



Dear Resident:

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

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

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

We believe your residency with us is just the first of many good relationships you will discover here at **THE GARDENS AT TWIN HICKORY**.

Sincerely,

A handwritten signature in blue ink that reads 'Harry H. Hunt, IV'.

Harry H. Hunt, IV
Vice Chairman and Chief Executive Officer

A handwritten signature in blue ink that reads 'Daniel T. Schmitt'.

Daniel T. Schmitt
President and Chief Operating Officer



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INTRODUCTION

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

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

EQUAL HOUSING AND DISABLED RESIDENTS

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

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

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

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

WHY POLICIES?

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

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





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

WELCOME CENTER

Our leasing Management Office hours are listed below for your reference.

Monday - Friday	9:00am - 6:00pm
Saturday	10:00am - 5:00pm
Sunday	1:00pm - 5:00pm

We encourage you to contact us or visit during the week whenever possible so that we may spend as much time as needed addressing your concerns or visiting with you. Please be aware that our weekend Management Office hours tend to very hectic and we may be required to ask you to wait for attention to your request or concern.

NEIGHBORHOOD INFORMATION

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

Leasing Management Office	804-364-6300
Service Requests (during Management Office hours)	804-364-6300
Emergency Service Requests (after Management Office hours)	804-364-6300
Rescue Squad	911
Fire Department	911
Police Department (Emergency)	911
Police Department (Non-emergency)	804-501-5000
Animal Control	804-727-8800
Voter Registration	804-501-4347
Hospital (Johnston-Willis Hospital)	804-320-3911
Hospital (Bon Secours Richmond Health Systems)	804-612-2980
VET Hospital: Animal Hospital (Glen Allen Animal Hospital)	804-308-9971
School - Twin Hickory Elementary	804-360-4700
School – Holman Middle School	804-364-1300
School – Deep Run High School	804-364-8000
School Hotline	804-652-3600
Power - Dominion Virginia Power	888-667-3000
Cable/Internet - Comcast	804-283-0703
Newspaper – Richmond Times	804-649-6000
Other – Richmond Public Utilities (Gas)	804-644-3000





WHEN THINGS GO WRONG . . . MAINTENANCE SERVICE

THE GARDENS AT TWIN HICKORY provides you with maintenance service 24 hours a day. This means we have someone on call at all times every day of the year. If you have an emergency, call the appropriate number listed in the neighborhood information section of this Handbook. If the emergency involves water, please use the master water cut-off valve, generally located under the sink or behind the commode, to minimize damage. A member of our Service Team will be there as soon as possible.

For your convenience, you may also submit service requests online 24 hours a day via our website at www.TheGardensLiving.com. If your request is an emergency, please call the emergency number. Requests submitted via the website are not received until the next business day.

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

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

What Constitutes an Emergency?

- ✓ Instances that could cause slip, trip or fall hazards or otherwise cause injury to a resident, guest or Team Member
- ✓ No hot water
- ✓ No electricity
- ✓ Gas leaks or no gas
- ✓ Major overflow from toilet, washing machine, dishwasher, or hot water heater, or any other significant water intrusion
- ✓ Sewer backups
- ✓ Clogged toilet(s) when plunging does not clear the clog
- ✓ Inoperable or beeping smoke detector
- ✓ Frozen pipes
- ✓ No air conditioning
- ✓ No heat
- ✓ No refrigeration
- ✓ Oven and/or Range are not working
- ✓ Security-related problems such as vandalism, broken window or door locks, or broken windows
- ✓ Wild animal (for example - squirrel, bat or snake) in the apartment

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

Our Service Team continuously strives to provide our residents with the best possible maintenance service. The Team has completed a program of training that will enable





them to identify preventive maintenance opportunities in each apartment. Therefore, when maintenance is called to your apartment for a repair they will be performing preventive maintenance checks in addition to repairing the item requested. We believe this type of program will eliminate many emergency work requests and therefore provide better service for all our residents.

PERSONAL INFORMATION

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

LEASE OBLIGATION

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

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

If you find that you must move, contact a member of our leasing or Management Office team as soon as possible. We will help you by explaining your obligations and possible alternatives.

TERMINATION OF A LEASE BY HHHUNT

A resident's lease may be terminated if there is a breach of the agreement or non-compliance with related policies. Notice of termination can be served to the resident after the first warning of a violation has been issued. In accordance with state and local Landlord & Tenant Act(s), the resident will still be responsible for the total term rent until the lease ends or the apartment is re-rented.

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

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

RENTAL PAYMENT

In accordance with your lease, rent is due and payable on the first of each month.





Checks should be made payable to **THE GARDENS AT TWIN HICKORY** and should be hand-delivered to the Management Office in person or through the Drop Box. Please note, payments made through the drop box are not considered paid until it has been received, endorsed and deposited by Management.

You may also mail your payment to our Management Office. Postdated checks are not accepted by our Management Office. All checks will be deposited upon receipt regardless of the date indicated on the check.

We encourage you to pay your rent online using our Resident Portal, which may be accessed through our website at <http://www.thegardensliving.com/resident-portal.html>. You will receive a receipt within minutes and allows you more flexibility.

Residents agree to pay late charge as per the lease agreement for rent received after the close of business on the 5th day of the month, REGARDLESS OF WEEKENDS, HOLIDAYS, AND/OR POSTMARK. Personal checks will not be accepted after the 5th of the month. All late rental payments must be made in the form of certified funds. No exceptions will be made. If only a partial payment is made, the late fee will be charged accordingly. Postdated checks cannot be accepted. Management reserves the right to accept rental payment only from persons listed as responsible parties on the lease (lessees) and may refuse rental payments made by occupants.

To ensure the safety of our Team, cash is not accepted

RETURNED CHECKS

There will be a charge of **\$25.00**, plus a late fee, for any returned check in addition to applicable bank charges. Returned checks will not be re-deposited. Please be advised that a CERTIFIED CHECK, CASHIER'S CHECK, or MONEY ORDER is required to cover returned checks and any associated fees. It is our policy to require payment of rent with certified funds in the event that two (2) checks have been returned.

UTILITIES

All utilities must be transferred into an account in your name on or before the lease commencement date and maintained in your name until your move-out date or termination of your financial obligation. **A \$25.00 administrative fee may (in accordance with state and local regulations) be applied to all utility bills received by our Management Office after the beginning date of the lease or prior to termination of financial obligation.** The administrative fee will be billed on a monthly basis until the utility is transferred into your name.

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

RENTERS INSURANCE

PLEASE BE ADVISED THAT THE COMMUNITY INSURANCE POLICY DOES NOT COVER DAMAGE TO YOUR PERSONAL PROPERTY WHETHER BY FIRE, WATER, VANDALISM OR ANY OTHER CAUSE. We strongly recommend that you obtain a





renter's insurance policy to cover any damage to your personal property. Further, the owner's insurance policy does not cover damage to the premises as a result of negligence on the part of the resident.

CONDITION REPORTS / INSPECTION FORMS

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

In the event that the Condition Report is not received within the five (5) days after commencement of the lease, **THE GARDENS AT TWIN HICKORY** assumes the apartment is in perfect condition.

OCCUPANCY REGULATIONS

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

- 1 Bedroom: Maximum of two (2) persons
- 1 Bedroom w/ Den: Maximum of two (3) persons
- 2 Bedroom: Maximum of four (4) persons
- 2 Bedroom w/ Den: Maximum of four (5) persons
- 3 Bedroom: Maximum of six (6) persons

UNAUTHORIZED OCCUPANTS

Only the residents listed on a lease may occupy an apartment. Any non-registered individual is considered to be an unauthorized occupant. Please be aware that no legal recourse is provided either for the residents on the lease or for the leaseholder in the event of damages or non-payment of rent by an unauthorized occupant. Therefore, for the protection of both the resident and HHHunt, legal proceedings will be initiated against violators. Management has the right to enter the apartment at any reasonable time to verify lease obligations.

ENTRY BY OWNER / MANAGEMENT

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

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

Please rest assured that any time the Service or Management Office Team enter your apartment, the door will be locked when they leave and documentation of their visit will





be left in a conspicuous location.

ENTRY TO APARTMENTS

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

RESTRICTION OF PRIVILEGES

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

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

ANIMAL POLICY

All animals must be registered with the Leasing Office prior to bringing the animal to the community or the apartment. This includes animals that may or may not require a deposit. Any non-registered animal will result in a \$300 illegal animal fine (per animal, per occurrence). The fine will not be applied to any registrations fees or deposits. The fine is a non-refundable fee and no portion of the fee will be returned to the resident(s) after the apartment has been vacated regardless of the condition of the apartment.

All animals must be registered and approved and appropriate animal rent and deposits and/or fees will be charged when applicable. Please contact the Leasing Office for this information. Any refundable deposits paid will not be used for repairs exceeding normal wear and tear until all Residents vacate the apartment and a vacating inspection has been performed.

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

The following rules were established to ensure animals do not prevent any resident from enjoying the comforts of their apartment home and community. Failure to follow these regulations may result in Management revoking the Resident's right to have an animal on the premises and/or fines.



- a. A maximum of 3 animals are allowed in the apartment. Of the 3 animals allowed, no more than 2 dogs are allowed.
- b. Only the following animals are allowed on the premises; Dogs, cats, fish, pet mice, hermit crabs, gerbils, Guinea pigs, birds, ferrets, rabbits. Animal deposits and/or fees are required for dogs and cats. Dogs and cats must be housebroken prior to bringing them to the apartment. With the exception of dogs and cats, all other animals must be caged at all times.
- c. Dangerous, harmful or poisonous animals will not be allowed.
- d. Guest animals must be registered prior to bringing them to the community. Rent, deposits and/or fees may be required. Illegal animal fines will apply.
- e. The following communities have animal weight limits; Honeywood, Foxridge and Walden Pond have a weight limit of 40 pounds (combined weight of all animals) that may live on upper levels and 60 pounds (combined weight of all animals) on the ground level. Due to the weight limits, animal registration will include veterinary verification of each animal's weight. Management reserves the right to verify the information provided. Residents are required to bring dogs to the Leasing Center so that we may take a photo for your resident file.
- f. All other HHHunt communities do not have a weight limit, however, animals weighing over 100 pounds may be required to live on the ground level. A picture of all dogs and cats are required for the resident file.
- g. Animals may not be left in the apartment unattended for a period of time that is considered inhumane to the animal. Animals are not to be left on the patio, balcony, or in common areas of the building unattended.
- h. Dogs are only allowed to defecate or urinate in areas away from the apartment premises. **THE RESIDENT IS RESPONSIBLE FOR CLEANING UP ANIMAL WASTE. FAILURE TO DO SO WILL RESULT IN A \$75 PENALTY.** This will be charged to the resident's account and will be required to be paid in 30 days.
- i. Any damage to shrubbery or landscaped areas will be the sole responsibility of the resident.
- j. **DOGS MUST BE KEPT ON A LEASH AT ALL TIMES**, with the exception of fenced in Bark Parks.
- k. Cats must be spayed or neutered. Outdoor cats are prohibited. Cat urine is extremely difficult to remove from carpets, walls and other porous materials inside the premises. All cats must utilize a litter box, preferably with a "hood" to protect the walls and baseboards from the damage associated with cat urine.
- l. If, in the opinion of management (based on reasonable complaints), the animal becomes a nuisance or exhibits aggressive behavior, the animal must be removed immediately upon receipt of written request or legal action will be initiated.
- m. Management reserves the right to restrict fish tanks to a maximum weight of 20 gallons on upper levels and no more than 50 gallons on the ground level. If approved by management, residents with fish tanks exceeding 50 gallons must list HHHunt as additionally insured on their renter's insurance policy. A deposit may be required for fish tanks over 50 gallons.
- n. No animals other than service animals will be allowed into the following areas; swimming pool areas (due to health codes, no animal is allowed to swim in the pool), laundry rooms, clubrooms, recreational facilities, or other common indoor areas.
- o. It is the resident's responsibility to secure pets in the apartment home during apartment home service. This will allow our Service Technicians to promptly and efficiently provide necessary service in your apartment home. This is also for your animal's safety. Residents may be charged for additional service time and/or damage resulting from delay of service due to unsecured animal(s).
- p. Management may add additional rules at any time and agrees to notify Resident(s) in writing. Additional rules at specific HHHunt communities may apply and will be listed in a separate addendum and/or lease contract.



LANDSCAPED AREAS

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

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

PARKING

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

1. To assure adequate parking for residents' vehicles, boats and trailers may only be parked in designated areas, if available.
2. Out of respect for your neighbors, if you have two vehicles park one of them in a lesser-used section of the lot and ask guests to use auxiliary parking lots.
3. Please do not park in front of trash compactors or dumpsters, in front of garages (unless rented by you), on the grass, in fire lanes or any other area that is posted as a no parking area. **Improperly parked vehicles will be towed at the vehicle owner's expense/responsibility.**
4. Please park regularly used motorcycles two to a space whenever possible. Due to fire regulations, motorcycles and motorbikes cannot be parked in storage areas or on balconies, patios, decks or in the common hallway area. When not in daily use please park in an auxiliary parking lot. Always use a pavement protector for kickstands (such as a coaster). Any damages caused by kickstands to the pavement will result in a repair fee.
5. 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 theft. In the unlikely event of a motor accident or vandalism, please call the local Police Department (see Neighborhood Information section for emergency and non-emergency phone numbers).
6. In order to help maintain a beautiful environment, no vehicle repairs or maintenance will be permitted in the community. Car washing and detailing may be done in designated areas.
7. Please report any loitering observed in the parking lots to the Police and subsequently to the Management Office. Your observance protects you and your neighbors.
8. Please report any abandoned and unused vehicles or vehicles with expired tags seen in the community. **These vehicles will be given 10 (ten) days notice and then towed at the vehicle owner's expense/responsibility.**
9. Abandoned, unused, or non-operable vehicles cannot be parked on the premises at any time.

We ask that all residents, visitors and guests observe these rules so that there will be





adequate, convenient parking for everyone.

REFUSE AND TRASH

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

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

- All large boxes should be broken down and cut up before being thrown away or deposited into the provided cardboard recycling center.
- In the event that the trash container is full, please use another available dumpster (if applicable) or deposit the trash within the compactor enclosure and contact the Management Office.
- The garbage disposal in your kitchen is to be used for food waste **only**. If you have any questions regarding its use, please call the Management Office or refer to the policy titled How to Care for your Apartment within this Handbook.
- Resident trash left on landings, the entry halls or breezeways, under stairs, placed in common area trash receptacles (laundry rooms, pool area, picnic areas, etc...) or otherwise improperly disposed of will result in a fine of **\$50.00** per bag to the resident.
- Unwanted household furniture **SHOULD NOT** be placed into the provided compactor/dumpster, within the enclosure or on the surrounding pad. Any furniture larger than two (2) square feet should be taken to a waste center or may be picked up by Salvation Army, Goodwill or Am Vets.
- Any packing materials such as bubble wrap, paper or packing “peanuts” should be put into a garbage bag prior to disposal in a trash container.

RECYCLING

Many of our communities are pleased to offer our residents the option of recycling. The recycling area is located adjacent to the compactor and features an 8-yard dumpster dedicated to cardboard recycling. Just break down your boxes and toss them in!

Where available, we have placed collection bins adjacent to the compactor for plastic, glass, aluminum, newspapers and other recyclables.

GRILLS

For your convenience **THE GARDENS AT TWIN HICKORY** provides grilling options on a first come, first served basis to all our residents. **Due to Fire Code, grills, whether charcoal or gas, are prohibited on the patios or balconies within our community.**

Grills may not be used within fifteen (15) feet of any multi-family housing dwelling or any flammable landscape materials.

VISITORS AND GUESTS

Residents are responsible for all actions of their occupants, visitors, and guests and should review pertinent policies and regulations with their visitors and guests. Please have guests park in a lesser-used section of the parking lot or use auxiliary parking lots.





SUPERVISION

Please help us ensure the comfort and enjoyment of the community for all residents. Do not allow members of your household to play or loiter near construction sites, in or around dumpsters, parking lots, or other hazardous areas. Members of your household should not play in hallways, entryways, roadways, stairs and common areas. Be especially careful concerning locations for the use of sleds, skateboards, roller skates/blades, bicycles, etc. Please review what to do in the event of a fire and the proper ways to utilize appliances.

LOCK OUTS

The staff of **THE GARDENS AT TWIN HICKORY** WILL NOT be available after office hours if you are locked out of your apartment. We cannot allow our staff members to provide this service as it is a potential liability and could be dangerous for our employees.

ENTRY HALL/BREEZEWAYS

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

Plants, small patio furniture and doormats are allowed near your front door but must not block access to the stairwells or any apartment homes. If an item is being stored in the breezeway, stairwell or common area Management will remove it without prior notice and a **\$50.00** charge will be assessed to the resident.

BICYCLES

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

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

SATELLITES

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

- The permitted size of the dish cannot exceed 1 meter in diameter.
- Satellite dishes must be installed **within the balcony or patio area** of the apartment.
- The installation of the dish **can not** include the drilling of any holes or precarious placement such as on a pole or device that extends the dish beyond the balcony rail.
- Satellite dishes may not be installed or placed on any common area of the building or grounds, including outside walls, outside windowsill, roof, landscaping or any common area balconies or stairways.
- Residents installing a satellite dish **must provide proof of liability insurance** specifically relating to the satellite dish. The policy must be in effect through the entire term of the lease agreement and any renewal





agreements.

SIGNS / NOTICES

Residents may not place any signs or other advertising material on or in windows, hallways, doors, mailboxes, or outside the building unless posted on a bulletin board provided by Management. These boards may be provided in laundry areas and/or mail kiosks.

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

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

NOISE (COMPLAINTS)

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

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

As a last resort and/or if it is after Management Office hours you may contact the local Police Department for corrective action. Should you contact the police department, we request that you also alert the Management Office on the following workday, giving the apartment number of the offending resident and the circumstances surrounding the complaint.

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

PIANO / MUSICAL INSTRUMENTS / HOME THEATER SYSTEMS Pianos, musical Instruments and/or home theater systems are allowed with the consent of Management. HHHunt reserves the right to direct placement of the piano, musical instruments, subwoofers/speakers to reduce the possibility that use of those items will disturb your neighbors. In the event that continued noise complaints result from the use of a piano, any other musical instrument, or home theater system Management may request that it be removed from the property.

PARTIES

A party should not be an unpleasant experience for you, your neighbors or Management. Please plan carefully when inviting guests and do not issue open invitations. Be





reminded that you are RESPONSIBLE FOR ACTIONS AND DAMAGES OF GUESTS, INVITED OR UNINVITED WHILE THEY ARE ON HHHUNT PROPERTY.

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

1. Keep balcony doors and windows shut. If it is a warm night, please turn the air conditioner "ON" its lowest setting.
2. Please maintain guests inside the confines of your apartment with the entrance door closed. AND PLEASE...advise your guests not to linger in the hallways, stairs, entranceway or parking lots.
3. Alcoholic beverages and cups or cans must be kept inside your apartment.
4. Restrict attendance to friends (less than 15), not admitting people whom you do not know, or cannot control. Please do not extend "blanket" invitations. These unexpected guests usually have a total disregard for you or your continued residency, yet you are held responsible for their behavior.
5. When parking, please do not allow guests to block entrances to building areas or park on the grass. Guests should park in secondary parking away from buildings.
6. If you have a function and feel you no longer have control of your guests, please contact the Police Department for assistance.

MOLD AND MILDEW

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

- Maintain appropriate climate control to reduce humidity levels by running the HVAC system at all times. Maintain temperature at or below 75° F.
- Clean and dust the apartment on a regular basis and remove visible moisture accumulation or condensation on windows, walls, and other surfaces as soon as it becomes apparent. Do not overfill closets and storage areas. See section titled Condensation for tips and answers about condensation.
- Avoid blocking or covering any of the heating, ventilation or air-conditioning ducts in the apartment. Keep furniture at least two (2) feet away from air intake vent and move away from walls and corners.
- Use fans to circulate air, including using bathroom and kitchen exhaust fans to vent excess moisture.
- Immediately report any of the following to the Management Office:
 - a. Evidence of water leaks or excessive moisture or standing water inside the apartment or in any common areas.
 - b. The presence of mold, mildew, or similar growth in the apartment, which cannot be removed by applying a common household cleaner, or any mold/mildew growth that re-appears.
 - c. Malfunction of any part of the heating, ventilation, air conditioning, plumbing, or laundry systems in the apartment.
 - d. Any inoperable doors or windows in the apartment.





Upon notifying the Management Office of the issue, you must fully cooperate with service and management team members by allowing them access to repair leaks, and properly remediate any affected area.

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

CONDENSATION

What is this water on my windows?

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

Are my windows to blame?

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

Then what’s the cause?

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

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

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

How can condensation be reduced?

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

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



air will enter the room while the moist air is allowed to escape.

Other steps to take include:

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

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

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

When should I be concerned?

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

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

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

WATER BEDS

Water beds are allowed on first floor apartments only. When installing a waterbed, please consider they have the potential for serious damage and inconvenience to your neighbors. We require each resident to carry the proper insurance coverage and notify the Management Office of your installation in case there is an accident.

BALCONY OR PATIO

Private balconies or patios are provided so that you may enjoy indoor-outdoor living. In consideration of your neighbors, please do not dump ashtrays, empty vacuum cleaners, or shake mops or rugs from your balcony or patio. Planters should have a water reservoir beneath so that water does not leak downstairs or stain the flooring of the patio/balcony. All accessories should be storm weighted. CLOTHESLINES ARE NOT



PERMITTED ON THE BALCONY OR PATIO, NOR MAY CLOTHING, TOWELS, FLAGS OR OTHER ARTICLES BE HUNG FROM OR PLACED ON BALCONY RAILS, WINDOW SILLS, SIDING OR EAVES.

In consideration of your neighbors, we ask that wind chimes not be placed on the balcony or patio. Furthermore, we ask that items such as motorcycles, boats, signs, doghouses, cat litter boxes, etc., not be kept on your balcony or patio.

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

NOTICE: Your balcony was designed according to safe building construction practices and in accordance with existing building codes providing for 40 pounds per square foot loading. You should be aware this provides a structure for no more than 10 persons of average weight and sundry furniture for a maximum of no more than 2500 pounds (TOTAL).

BIRD FEEDERS

Although bird feeders give us the opportunity to view nature up close, birds have the potential to cause great damage to our buildings. Because of this potential damage, bird feeders are prohibited from being placed on, attached to or hung on any building or tree within HHHunt communities.

PONDS & LAGOONS

Many of our beautiful communities contain ponds or lagoons. No swimming, wading, fishing, or boating is allowed. Skating on ponds or lagoons is also prohibited.

FITNESS CENTER

We are pleased to offer our residents a fully equipped fitness center that is accessible **THE GARDENS AT TWIN HICKORY**. The facility offers a variety of equipment for all types of workouts and features cable television and radio access.

The fitness center is accessible by utilizing a key provided by Management or an amenity access card issued to you at move-in. **The key or access card is not to be given to guests or anyone under the age of 16 years or to persons who do not reside at the community. If the fob is lost, we will charge a \$50.00 replacement fee.**

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

1. Check with a physician before using the equipment
2. **Guests and persons under the age of 16 MUST be accompanied by a lease holding adult**
3. Use the equipment at your own risk





4. Guests must be accompanied by a resident of the community
5. Report any problems to the Management Office
6. Please keep the facilities clean
7. HHHunt is not responsible for lost or stolen items

CAR CARE CENTER

For your convenience, many of our communities offer a specialized area for your car washing needs. The carwash is open from **10:00** to **9:00**. For your safety and the safety of others, please obey the following guidelines:

- The carwash is for washing cars only
- No vehicle maintenance is permitted
- Please help us keep the carwash area clean by removing all trash and personal items
- Report any issues to the Management Office
- Please pull out of the bay when washing is complete so that others may utilize this amenity

PLAYGROUND

Many of our communities offer a playground, which is available to all residents and guests. Adequate supervision is required. Please keep this area safe and enjoyable by not littering and reporting any problems to the Management Office. HHHunt cannot be responsible for injuries, damages or losses associated with the use of the playground. **No glass is allowed within the playground.**

BUSINESS CENTER – TECHNOLOGY ZONE

The business center is available for use **THE GARDENS AT TWIN HICKORY** and is stocked with office supplies. The business center has computers with high speed Internet access. If you should need to make copies or fax any items, a member of the leasing team would be happy to do that for you in the leasing center. Please let the office know if any of the equipment is not working properly. Guests must be accompanied by a resident of the community.

We ask that you limit your computer time to thirty (30) minutes if another resident is waiting

INTERNET CAFÉ

You will need to use your key fob device to enter the building and all rooms inside the building. Residents are allowed two guests per household in the amenity center, and all guests must be accompanied by a resident. Also, people under the age of 13 must be accompanied by an adult. Do not, at any time, offer to let people into the building or prop open the door to allow non-residents to use. Animals are not allowed in the Internet Café. Management reserves the right to limit or close off the Internet Café with no notice. Please do not rearrange furniture or try to remove items from the center. The Internet Café is monitored by cameras. All activities are being recorded at all times. Residents agree that any actions in violation of the lease or the community's rules and regulations may result in fines, a revocation of privileges, or termination of the lease.





The Internet Café cannot be used for parties of any type. One key fob per apartment is provided at move in. Additional key fobs may be purchased for \$50.00 a piece.

There are two computers with high speed Internet access in one area of the Internet Café. We ask that you limit your computer time to thirty (30) minutes if another resident is waiting.

COFFEE BAR

We are excited to offer carafes of coffee in our Internet Café. Please be courteous when making your coffee. Please dispose of your condiments accordingly. All beverages from our carafes are hot, and we are not responsible for any injuries due to using the carafes (properly or improperly).

GAME ROOM ACTIVITIES

The pool table is open to all residents and cannot be reserved for any particular times. If there are folks waiting for a table, please limit your playing time to 1 game. We want to make sure that all residents are able to enjoy all the fun activities at The Gardens. Anyone under the age of 13 must be accompanied by an adult while using the pool table. HH Hunt is not responsible for any injury.

GAS LOG FIREPLACE

The gas log fireplace behind the clubhouse is set on a 30-minute timer. Please do not touch the fire logs or place any objects in, or around, the fireplace regardless of whether or not the fireplace is on. The logs, fire, and the surrounding basin are indeed HOT and should be closely monitored. Management will not be responsible for persons being burned due to negligence.

VIDEO SURVEILLANCE

Residents are advised that areas of our clubhouse and amenities are monitored by video surveillance. The cameras have been installed and may not be tampered with, moved or disabled.

Residents agree that the presence of video surveillance does not imply or guarantee their safety and release HHHunt of any liability. Further, residents agree that any actions in violation of the lease or the community's rules and regulations that are captured by video surveillance may result in fines, a revocation of privileges or termination of the lease.

WI-FI (WIRELESS INTERNET ACCESS)

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

CLUBHOUSE

We welcome our residents to join us in the clubhouse to watch T.V., relax and enjoy the amenities or just get away for some quiet time. We must ask, however, that anyone utilizing the clubhouse be considerate of others. The clubhouse is also where we work to





welcome you to your new home. All guests must be accompanied by a resident of the community.

POOL REGULATIONS

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

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

You will need a key fob to gain access to the pool. The gates will automatically open at **10:00 am and lock at 9:00 pm.**

1. All persons using the pool or sunbathing deck do so at their own risk and sole responsibility as HHHunt does not assume any responsibility for any accidents or injuries in connection with the use of the facilities.
2. All personal articles must be removed from the pool area upon leaving. HHHunt will not assume any responsibility for articles lost, stolen or damaged.
3. **Glass of any kind is strictly prohibited within the pool enclosure. Beverages MUST be in non-breakable plastic containers.**
4. All swimmers must shower prior to entering the pool.
5. Guests of residents **MUST BE ACCOMPANIED BY THE RESIDENT AT ALL TIMES unless approved by Management.** Only two guests per apartment will be allowed at any one time without prior approval of Management. If in the opinion of Management there is insufficient room at the pool for residents, guests will be required to bring their own lounge chair.
6. Please place a towel over the lounge chair prior to using oils or lotions. The compounds in sunbathing lotions and oils cause discoloration of the vinyl straps.
7. **An adult must accompany persons under the age of 16 at all times unless your community provides a lifeguard.**
8. In the event that a lifeguard is on duty, additional regulations will be provided.
9. Noisy or disturbing behavior such as horseplay, running or screaming should be avoided at all times. Music is only allowed using earphones. No footballs or Frisbees in pool area – pool related toys only.
10. **NO PETS ARE ALLOWED IN THE POOL ENCLOSURE AT ANY TIME.**
11. All posted regulations must be observed.
12. Proper attire should be worn at all times.
13. Pool hours are posted at the entrance to the pool. In some regions, our pools are open year-round. For all others, the pool season lasts from late spring until fall each year by order of the Health Department. Specific dates will be provided by Management for opening and closing. The pool will never open earlier in the season nor close later in the season regardless of the weather.
14. **No bicycles, scooters, skateboards, roller-blades or any other wheeled items will be allowed within the pool enclosure.**





PACKAGES

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

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

SMOKE DETECTORS

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

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

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

If battery operated, take the smoke detector down and disconnect the battery. Replace with a new battery or call the Management Office to request that the battery be replaced.

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

The smoke detector will be in operation at the time of move-in; thereafter, it is the





residents' responsibility to notify the Management Office if the detector light goes out. This is for you and your neighbors' protection in the unlikely event of a fire.

DO NOT DISCONNECT YOUR SMOKE DETECTOR!! Since the law requires that the detectors be in operation at all times, YOU, the resident could be held liable for unhooking this fixture during your residence while it is in operation. May we suggest you help us in maintaining the smoke detector for everyone's safety. Your cooperation is greatly appreciated.

FIRE SAFETY TIPS

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

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

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

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

1. Make sure matches and cigarettes are completely cold before they are discarded
2. Keep matches out of the reach of children
3. **DO NOT SMOKE IN BED**
4. Never throw water on a grease fire occurring on the stove or in the oven. Only use baking soda or keep a fire extinguisher close to the kitchen

SOLICITING

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





SNOW REMOVAL

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

Although our team is the best around, we cannot be everywhere at once so please be patient when calling about snow removal requests. Please park your cars at least 3 feet from the curb when weather predictions include snow accumulation. This will help our snow and ice removal team when clearing the sidewalks and making them safe for passage. Additionally, please report any extremely hazardous areas to the Management Office.

GOING OUT OF TOWN?

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

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

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

EXTERMINATOR

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

If you wish to request service in your apartment for a specific complaint, please contact the Management Office. Services such as flea treatments and bed bug treatments are not covered by our pest control agreements and are completed at the resident's expense. Please note that extermination will not always take effect immediately. Often, there is increased activity for a 48 hour period after extermination. The chemicals used to treat most common pests will last for 60-90 days.

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

Please be advised that if you request additional service and do not clear the cabinets,





there will be a \$15 charge. Upon the second request, if cabinets are not cleared, there will be a \$20 charge, and our team will clear the cabinets.

FILTERS

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

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

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

HOUSEKEEPING/SERVICE REQUESTS

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

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

ALTERATIONS

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

For your knowledge the most frequently requested alterations are listed below. Management reserves the right to approve or deny these alterations in accordance with the lease agreement. Any alterations must be removed and the apartment returned to its original condition upon move-out unless otherwise approved by Management.

- Lock changes or the addition of extra deadbolt locks.
- Shelving brackets
- Permanent bolts or hangers
- Any additions to wood doors requiring holes--full-length mirrors, pictures,





- etc
- Contact paper on shelves
 - Wall partitions
 - Additional phone or TV jacks
 - Additional 220 wall outlets
 - Colored paint on walls
 - Mirrors and additional wallpaper
 - Washing machines or dryers (portable or standard). Unless hook-ups are provided.

CARPETING AND FLOORS

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

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

The carpet must be clean at move-out excepting normal wear and tear. Presence of pet urine is never considered normal wear and tear. If the carpet has been shampooed or steam cleaned and is still visibility stained or dirty, you may be charged for additional cleaning(s). In the event that the carpet is damaged beyond repair you will be charged for the replacement of the carpet.

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

WINDOW TREATMENTS

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

BLINDS

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

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

COUNTERTOPS AND TUB SURROUNDINGS

Formica/granite and/or fiberglass have been installed to minimize work in cleaning.





Please do not use an abrasive cleaner. For stubborn stains, use a good all-purpose, non-abrasive cleaner with a brush. If a stain persists contact the Rental Information Office and one of our cleaning or maintenance staff may be able to advise you. Please be sure to keep all items dry after use. Leaving dripping dishes, sponges on surface areas can lead to warping and swelling. When caulking is cracking, it is the residents' responsibility to contact the office for repairs.

ELECTRICAL EQUIPMENT AND FIXTURES

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

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

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

PLUMBING FIXTURES

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

DISHWASHERS

Please only use soaps that are intended for dishwashers. Liquid dishwashing soaps can cause the dishwasher to overflow and to leak.

GARBAGE DISPOSAL

The disposal must not be loaded too heavily. Feed garbage into the disposal slowly and in small quantities. The safety overload on the motor will shut off the unit if the disposal is overloaded. To reset the safety overload, wait three or four minutes for the motor to cool, and then push the red button on the motor (in the cabinet under the sink).

Any time the disposal is being used, COLD water should be running as quickly as possible. Even after the disposal is empty, let the water run a few minutes to clear the line.





If the motor will not start, push the reset button (red button on the motor). If that does not solve the problem, please submit a service request.

NEVER PUT YOUR HAND DOWN THE DISPOSAL

Please do not discard the following items in your disposal:

metal	glass	cigarettes
rocks	plastic	banana peels
dirt	grease	oyster or clam shells
paper	bones	corn husks
dish rags	tea bags	

HEAT AND AIR CONDITIONING

During the heating season, move the lever on the thermostat to HEAT. During the air conditioning season, move the lever to COOL. For normal satisfactory operation, it is recommended that the thermostat be set at 65 degrees in the winter and 75 degrees in the summer.

When you are changing from cooling to heating or vice versa, allow five (5) minutes to elapse between the time you turn one OFF and the other ON. The unit will have time to energize and reset, otherwise, the unit may be damaged. Please keep the air return vent clean since an accumulation of dust can affect the efficiency of the system. Do not place furnishings, artwork or plants in front of the air return vent (minimum 24in clearance).

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

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

MILITARY TRANSFER

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

HHHUNT TRANSFERS

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

- Proper move-in and move-out procedures must be followed including re-qualifying for the new apartment.





- Good-standing current residents will only be allowed to transfer after the initial 120 days of the lease has passed.
- **Upon request to transfer, the current apartment will be inspected for damages. If damages exceed more than \$500, resident will NOT be allowed to transfer.**
- Residents may be required to fulfill the current term of lease in addition to the lease term determined for the new apartment.
- A transfer fee may be required, please contact the Management Office to determine what fees are required.
- Management reserves the right to restrict transfers according to community policy. These restrictions may include allowing transfers only to larger apartments.
- Residents will be denied the ability to transfer in the following situations:
 - (a) If the resident is unable to qualify for the new apartment based upon the rental qualifying criteria.
 - (b) Damages to the premises exceed \$500.
 - (c) Documented lease violations.
 - (d) Payment problems in accordance with standards listed in the Rental Qualifying Criteria.
- Residents may be required to pay a new deposit or Lease Protect Fee prior to the transfer to cover damages present in their current apartment.
- Transferring residents will not be eligible for any up-front concessions being offered at the time, if any.
- Residents must provide management with a written notice and follow all vacating procedures.
- If a resident has lived at a community longer than six months a new application must be completed and verified consistent with the current screening policies.

MOVING DAY

HHHunt values your residency and we appreciate you choosing **The Gardens at Twin Hickory!** In consideration of your neighbors, please restrict moving in or out to the hours of 8:30am to 9:00pm each day, including weekends. Please be aware that noises do carry. All trash, boxes and unwanted items must be disposed of properly and should not be stored in breezeways or on patios/balconies.

We understand that sometimes our residents must move on. Please be sure you notify the following people and agencies approximately two to four weeks before you move:

- Post Office (for forwarding mail)
- Magazine and Newspaper Publishers
- Utility Companies (give them your lease expiration date)
- Banks
- Insurance Company
- Division of Motor Vehicles
- Stores (where you have charge accounts)
- Schools (for transferring children)
- Friends





- Employer
- Doctors, Dentists, etc.

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

STANDARD VACATING CHECKLIST

Upon move-out an inspection of the apartment will take place to assess any damages and apply charges accordingly. Residents have the right to be present at the inspection of the apartment upon move-out. Apartment inspections will only occur after the apartment has been fully vacated and all residents are prepared to turn in all keys, access cards, remotes, and other devices and relinquish possession of the premises. Failure to return keys will result in an additional charge of \$40-\$60.

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

Guide for Move-Out Charges	Estimated Costs
Trash removal (large items additional)	\$25 +
Clean floors and wipe baseboards. If you have applied wax to a no-wax floor, they must be stripped and cleaned.	\$10-\$50
Clean stove. All grease should be removed from under burners. Oven should be free of burned-on grease, etc. All surfaces should be cleaned inside and out, including racks and drip pans. DO NOT use oven cleaner on self-cleaning ovens. Leave broiler pan in oven if present at move in.	\$3-\$50
Replace drip pans (chrome or black)	\$10-\$30
Clean refrigerator. All surfaces inside and out should be cleaned with mild detergent, including underneath vegetable bin. Vacuum or sweep under and behind unit.	\$5-\$25
Countertop burns and cuts.	TBD
Clean interior and exterior of dishwasher.	\$10
Wipe down counter tops and all drawer/cabinets in kitchen and bath(s). All contact paper and adhesive must be removed.	\$5-\$25
Clean bathroom. Surfaces should be free of mildew. All surface adhesive must be removed and medicine cabinet (if applicable) must be clean.	\$5-\$25
Washer/Dryer (if applicable) must be cleaned. Soap residue removed inside.	\$5
Clean windows and glass doors.	\$3-\$5 each
Damage to exterior or interior doors, appliances, fixtures, screens, drapery rods, mirrors, countertops and window will be billed at the cost of labor and materials.	TBD
Carpets must be vacuumed. The carpet should be in the same condition as move-in except for damage as a result of normal wear and tear. Burn marks, stains, pet damage, bleach spots and other damages are not normal wear	TBD





and tear. Charges for damages are based upon repair cost to owner.	
Light bulbs should be appropriate for fixtures and operational	\$2 each
Nails should be removed from ceilings and walls. Repair charges for large or excessive holes (more than 12) will be based upon cost to Owner	TBD
If you have a pet or if there is evidence of flea infestation, a licensed extermination company will exterminate at your expense	\$50-\$100
Smoke detector must be present and operational.	\$25 each
Garage and/or Storage units must be cleaned of all trash and swept.	\$20

