate an apartment during colder temperatures, please ensure that the heating system continues to operate upon your departure. See your Management Office if you have any questions.

46. Boiler/Hot Water Heating Systems

If your heating is produced by a boiler, keep in mind there will be a time delay in reaching the set temperature. It is recommended that you set the temperature where it is comfortable and leave it at that temperature consistently. In cases of extreme cold, increasing the temperature does not assist the boiler to heat up faster. Boiler systems have certain limitations and during extreme cold there could be a longer delay for the system to reach the set temperature. To increase the boiler's effectiveness, ensure the flappers of the registers are open and avoid placing furniture directly in front of the vents. Ceiling fans can also assist in dispersing the heat throughout your apartment home.

If your apartment is equipped with a heat pump system, please switch your thermostat to "Emergency Heat" if the temperature drops below freezing to maximize efficiency.

FIRE AND SAFETY REGULATIONS DO NOT ALLOW FUEL OPERATED HEATERS IN OCCUPIED APARTMENTS. The use of any heater, outside of that which is provided by the property, must be approved by the Management Office prior to use.

47. Balcony or Patio

Some apartment homes may feature balconies or patios for the enjoyment of our Residents. These areas should be maintained in a neat and orderly manner at all times. Please contact your Management Office if you have any questions regarding such matters.

Please observe the following rules in the use of these areas:

- a. In consideration of your neighbors, please do not dump ashtrays, empty vacuum cleaners, shake mops or rugs, or otherwise dispose of refuse from your balcony or patio. Pets must be accompanied by their Managements at all times when present in balcony or patio areas. Please be aware that pet urination/defecation in these areas may incur monetary fines and is strictly prohibited.
- b. Plants must have drip trays and be storm weighted and should be maintained within the confines of your patio/balcony.
- c. Caution should be used when using accessories on your patio and deck due to potential damage from storm and wind.
- d. Clotheslines are not permitted on balconies or patios. Clothing, towels or other articles may not be hung from or placed on balcony rails, window sills, siding, or eaves.
- e. In consideration of your neighbors, birdhouses, feeders and wind chimes should not be placed on the balcony/patio, trees and grounds.
- f. Please restrict furniture and other items in your patio/balcony area strictly to outdoor furniture/items appropriate to patios/balconies. Timberland Partners reserves the right to ask Residents to remove any

item/furniture if it is perceived as inappropriate for your patio/balcony area. Some examples of inappropriate items/furniture are motorcycles, bicycles, signs, doghouses/kennels, cat litter boxes, upholstered/indoor furniture, etc.

- g. Tiki torches, candles and kerosene lamps are strictly prohibited.
- h. Seasonal lighting may be allowed at the discretion of your Management Office. Electric cords must be in good condition, rated for the outdoors and plugged into the Residents' electrical outlet.
- i. Outdoor decorations must be kept within the confines of your patio/balcony and are not to be nailed/screwed/stapled/glued to the building's exterior. Holiday decorations are permitted to be displayed no sooner than 30 days in advance of said Holiday and must be removed 10 days following. Please make sure that pumpkins are removed prior to spoiling.

48. Grills/Fire Pits/Chimineas

The use of charcoal grills is strictly prohibited on all patios and balconies. The use of wood grills, fire pits, chimineas, hibachis, or any other form of open fire is strictly prohibited on patios and balconies as well. The use of propane gas or electric grills may be permitted depending on local ordinances. If you have any questions regarding the purchase or use of a grill, contact the Management Office prior to making the purchase and /or use. At most communities there are grills provided for your enjoyment. When using a community grill please be sure to monitor the grill at all times as well as clean up any mess or debris created as the result of your usage.

49. Bathroom Surfaces

Please use products specifically designed for cleaning bathroom fixtures. Do not use cleaning products which are highly abrasive, such as steel wool. The use of adhesive materials to attach items to apartment fixtures or walls could damage the material and is prohibited.

Hot irons and cigarettes can cause damage to countertops. Damages will be the responsibility of the Resident.

50. Carpeting and Floors

Vacuuming your carpet on a consistent basis will help lengthen the life of your carpet. Regular cleaning is also recommended. If you would like your carpet cleaned outside of the cleaning options offered by your community, please contact the Management Office so they may refer you to a qualified service provider. Any damage above normal wear and tear will be the financial responsibility of the Resident.

- a. *Vinyl/Linoleum* – This type of flooring should be cleaned with a non-abrasive household cleaner or with a mild soap and water.
- b. *Ceramic Tiles* – This type of flooring should be cleaned with a non-abrasive household cleaner or with a mild soap and water. Do not use wire bristled brushes on tiles as this will scratch the surface.
- c. *Laminate/Wood Flooring*– Dry-mop or vacuum floors regularly to remove dirt and debris. If your floors are coated with polyurethane, dampen a mop with water and a few drops of a mild soap. Be sure to ring out the mop thoroughly before using it on the floor. Run the mop back and forth, going with the grain of the wood in smooth strokes. Be sure to rinse off any remaining residue and dry the floors thoroughly.
- d. *Concrete Floors* – Unfinished concrete floors are very porous and should only be cleaned with products specifically designed for this type of flooring. Typical household cleaning products may be used to clean stained or finished concrete. Consult the Management Office for the care of such floors.

51. Glass and Screens

Broken windows or torn screens are dangerous and unsightly and must be reported to your Management Office immediately. In the event that the damage is caused by you, your guests, your pets, etc., you will be responsible for the cost associated with the repairs or replacement.

52. Electrical

Each apartment is equipped with a circuit breaker. If you lose the electricity in your apartment, check to see if the circuit breakers are all in the "ON" position. If they are not, wait approximately five minutes before you reset the breaker by moving the breaker fully to the off position and then back to the on position. In case of a general POWER FAILURE, please report difficulties to your local electric company.

Damaged and/or frayed cords can cause a fire hazard. Be cautious not to overload a circuit which can also create a fire hazard.

GFCI outlets may be present in locations close to water sources (i.e. bathroom or kitchen areas). Should you lose power specifically in either of these areas specifically, press the reset button on the GFCI outlet. If that does not restore power to the whole area then please proceed to the circuit breaker box and follow the directions in the previous paragraph.

Light bulbs will be supplied upon initial occupancy. Replacement bulbs are the Residents' responsibility. You may not add, change, or replace electrical fixtures (i.e. ceilings fans, etc.) without prior written authorization from your Management Office.

Fuse Boxes: Fuse boxes (circuit breakers) are located in each apartment home. Please contact your Management Office for specific locations.

53. Plumbing

All plumbing fixtures should be used only for the purpose intended and may not be replaced without prior written authorization from the Management Office. Toilets – Solid articles, disposable diapers, rags, wipes, flushable wipes, rubbish, or feminine hygiene products should not be placed in or flushed down toilets. Please do not use toilet cleaning tablets and/or bluing agents. Toilets should be cleaned with products and cleaning agents designated for such use.

54. Housekeeping

It is the Resident's responsibility to take proper care of the apartment home. This includes cleaning and promptly reporting any repairs needed to the apartment, fixtures, or furnishings. Lack of notification may result in the Resident being charged for repairs and/or replacement. Management has the right to make repairs, renovations and alterations at reasonable times with proper notification. If the apartment is damaged beyond normal wear and tear, Maintenance shall make such repairs and replacements and the Resident will assume responsibility for all costs.

If upon inspection, the apartment is deemed to have unsafe and/or unsanitary conditions, the Resident may be required to correct the identified issues upon notification and may be subject to re-inspection. Unsafe and unsanitary conditions may include, but are not limited to, excessive clutter, accumulation of pet waste/food, rubbish, etc.

It is the Resident's responsibility to clean around the windows and window sills. These areas are naturally prone to condensation. Proper cleaning is necessary to help prevent mold growth. Any water leaks within the apartment should be reported immediately.

55. Kitchen

It is best to clean the cabinets and the counter tops with a non-abrasive household detergent or all-purpose cleaner and water.

The countertops provided in your apartment home may consist of a variety of materials. Contact your Management Office and/or Maintenance Team for a list of acceptable cleaners to avoid potential damage. Please avoid placing hot pots and pans on countertops. When working with sharp objects, use a cutting board to prevent scratches and cuts on countertops. Damages will be the responsibility of the Resident.

56. Refrigerator

Clean the interior with a solution of baking soda and warm water. Use mild soap and warm water to clean the exterior of the refrigerator. Do not use scouring powder or strong abrasives anywhere on the refrigerator because these will scratch the surface. If you have ice buildup in your freezer, do not use ice picks or other sharp instruments to remove ice or you will be liable for the damage or cost of replacement. Do not use heating appliances to speed thawing as these could melt the plastic sections of the refrigerator.

57. Range

To insure maximum cooking efficiency on your electric/gas range, please be sure to follow the operating instructions carefully.

Do not use any detergent, soap pads, or heavy rubbing; abrasives will destroy the finish. When cleaning your range, please make sure to clean inside the range hood, re-move 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 back splash. Oven cleaner should only be used inside your oven. Never leave grease or oil unattended. This may cause fire or damage and present a life-threatening situation.

58. Self-Cleaning Oven

BEFORE YOU START the self-cleaning oven, do not move or bend the fiberglass oven door seal. Do not use oven sprays in self-cleaning ovens. Remove oven racks before starting the cleaning cycle. Do not leave any pots or pans in the oven during the cleaning cycle. Do not put broiler pans, drip pans, rings or bowls in the oven to clean. It will discolor them and you will be liable for replacement costs.

59. Dishwasher

All dishwashers require the use of dishwasher detergent only. Do not use laundry or other detergent. Scrape/rinse dishes before you place them in the dishwasher. Be sure the door is closed and locked before turning on the dishwasher.

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

- a. Only wash items that are designated dishwasher safe.

- b. Because of the possibility of the dishwasher leaking or malfunctioning; never operate it unless someone is at home.
- c. Run your garbage disposal before starting the dishwasher.
- d. Scrape off bones, seeds, skins, toothpicks, hard-shelled vegetables, meat trimmings leafy vegetables, crusts, excessive quantities of oil, grease and quantities of food into the garbage prior to dishwashing.
- e. Never use abrasives or sharp objects to clean the front panel. Clean it with a lightly dampened cloth and dry thoroughly.

60. Garbage Disposal

If your apartment is equipped with a garbage disposal, please do not use the unit for the disposal of paper, string, metal, wood, cleaning supplies, quantities of hot grease/oil, bones, seeds, skins, toothpicks, hard-shelled vegetables, meat trimmings, leafy vegetables, crusts, shell fish, banana peels, glass, pea pods, corn husks, rice, pasta or other fibrous and starchy items which may clog the drains. There will be a maintenance charge if the garbage disposal must be repaired as a result of the disposal of any of these items.

Observe the following rules for proper operation of your garbage disposal:

- a. Turn on cold water faucet and let water run freely.
- b. Turn on garbage disposal switch.
- c. Feed food waste into the disposal. Do not put your finger or metal object into the disposal.
- d. 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 RESET 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 Management Office.

Garbage Disposals – Please do not put grease, potato peelings, non-perishable items, utensils, or drain cleaners inside the garbage disposal. These items will also cause damage to the disposal, and reduce the efficiency. Run cold water while the disposal is in use. If your disposal is not turning on, please push the reset button on the bottom of the disposal. If this does not restore your disposal please report the problem to Management.

61. Pest Control

The accumulation of paper products, improperly stored food, and other such items may contribute to the development of pest issues in your apartment. For this reason, please dispose of all food waste promptly in sealed bags and clean following all cooking.

Your apartment may be treated for pests on a regular basis as scheduled by your community. You can avoid creating an environment which will attract pests by keeping your apartment clean and all food products properly stored. If you should see evidence of a pest problem in your apartment, please notify the Management Office immediately. Timberland Partners strongly encourages all Residents to avoid purchasing or accepting used

furniture to avoid potential pest control issues. To dispose of infested furniture, please contact your Management Office for the proper disposal procedure.

62. Filters

If your apartment is equipped with a filtered HVAC system, the Maintenance Team will periodically change the filters. Once you have received notification of this scheduled maintenance, please ensure that our team has a clear path to access the unit and that all animals are restrained prior to their entry. Please note that it is a violation of fire regulations to store any items in your heating and air conditioning closet. To improve the efficiency of your HVAC system, do not cover return air vents located throughout your apartment.

63. Clubhouse

Some communities feature clubhouse space which may be available to Residents for rental and community activities. Contact your Management Office if you are interested in hosting a party or gathering using community space. Residents are responsible for the behavior and/or damages caused by themselves and/or their guests. Please contact the Management Office concerning rules and regulations regarding hours, use of alcohol, etc.

64. Fitness Center

In some communities, we are pleased to offer the use of fitness (exercise) facilities for the health and fitness of our Residents. To obtain an access pass or key, contact your Management Office. Please observe all posted hours of operation and rules to ensure a safe and pleasant experience for all Residents. Residents are responsible for the behavior and/or damages caused by themselves and/or their guests. Exercise equipment is to be used solely for the manufacturer's intended purpose. Manufacturers make recommendations regarding the use of equipment including the minimum age for users, proper usage, etc. Misuse may result in access privileges being rescinded. Consult your Management Office regarding rules and regulations. Improper/unsupervised use is strictly prohibited. The following rules must be observed at all times:

FITNESS CENTER RULES

- a. Users are responsible for reading and following any directions or cautions on use of any fitness equipment.
- b. Users should consult with a physician or care provider before undertaking an exercise program and/or using exercise equipment.
- c. Residents are limited to one guest. Resident must accompany guest at all times.
- d. Residents must report to Management at once, any conditions in the Fitness Center that may cause injury, require repair, or affect the usability of the Fitness Center.
- e. Users are responsible for any damage due to misuse of the equipment, or violation of these rules.
- f. Only proper athletic footwear is allowed in Fitness Center; that is not otherwise used for "street" or outdoor use.
- g. No glass, sharp objects, food, or animals are allowed in the Fitness Center. Water in unbreakable containers is permitted. Smoking and electronic cigarettes are prohibited.
- h. Only one person may use the equipment or a workout station at a time. Residents are requested to be considerate of time on equipment if others are waiting to use equipment.
- i. Management may limit time periods for using during peak use periods. Complaints of discourteous or improper use may result in Management revoking Fitness Center privileges.

- j. Electronics, television and music must be kept at a reasonable volume so others are not disturbed. The use of headsets is encouraged. Resident(s) shall be considerate of others.
- k. Resident(s) is responsible for removing all rubbish and debris into designated containers.
- l. Resident(s) shall reset machines to the lowest weight after use. Weights shall not be dropped when used. Resident is advised to use good safety practices while exercising, lifting, or using any machine. Do not use weights that are too heavy for you.
- m. Resident shall clean and sanitize equipment after each use. Cleaning before use is recommended.
- n. Management is not responsible for any loss, damage, or injury, to Resident, Resident's guest, or any personal property of Resident brought or left in the Fitness Center. Resident should not bring or leave valuables unattended in any area of the Fitness Center.
- o. Residents must not remove any weights, mats, or other personal property from the Fitness Center. Resident shall not relocate or move any equipment in the Fitness Center.
- p. Management reserves the right to deny access to any Resident or guest, or to suspend any Resident's right to use the Fitness Center if there is a violation of these rules. The discontinuation of Fitness Center privileges for any Resident, or guest, or the interruption of use of the Fitness Center, shall not change Resident's responsibilities under any lease agreement.
- q. Resident should report any damage to equipment, injury, or safety concerns, and any use by an unauthorized person or Resident, to the Management office. If there is any emergency, injury, or security concerns, including any suspicion of unlawful activity, Resident should call 911.

65. Swimming Pool/Hot Tubs /Whirlpools/Spa/Saunas

Some Timberland Partners communities offer pools, hot tubs, whirlpools, spas and saunas. These facilities are provided for your enjoyment and relaxation. **There is no lifeguard on duty and you swim at your own risk.** These areas may be closed occasionally for necessary maintenance and repairs. Please contact your Management Office for your specific access guidelines. Please refer to the posted hours of operation and rules for swimming pools, hot tubs, whirlpools, spas and saunas in your community. At no time are pets allowed in any of these areas with exception of service and companion animals. No alcoholic beverages, food, glass items, skateboards, bicycles, and inflatable flotation devices, etc. are permitted in the pool area. Smoking is prohibited in pool areas. The following rules must be observed at all times:

SWIMMING POOL HOT TUB/WHIRLPOOL/SPA RULES

- A. NO LIFE GUARD IS ON DUTY. SWIM AT YOUR OWN RISK.**
- B. NO DIVING.**
- C. LIFE SAVING EQUIPMENT IS FOR EMERGENCY USE ONLY.**
- d. Management is not responsible for any loss, damage, or injury to a Resident or guest.
- e. No running, pushing, shoving, excessive horseplay or inappropriate behavior allowed.
- f. No smoking.
- g. Animals not allow in the pool area.
- h. Resident must accompany guests at all times.
- i. Glass containers are prohibited.
- j. Do not swim alone.
- k. Proper swimwear is required. Diapers are prohibited in the pool.
- l. Notify Management Office in case of injury, or safety concerns.
- m. Dial 911 in case of emergency.

SAUNA RULES

- a. Persons with health conditions, in poor health, or requiring medical care should consult a physician before entering the sauna.
- b. Exit immediately if uncomfortable, dizzy, or sleepy.
- c. Breathing heated air in conjunction with consumption of alcohol, drugs, or medication may cause unconsciousness.
- d. Do not place any combustible material on heater at any time.
- e. For your safety and enjoyment, do not pour water over the coals.
- f. Excessive exposure may be harmful to your health.
- g. Maximum recommended time is 30 minutes.
- h. Dial 911 in case of emergency.

66. Tanning Beds

Some communities offer tanning beds. These areas may be closed occasionally for necessary maintenance and repairs. Please contact your Management Office for your specific access guidelines. Please refer to the posted hours of operation. No alcoholic beverages food, or glass items are permitted in the tanning area. Smoking is prohibited. The following rules must be observed at all times:

TANNING BED RULES

- a. Use the tanning bed at your own risk. Management is not responsible for any loss, damage, or injury, to Resident and Resident's guest.
- b. Protective eyewear must be worn.
- c. Consult a physician before tanning if you are using medications or sensitivity to sunlight.
- d. Follow manufacturer's recommendations for timing and frequency of tanning bed use.
- e. Outdoor lotions and oils may not be used in tanning beds.
- f. Tanning bed should be sanitized before and after use.
- g. Report any damage to equipment, injury, or safety concerns to the Management office.
- h. Call 911 in case of emergency, injury, or security concerns.

67. Yard Sales

Individual yard sales are not permitted within Timberland Partners Communities. Periodically, Timberland Partners may host a community yard sale. Please consult your Management Office for additional details.

68. Sports Courts

These facilities (i.e. tennis, basketball, volleyball courts, racquetball, etc.) are on a first-come, first-served basis. Please do not 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. Policies may also be posted at the courts. If there are any concerns with the safety or condition of these areas, please contact the Management Office during office hours.

69. Bike and Pedestrian Trail

Please do not use motorized vehicles or leave personal items on community trails. They may cause an injury or trip hazard. It is also unlawful to use motorized vehicles on the jogging/bike trail.

70. Pond

Please feel free to visit and enjoy any pond areas at your community. No swimming, wading or boating is allowed. Ice skating on the pond is prohibited.

71. Newsletters

Depending on your community, newsletters may come monthly or bi-monthly. Please review your newsletter for local information and community events. We encourage Resident participation and welcome all suggestions and contributions.

72. Fire Safety

Fire extinguishers may be provided and distributed based on the local fire code in your area. If you have questions regarding fire extinguishers, please contact your Management Office. Fire extinguishers may be provided in common areas within your community. Misuse of provided fire extinguishers will require payment of all damages including recharging of the fire extinguisher. If you have a fire and/or damage, please report it to the Management Office immediately.

Lighted live trees may not be left unattended in apartment homes. Live trees must be wrapped before they are brought into and removed from the community. Check with Management for the proper disposal of your tree. You will be responsible for the pickup of any needles, sap, branches or leaves left in the common areas. Lighted candles may also not be left unattended.

73. Smoke Detectors

Smoke detector alarms are installed to provide an early warning against lethal smoke. There will be a green light to indicate that the smoke detector is in working order. It is the **Resident's responsibility** to notify the **Management Office** if the detector light goes out or becomes red.

If your smoke alarm activates when smoke is not present, contact the Management Office (or Emergency Maintenance, if it is after hours). Leave the apartment and contact 911 immediately if there is any evidence of smoke or fire. If possible, sound the nearest fire alarm to warn other Residents.

DO NOT DISCONNECT YOUR SMOKE DETECTOR! Since the law requires that the detectors must be in operation at all times, **Residents** may be held liable for disconnecting or tampering with smoke detectors.

74. Smoking Policy

The no-smoking policy prohibits smoking in any common area including, but not limited to: any interior common areas, community rooms, community bathrooms, lobbies, fitness center, storage rooms, reception areas, hallways, laundry rooms, stairways and offices. All communities designated "No-Smoking" prohibit smoking in individual apartment homes as well. The term "smoking" means inhaling, exhaling, breathing, or carrying any lighted or heated cigar, cigarette, or other tobacco product or plant product in any manner or in any form. Smoking also includes use of vaping devices, electronic cigarettes, cigars and pipes. This policy applies to all Residents, guests and visitors.

75. Insurance

Timberland Partners' insurance **does not** cover any damage or loss to your personal property. It is recommended that you obtain coverage for your personal belongings. Timberland Partners utilizes a **Building & Facilities Fee (BFF)** to provide liability coverage in the amount of \$100,000. The BFF helps to pay for the costs associated with maintenance, repairs and damages throughout the community. The BFF is \$11 per month per unit. This policy **does not** cover your personal property or belongings. Contact your Management Office for more information.

76. Extended Vacations

If you're going to be away from home on vacation or just out for a few days, please remember:

- a. Do not leave a key hidden for any reason.
- b. Be sure all doors and windows are properly latched and locked.
- c. Place your mail and newspaper service on hold, if appropriate.
- d. Notify the Management Office of your plan to be away and where you can be reached.
- e. Unplug all household items with the exception of the refrigerator, stove, microwave, disposal, dishwasher and washer/dryer.
- f. Please dispose of all trash properly prior to leaving.
- g. During the winter months set thermostats to 60-65 degrees.
- h. If outside temperatures are set to drop below freezing (32 degrees Fahrenheit) please check with your Management Office for additional precautionary measures.
- i. Pets are not to be left unattended if you are away for an extended period.
- j. If planning to be gone for an extended period of time, please contact your Management Office, if you intend to leave your vehicle on the premises.

77. Carpet Spots/Stains

Act quickly by removing excess spilled material before it has a chance to dry or "set." Always have necessary cleaning equipment on hand. Before attempting removal, be certain that you can identify the cause of the spot or stain. Use specific products designated for carpet cleaning or mild soap and water when trying to remove a stain. Follow all instructions on cleaning supplies. If you are unsuccessful, keep the spot wet with a damp towel and contact a professional carpet cleaner to take care of the stain at your cost. Attempting to remove a stain with products outside of standard mild soap and water could result in damaging the carpet which is the responsibility of the Resident.

78. Mold and Mildew

For the health and well-being of our Residents and your guests, it is necessary for all Residents to provide appropriate climate control, keep the apartment clean, and take other measures to retard and prevent mold from accumulating in the apartment. Accordingly, we ask that you clean and dust the premises on a regular basis and to remove visible moisture accumulation on windows, walls and other surfaces as soon as such accumulation becomes reasonably apparent.

Please notify the Management Office immediately of the following conditions:

- a. If you see any evidence of a water leak, excessive moisture or standing water inside the apartment or in any common areas.
- b. If you observe presence of mold, mildew or similar growth in the apartment which cannot be removed by applying a common household cleaner. Contact the Management Office for further recommendations.

- c. If you notice any malfunction of the heating, ventilation, air conditioning, plumbing or laundry systems present on the premises.
- d. If you observe any inoperable doors or windows.

79. Alarms (In-Home)

Residents must receive advanced written approval for the installation of any alarm system in their apartments. Alarms must be professionally installed and uninstalled.

80. Modified Apartments

If your apartments are equipped with tub railings, wider door entries, open space under the kitchen sink without disposals, special bath sinks, mirror, etc., these items cannot be altered without written permission by Management.

81. Alterations to Your Apartment

Any alterations to your apartment must have prior written authorization from the Management Office. All damages will result in charges for the expense necessary to return the apartment to its original condition. If you have a reasonable accommodation or modification request, please contact the Management Office for the necessary paperwork (if required) and further assistance.

82. Equal Opportunity Housing

Timberland Partners is committed to ensuring equal opportunity in housing and fully supports and expects all team members to uphold federal, state and local Equal Housing Opportunity rules, ordinances and guidelines. Residents in need of an accommodation or modification to the apartment, building, or common areas may, at their option, complete a Reasonable Accommodation/Modification Request Form to be submitted for approval. Any requests for accommodation or modification will be relayed to the Community Manager and all parties necessary. In determining if an accommodation may be necessary, there must be an identifiable relationship between the requested accommodation or modification and the individual's disability. Timberland Partners may request additional information from a third party to verify the need for the requested accommodation or modification. All requests for accommodations/modifications must be approved in writing by Timberland Partners prior to any changes being made.

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