

CENTRAL TEXAS HOUSING CONSORTIUM



ADAMS BEND APARTMENTS & RAIN TREE APARTMENTS RESIDENT HANDBOOK AND COMMUNITY POLICIES

ADAMS BEND APARTMENTS

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Resident Handbook location: Click on “Resident Information” tab, then click “Resident Handbook and Community Policies for AB and RT”

This Handbook will be updated periodically and is available at the websites listed above. We recommend you review it occasionally to make sure you remain in compliance with any community policy changes.

EMERGENCIES:

For Maintenance Emergencies.

During regular business hours, call the Complex office. After hours, weekends or holidays, call emergency maintenance at 770-8280.

Note: Maintenance emergencies are defined as those situations where a work order is needed to correct a condition that poses an immediate threat to life, health safety or property, or related to fire safety. The Emergency Maintenance memo is posted on our website under the Residents tab for more guidance.

For all other emergencies, dial 911

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WELCOME

We are pleased that you have chosen to make your home with us. This Resident Handbook is designed to familiarize you with your community's policies. Please keep it handy and discuss these policies with all members of your household. The information provided in this handbook is also part of your legal obligations under your lease.

It is our desire to provide the highest quality living environment possible for our residents. You can help maintain your quality of life in the unit by reporting maintenance and other issues promptly. Together we can make your new home a great place to live!

FAIR HOUSING STATEMENT

Management is committed to compliance with all federal, state and local Fair Housing Laws. In the spirit of these laws, your community policies are designed to provide for consistent and fair treatment of all residents.

GOOD NEIGHBOR POLICY

All policies apply to residents, occupants and their guests. Please remember your neighbor's right to live peaceably and quietly and help us maintain an environment favorable to all residents.

COMMUNITY POLICIES

Alcoholic Beverage Consumption. Drinking of alcoholic beverages in areas outside of your apartment is not permitted. This includes balconies, stairwells, parking lots, playground areas, lawn, patio areas, and pool/picnic area.

Barbecue Grill Use. Fire laws and insurance requirements prohibit the use of BBQ grills in breezeways, on balconies, patios or within 10 feet of a building. Use of grills under an awning, canopy, or other similar cover is also prohibited. The City of Temple can fine violators of this rule between \$250 and \$2000. Never leave the grill unattended even for a moment or place hot or warm coals in the dumpsters. The grill may be stored on the patio, balcony or breezeway (out of the way of foot traffic). Lighter fluid and charcoal must be stored inside the unit when not in use.

Basketball Court General Information & Policy. (Adams Bend Only)

General: The court will be opened daily and available for use from 8:30 a.m. to 10:00 p.m. It will be monitored by management when the office is open. During evenings, weekends and holidays, it will be monitored by an owner appointed representative.

The representative will be responsible for court policy enforcement and compliance while working in accordance with the procedures provided by Adams Bend, and will be acting on behalf of and in place of management. As a result, the representative has the authority to request persons who are violating court rules to cease their behavior and if necessary request that they leave the court area and/or complex.

Court Policies:

- The basketball court may be used by residents, occupants and authorized guests only. Guests must be accompanied at all times by the resident that lives on property.
- Parents or guardians of a child are responsible for the child's rule compliance.
- Persons using the basketball court do so at their own risk. Owner assumes no responsibility for accident or injury or lost, damaged or stolen property.
- Unacceptable behavior (profanity, fighting, etc) is prohibited.
- Radios, stereos or other musical instruments may not be used in or around the court area.
- Activities which disturb other residents are not allowed on or near the court area.
- Food may not be consumed in the court area at any time. Glass drink containers are not allowed.
- Any person, who is, in the sole judgment of owner's representative, under the influence of alcoholic beverages, drugs or is ill, may be excluded from the court area at any time.
- Residents shall be responsible for paying clean-up expenses, repair costs or damages caused by the residents or guests.

- Resident should ask others to cease rule violations and notify owner's representative of them.
- VIOLATING THESE RULES WILL RESULT IN LOSS OF COURT PRIVILEGES.

Businesses. Conducting any kind of business (including child care services, loaning money, or hair cutting) in your apartment is prohibited - except that any lawful business conducted "at home" by computer, mail, or telephone is permissible if customers, clients, patients, or other business associates do not come to your apartment for business purposes.

Ceiling Fan Policy. Residents may **NOT** install ceiling fans. Residents must provide fans that are new and still in the original box, to be installed by maintenance and pay for installation at the rates listed in the current Schedule of Charges. We reserve the right to refuse to install a ceiling fan if it has faulty wiring, missing parts, inappropriate décor or any other reason deemed valid by management or maintenance. Swag fans hung from the ceiling are not acceptable in any room. All fans are to be installed using existing fixture wiring. The following limitations apply:

Adams Bend: Fan installation is not allowed in the living or dining rooms of upstairs apartments because of the vaulted ceilings in these areas. Fans are not allowed in the living room of downstairs units because wiring does not exist to accommodate the installation.

Raintree Apartments: Fan installation is limited to the bedrooms and dining room. If the living room has an existing ceiling fixture, a fan may be installed.

Prior to move-out, contact management for removal of the installed fans.

Complaints. All complaints must be made in writing, and can be hand-written, typed, or emailed. Written complaints can be mailed, delivered in person to the office, or placed in the drop box. All complaints are considered confidential, and there should be no fear of retaliation by the complainant.

Egress. Ensure there is at least two clear egress route in every room for your safety. Having a clear path is vital for your safety in the event of an emergency. Make sure all passages leading to exit points are free from obstructions. All interior doors must have a passage knob that does not have a lock, except bathroom doors. All doors and egress windows must be able to open and close without anything blocking them. Having a blocked egress is life-threatening and serious violation of your lease agreement.

Fence. A fence surrounds the entire Adams Bend complex. All residents, occupants and guests must use the main entrance when entering or leaving complex grounds except for the times the gate on the southwest side of the fence is open to allow students access to school buses and Western Hills Elementary. Residents will not receive a gate key. The gate will remain locked except for the times designated below when school is in session:

Monday through Friday – Opened 6:45 a.m. and relocked 8:30 a.m.
 Opened 2:30 p.m. and relocked 4:30 p.m.

The following will be considered policy violations:

- Climbing over or crawling under any section of the fence or gate.
- Climbing between your complex fence and any adjoining property fence.
- Destructive actions toward the fence, gate or gate lock.

Fires Due to Negligence. If a fire occurs due to the negligence of you, a member of your household, or your guest, you will be charged the lesser of the deductible applicable to our insurance policy or the actual cost to repair the damage. We are not required to offer replacement housing if a fire occurs due to your negligence.

If a fire is occurs in your unit, you will be required to attend the next available fire safety presentation provided by the Consortium. Other actions, according to your lease terms, may occur such as immediate termination of the lease.

Holiday Decorations. You may decorate for any holiday but not more than 30 days prior to the holiday. All decorations must be removed not later than two weeks after the holiday. For safety purposes, please do not leave decorative lights burning when you are not home. Also, water live trees frequently to keep them from drying out and becoming a fire hazard. Residents may not nail, staple, or glue anything to the outside of the buildings and

exterior windows or doors. For any damage caused to the property as a result of this, the cost to repair the damage will be passed along to the household and payment will be due immediately.

Inspections. Apartments will be inspected annually. A notice is provided to each unit with the inspection date/time. Interim inspections will be conducted as needed after notice to resident is provided with the inspection date and approximate time. Units not meeting housekeeping standards will be placed on a monthly and/or quarterly inspection schedule and may be required to attend a Housekeeping Workshop. Any deficiencies found in the unit will be repaired, and the resident may be responsible for the cost of those items. Please refer to your current Schedule of Charges for amounts. Residents that fail to maintain the unit at any time may be subject to termination of the lease.

Cleaning Instructions. To receive a satisfactory inspection rating and avoid cleaning charges, the apartment must be clean and free of trash and pest infestation. We recommend that you accompany management during the inspection. Do not use bleach or ammonia when cleaning countertops, sinks, bathtubs, cabinets and appliances. Use non-abrasive, non-chlorine material and products only. The following cleaning instructions should be followed prior to annual inspections and move-out:

- **All Rooms**
 1. Clean light switches, window tracks, door tracks, windows, front door, mini-blinds light fixtures, and ceiling fans.
 2. Sweep patio and remove debris, trash, cobwebs, etc. from entire area. Clean patio light fixture.
 3. All carpeted areas must be cleaned by a commercial carpet cleaning service provider upon move-out. An invoice or receipt must be provided when the unit is vacated to avoid assessment of carpet cleaning charges by the Complex.
 4. Remove trash from the apartment (for a move-out inspection, this includes but not limited to furniture, clothes hangers, phone books and trash bags).
 5. Replace all burned out or missing light bulbs with the same type of new LED bulbs.
 6. Replace dead or missing smoke detector batteries immediately.
 7. Remove all clutter from the apartment by properly putting away, storing, or discarding unwanted items.

- **Bathroom(s)**
 1. Bath/Shower: Thoroughly clean tile, porcelain or fiberglass surfaces. Do not use abrasive products on fiberglass. Polish faucet sets and chrome. Do not leave rubber mats in bathtub/shower when not in use.
 2. Commode: Remove disinfectant devices from the tank. Clean and disinfect all surfaces.
 3. Sink: Scrub and clean sink with appropriate cleanser and polish faucet set.
 4. Mirror: Clean with glass cleaner.
 5. Cabinets, Drawers, Medicine Cabinet: Remove all lining material, clean and disinfect all shelves and interior surfaces. Clean countertop and cabinet fronts.
 6. Floor: Sweep and mop.
 7. To remove lime deposits, use vinegar and water: 1 cup vinegar to 1 gallon of water.

- **Kitchen**
 1. Refrigerator: Clean and disinfect all surfaces.
 2. Range: Clean all surfaces to remove grease and burned-on particles. Thoroughly clean knobs and polish chrome surfaces. Clean underneath burners.
 3. Vent-a-hood: Clean all surfaces to remove grease and burned-on particles. Remove, clean and reinstall filter.
 4. Sink: Scrub and clean sink with appropriate cleanser and polish faucet set.
 5. Cabinets and Drawers: Remove all lining material, wipe all shelves and interior surfaces. Clean countertops and cabinet fronts.
 6. Thoroughly clean light fixture covers, electrical outlet covers and switch plate covers.
 7. Clean areas between appliances, walls and cabinets.
 8. Floor: Sweep and mop.
 9. Clean dishwasher

Any security deposit refund will be returned by mail to the forwarding address you provide at move out. **It is not available for pick-up at the office**

Laundry Equipment. (Raintree Only)

Raintree residents have the choice to provide their own washer and dryer. Residents must clean out their lint filter after every load. Residents must remember to turn off the washer and dryer when you leave the apartment.

Laundry Policies. (Adams Bend Only)

The laundry room by the office will automatically lock at 10:00 p.m. daily. Any clothing or other laundry items in the washing machines, dryers or laundry room must be removed and residents must vacate the facility before 10:00p.m. Residents will not be located and allowed to remove their belongings prior to the door being locked. Any items left after 10:00 p.m. will have to be retrieved the next morning.

- Laundry hours: 8:30 a.m. to 10:00 p.m. daily. If you are inside the laundry room after 10:00 p.m., you must push the red button located to the left of the laundry room door to exit.
- The laundry room is for resident use only and should not be used for individuals that are not listed on the lease contract.
- Children are not allowed to use the laundry room as a play area.
- Loitering is prohibited.
- Residents must follow posted instructions for machine use.
- Residents are responsible for any damage they cause to the laundry equipment as a result of improper use.
- Dyeing of clothing or other items is not allowed.
- Only items which have been labeled "machine washable and dryable" by the manufacturer can be washed or dried in the laundry equipment.
- Pets are not allowed in the laundry room at anytime.
- **DO NOT** wash pet bedding in these washers and dryers.
- **DO NOT** wash comforters, blankets, or quilts in these washers and dryers, as these machines are not meant to handle loads that large and heavy. Take them to a commercial Laundromat.

Notice Regarding Appliance Inventories and Filters. The maintenance department completes replacement of the filters for air conditioning units quarterly. They also do an annual inventory of all appliances. Notices for the dates on which these tasks will be conducted will be posted on resident message board and on the CTHC website. The notifications are provided in accordance with your lease. Entry into your apartment will be necessary to perform these tasks.

Parking Policy.

- **Loitering** is not allowed in parking lots.
- **Register** all vehicles with the office.
- **Parking spaces** are not assigned or reserved unless preapproved by CTHC and marked. Due to limited space, secondary vehicles not driven on a weekly basis, oversized commercial vehicles, and guests, should park vehicles against the fence area.
- **Recreational activities** are not allowed in parking lots.
- **Restrictions.** Boats, jet skis, tractor-trailers, campers, trailers and other such items cannot be brought onto the premises without obtaining prior written consent from management.
- **Speed limit** in parking lots is 10 mph. For the safety of all residents, occupants and guests, please observe the speed limit.
- **Vehicle alarm systems** must be set so they are not frequently activated.
- **Vehicle maintenance or cleaning** is not allowed. Residents may change a flat tire while the vehicle is parked at our apartment community. Vehicle ashtrays should not be dumped onto the parking lot.
- **Vehicle towing policy.** Towing signs are posted, therefore, all drivers entering complex grounds are notified that unauthorized, inoperable or illegally parked vehicles can be towed without further verbal or written notice to the vehicle operator or owner. Towing can be delayed or postponed, but our right to have a vehicle towed anytime in the future is not waived.

Definitions:

"Towing Company" means an officially licensed company which employs persons who operate a tow truck. It includes the owner, operator, employee, or agent of a towing company.

"Unauthorized vehicle" means any vehicle parked, stored, or situated in or on a parking facility without the consent of the parking facility owner.

"Vehicle" means any kind of device that may be driven or towed on a public road, except bicycles. "Vehicle" includes operable or inoperable autos, trucks, motorcycles, recreational vehicles, and trailers.

"Vehicle Storage Facility" means a facility which is adequately secured and insured.

1. Prohibited Parking; Fire Lanes; Emergency Vehicles.

Vehicles will be towed IMMEDIATELY AND WITHOUT WRITTEN OR ORAL NOTICE if the owner/operator of a vehicle leaves it unattended on Consortium property and the vehicle is parked so one of the following conditions exists:

- Obstructs traffic, entry, or exit of the parking lot.
 - Blocks another vehicle from exiting a parking space.
 - Is parked in or obstructs a marked fire lane.
 - Is parked in a marked disabled parking space and does not have the required handicap tags.
- In other cases such as those listed below, management is not required to notify the owner/operator when a vehicle is scheduled to be towed. However, as a matter of courtesy, vehicles in these categories may have a notice affixed to the windshield at least 24 hours prior to being towed.
- Is inoperable, leaking fluids, disabled, damaged or has expired license or inspection tags.
 - Is parked in an unloading zone.
 - Is parked in a trash pickup zone (unless the vehicle is parked in this area on the day trash is scheduled to be removed from the property.)
 - Violates parking rules designated in the lease.
 - Is parked in the area between the property line and the street curb.
 - Is parked in an area not designated for parking.

2. Towing and Storage Costs.

The vehicle's owner/operator will have to pay towing and storage charges to the towing company before getting the vehicle back. The property owner will not be liable for any damages arising from the removal of the vehicles from unauthorized areas.

3. Prohibited and Restricted Parking Signs.

Posted signs serve as notice to vehicle operators that unauthorized vehicle parking on complex grounds is prohibited.

Patios, Breezeways, Porches, Sidewalks Balconies and Yards. The following topics apply to these areas:

- Areas must be kept neat and clean.
- Bagged trash, trash cans, shoes, and mops or brooms are not to be left outside the apartment, even temporarily.
- Shades are not allowed to be hung (aluminum foil, bamboo shades, film or other similar purpose materials).
- Management reserves the right to monitor décor and appearance. Residents may be required to remove items that, in the sole judgment of management, detract from the appearance of the complex.
- Only patio style furniture, barbecue grills, bicycles and no more than 5 potted plants should be visible when stored on balconies or patios. Items may not be stored in the yard.
- Do not nail, staple, or glue anything to the exterior of your apartment at any time. Charges will accrue for any damage done to the property.

Pet Policy/Pet Rules. A Pet Agreement must be executed between management and the resident before a pet can enter the property. Only **ONE** pet is allowed in the dwelling unit in accordance with a signed pet Agreement. Pets are not allowed in other dwelling units or allowed to remain in common areas except for entering/exiting the building. **Pet sitting or pets visiting that belong to other people (family, friends, other residents), is not allowed at any time.** Refer to your Pet Agreement or contact management for more information about the Pet Policy.

Pet Rules

1. The Consortium will allow only common household pets such as a domesticated dog, cat, bird, fish (in an aquarium not to exceed 25 gallons), or turtle. A common household pet does not include reptiles (except turtles) or any species of rodent.
2. An additional security deposit is required when the Pet Agreement is executed.
3. **SIZE LIMITS:** The pet may not exceed 15 inches in height (when fully grown) and 20 pounds in weight.
4. Residents may **not** substitute any other pet for the pet listed in the Pet Agreement. If you change pets for any reason, a new pet agreement **MUST** be signed.

5. **IN CASE OF EMERGENCY.** If the health or safety of a pet is threatened by the death or incapacity of the pet owner, or by other factors that render the pet owner unable to care for the pet, the Consortium will contact the individual(s) listed as the emergency contact. If the Consortium has been unable to contact the responsible party, the Consortium may enter the pet owner's unit and remove the pet or contact the appropriate state or local authority and request the removal of the pet.

6. **PET RULES.** Residents are responsible for the pet's actions at all times. Residents and guests agree to abide by these rules:

- The pet must not disturb the neighbors or other residents, regardless of whether the pet is inside or outside the dwelling.
- Dogs, cats and service animals must be housebroken (not paper trained).
- Pets must not be tied to any fixed object anywhere outside the dwelling unit. Dog houses or fences are not allowed on the complexes.
- Residents must not let a pet into the laundry rooms, offices, community rooms, other recreational facilities, or other dwelling units.
- Pets must be fed and watered inside the dwelling unit. Don't leave pet food or water outside the dwelling unit at any time.
- Residents must keep the pet on a leash and under supervision at all times when outside the dwelling unit. We or our representative may pick up unleashed pets and/or report them to the proper authorities.
- Residents must ensure that pet defecation inside the dwelling unit is done in a litter box with a kitty litter-type mix, which must be kept clean and free of odor. If the pet defecates anywhere on our property, residents are responsible for immediately removing the waste and repairing any damage. Residents must comply with all local ordinances regarding pet defecation. If any conflicts exist between Consortium Pet Rules and the local ordinances, local ordinances will prevail.
- Residents must inoculate and license the pet in accordance with state and local laws. Proof of inoculation must be provided to the Consortium annually.
- Management has the right to require the removal of any pet from an apartment if the pet's conduct or condition is determined to be a nuisance or threat to the health or safety of other occupants of the complex.

7. **ADDITIONAL RULES.** We have the right to make reasonable changes to the pet rules from time to time if we distribute a written copy of any changes to every resident.

Play Areas. Guests must be accompanied at all times by the resident that lives on property.

Adams Bend residents, occupants and guests must use the facilities provided (court area, basketball courts and field area on west side of complex) to ride bicycles, roller blade, play football or for any other sports related activities.

Adams Bend and Raintree residents, occupants and guests must not ride bicycles, roller blade, play football or participate in any other sports related activities on sidewalks or in breezeways or parking lots.

Playground. Guidelines applicable to residents, occupants and guests for its use follow:

- The playground is closed from 10:00 p.m. to 8:30 a.m.
- The playground is for use by residents, occupants and guests. Guests must be accompanied at all times by the resident that lives on property.
- Residents are responsible for occupant's and guest's behavior.
- Children should not be left unsupervised.
- Persons using the playground equipment do so at their own risk. Owner assumes no responsibility for accident or injury or lost, damaged or stolen property.
- Radios, stereos or other musical instruments may not be used.
- Activities which disturb other residents are not allowed on or near the playground.
- Food may not be consumed at any time within landscape borders surrounding the playground equipment. Glass containers are not allowed.
- Any person, who is, in the sole judgment of owner's representative, under the influence of alcoholic beverages, drugs or is ill, may be excluded at any time.
- No smoking in the playground area at any time.
- Residents will be responsible for paying clean-up expenses, repair costs or damages caused by the resident, resident's occupants or guests.
- Residents should ask others to cease any violation of these rules and immediately notify management of any rule violation.
- Parents or guardians of a child are responsible for the child's rule compliance.

Prohibited Conduct. You and your occupants or guests may not engage in the following activities:

- Behaving in a loud or obnoxious manner (includes but not limited to profanity);
- No loitering or gathering in breezeways that may disturb other residents.
- Disturbing or threatening the rights, comfort, health, safety, or convenience of others (including our employees, agents, or law enforcement officials) in or near the apartment community;
- Harassment, including bullying and sexual harassment, of other residents or employees of the Consortium;
- Manufacturing, delivering, possessing with intent to deliver, or otherwise possessing a controlled substance or drug paraphernalia;
- Engaging in or threatening violence; possessing a weapon prohibited by state law;
- Discharging a firearm in the apartment community;

- Displaying or possessing a gun, knife or other weapon in the common area in a way that threatens others;
- Storing anything in water heater closets;
- Tampering with utilities or telecommunications;
- Bringing hazardous materials into the apartment community;
- Using candles, incense, kerosene lamps or any item that has an open flame or has potential to create a fire from a heated source;
- Injuring our reputation by making bad faith allegations against us to others;
- Littering on the property;
- Driving/pulling motorized vehicles or trailers on grass;
- Allowing individuals not listed on the lease to use the apartment complex address for mailing purposes;
- Drinking alcoholic beverages anywhere on property except in the privacy of the resident's unit;
- Engaging in illegal criminal activity.

Quiet Time and Curfew. A 10:00 p.m. to 6:00 a.m. "quiet time" is to be observed by you, members of your household and guests. No loitering or gathering is allowed on porches, hallways, parking lots or outdoors in any other place on the complex after this time. In consideration of other residents, noise from radios, televisions, etc. must be kept to a minimum at all times.

Effective October 11, 1994, a curfew for minors similar to the City of Temple Curfew was implemented. The basic provision states children under 17 years of age must be inside their homes during the following times:

Sunday through Thursday	11:00 p.m. to 6:00 a.m.
Friday through Saturday	12:00 a.m. to 6:00 a.m.

Violations:

- A minor commits a violation if he remains in any area on the premises except inside an apartment where the minor resides or is an authorized guest.
- Parent or guardian of a minor commits a violation if he knowingly permits, or by insufficient control, allows the minor to remain outside the apartment on the premises during curfew hours.
- A person who violates a provision of this curfew is guilty of a lease violation for each day a violation is committed, continued or permitted.

Acceptable policy exceptions are if the minor was:

- Accompanied by the minor's parent or guardian;
- In a motor vehicle involved in interstate or intrastate travel;
- Going to or returning home from an employment activity;
- Involved in an emergency;
- Going to or returning home from an official school, religious or other recreational activity supervised by adults and sponsored by civic organizations or other similar entity that takes responsibility for the minor.

Enforcement. Before taking any enforcement action under this section, a police officer or owner's representative shall ask the apparent offender's age and reason for being on the grounds. An apparent offender shall be asked for identity, directed to leave the area where the offense is committed and be reported to management.

Penalties.

- Depending on the circumstances relating to the offense, and taking into consideration whether or not the offense is repeated, the family of the offender may be evicted.
- Minors in violation who are not occupants, commit an offense under the City Curfew Ordinance, and may be barred from the premises under the State Trespass Law.

Satellite Dish. Satellite dishes or antennas are **not** allowed anywhere on property.

Smoking. All CTHC apartments are smoke free. All household members and/or guests are not allowed to smoke or vape inside the apartments. Interior common areas are smoke free. Residents are responsible for ensuring that all household members and guests comply with this rule.

Smoking or vaping is allowed outside the apartments in the following areas: patios, balconies, breezeways (but not directly outside another household's entrance door or apartment window) and outside the 20' area already posted for common area entrances. Cigarette butts must be properly extinguished and disposed of in a fire resistant receptacle and NOT thrown on the ground.

Definition of Smoking: "Smoking" means inhaling, exhaling, burning, or carrying any lighted cigarette, cigar, pipe, waterpipe (hookah), or any other lighted smoking device used for burning tobacco or any other plant. Definition of Vaping: "Vaping" is the use of electronic cigarettes or other devices to inhale and exhale nicotine or other drugs as vapor rather than smoke.

Management does not guarantee the resident's health or the smoke-free condition of the resident's unit and the common areas. However, management shall take reasonable steps to enforce the smoke free lease/handbook rules. Management does not warrant, promise, or in any way render buildings and premises designated as smoke-free any safer, more habitable, or improved in terms of air quality standards than any other rental premises or to be free from secondhand smoke.

Any violation of the smoke-free policy by any resident, household member, or their guest, will be considered a lease violation. Evidence of a lease violation includes, but is not limited to, resident complaints, witness observation, and odor and/or evidence of smoking paraphernalia observed during unit visits and inspections. Three (3) lease violations will result in eviction.

Solicitors. Management does not allow solicitation on the complex. If you see any solicitors on the complex or a solicitor comes to your door, please advise management as soon as possible. Management will contact the company whose employees have violated the policy to ensure future solicitation will not occur.

For your personal safety and protection, do not allow a solicitor to enter your apartment for any reason. Not every stranger who enters the property is a criminal, but criminals do take advantage of residents in apartment communities by pretending to be legitimately involved in sales, repair or service businesses.

Swimming Pool Rules. These rules are formulated to meet state legal requirements. An additional general listing of rules is also posted pool side.

- **WARNING – NO LIFEGUARD WILL BE ON DUTY. CHILDREN SHOULD NOT USE THE POOL WITHOUT ADULT SUPERVISION. DIAL 911 FOR EMS OR POLICE EMERGENCY. A PHONE IS PROVIDED.**
- **WARNING -- DO NOT PROP GATES OPEN OR OTHERWISE RENDER INOPERABLE, EVEN TEMPORARILY.**
- **Persons using pool facilities do so at their own risk. Owner assumes no responsibility for accident or injury.**
- The pool may be used only between 10 a.m. and 10 p.m. The pool may be closed for cleaning or maintenance as required.
- The pool may be used only by residents and two authorized guests who are accompanied by resident.
- No food may be consumed in the pool area at any time. Glass drink containers are not allowed.
- No smoking in the pool area at any time.
- No alcoholic beverages are allowed in the pool or pool area at anytime.
- Any person, who is, in the sole judgment of owner's representative, under the influence of drugs, alcoholic beverages or is ill, may be excluded from the pool area.
- Running, horseplay, fighting, dangerous conduct or noise which disturbs other residents is not allowed. Diving or flips of any kind is not permitted.

- Radios, stereos, or other musical instruments may not be used in or around the pool area.
- Toys, inner tubes, or any other objects will not be allowed. Flotation devices required for children are allowed.
- Residents and guests must cover pool furniture with towels when using suntan oil or other lotions. Please use all oil based personal care products sparingly before entering the pool because they damage the filtering system.
- Owner is not responsible for articles which are lost, damaged or stolen.
- Safety equipment provided by the owner is to be used only in case of an emergency.
- No urinating or defecating in the pool or pool area. Diapers are not permitted.
- Profanity, loud or obnoxious behavior is prohibited.
- Residents shall be responsible for paying clean-up expenses, repair costs or damages caused by resident, occupants or guests.
- Residents should ask others to cease any violation of these rules and notify the pool monitor or management of any rule violations.
- The Pool Monitor has the authority to ask any person to leave the pool area or to close the pool.
- Parents or guardians of a minor are responsible for their rule compliance.
- Proper swimwear is required. Cutoffs and street shoes are not allowed in the pool.
- Persons who participate in lewd behavior in the pool area will be restricted from pool use.
- VIOLATING THESE RULES WILL RESULT IN LOSS OF POOL PRIVILEGES.

Televisions. Televisions are **not** allowed to be mounted to the walls.

Transfers. Transfers from one apartment to another or from one building to another will be reviewed in accordance with the transfer policy. If a transfer is approved, the resident's account will be charged a transfer fee in accordance with our current Schedule of Charges. Requests to move between properties will not be considered transfers.

If a resident without disabilities is residing in a handicapped-accessible unit, and an applicant or current resident with disabilities needs the handicapped-accessible unit, the resident may be asked to move to another unit at the Consortium's expense.

Utilities. You must not allow utilities to be disconnected – including disconnection for not paying your bills – until the Lease Contract term or renewal period ends. Residents are **NOT** allowed to use the "Pay as You Go" utility service because this service does not meet the requirement for maintaining utilities in accordance with your lease agreement. Utilities may be used only for normal household purposes and must not be wasted. Watering lawns or washing vehicles on the complex will not be permitted.

Some utility company phone numbers are listed below for your convenience. Other companies are available.

- Cable/Internet – Spectrum (1-855-243-8892)
- Electricity – TXU Energy (1-800-242-9113) or www.powertochoose.org
- Telephone – AT&T (1-800-288-2020)
- Water/Sewage/Trash Services – included in rent

Visitors. For anyone who will be visiting more than 3 days, the resident must submit a request in writing for approval of the extended visit. Along with the written request, the guest must provide a valid picture ID and sign an authorization to release information form. Resident must receive a written response from management before a visitor is allowed to stay.

Window Appearance. Mini blinds that have been installed in the apartment should be the only window coverings visible to the outside. Aluminum foil, bamboo shades, decorative film, or other materials may not be placed over the windows. Window coverings such as drapes or curtains may be installed on the inside of the unit.

GENERAL INFORMATION

Air Conditioning/Heating System

- Maintenance staff will change your filter quarterly at no charge. **IMPORTANT NOTIFICATION: DO NOT OPERATE THE SYSTEM WITHOUT A FILTER. THIS WILL DAMAGE THE SYSTEM AND CAUSE EXPENSIVE REPAIRS.**
- Arrange furniture and drapes so supply and return air registers are not blocked.
- Keep exterior doors, windows and blinds closed to help reduce cooling and heating costs.
- Avoid excessive use of kitchen exhaust fans.
- Do not allow individuals to use the outdoor unit for seating or a play stand. This can be dangerous and necessitate expensive repairs.
- Do not store or place items on the outdoor unit at any time.

Thermostat Operation: Air conditioning/heating units are installed with a thermostat which includes a manual cooling/heat system switch and a manual/auto fan selector. Select the room temperature you desire by use of the thermostat temperature selector. Do not constantly adjust the thermostat. Set it and leave it. If the temperature selection procedure is new to you, ask management to familiarize you with thermostat operation.

For cooling, position the system switch to “cool” and the fan switch to “auto”. If constant fan operation is desired, place the fan switch in the “on” position. If your unit is not providing sufficient cooling, determine if:

- Air filter is properly installed.
- Return air system is blocked.
- Supply registers are closed.
- If none of the above apply, submit a request for service.

When heating is desired, position the system switch to “heat” and place the fan switch in the “auto” position. If the unit is not providing adequate heating, follow the above problem solving instructions.

Bed bugs. Bed bugs are wingless, flat, broadly oval-shaped insect, that feed on the blood of humans and warm-blooded animals. Bed bugs leave some people with itchy welts, similar to those left by fleas or mosquitoes, so bed bugs are hard to diagnose by bite alone. However, bed bugs do not transmit any diseases. These pests have become a huge nuisance in the last few years, and there are a few things to remember:

- Don't bring used furniture or other items from unknown sources into your dwelling. Many bed bug infestations are a direct result of bringing home second-hand or abandoned furniture.
- Inspect rental furniture, including mattresses and couches, for the presence of bed bugs before moving them into your dwelling.
- Address bed bug sightings immediately. If you suspect you have bed bugs, report it to your Complex Manager and a work order will be done immediately to send Maintenance to investigate and confirm whether or not you have bed bugs. If bed bugs are confirmed, we will contact you to set up treatment.
- Don't try to treat bed bug infestations yourself. Most over-the-counter remedies do not work on these pests, and the Consortium will bring in a professional to eradicate the infestation. Make sure you comply with all instructions from your Complex Manager and Maintenance personnel to ensure the eradication process goes smoothly.
- Repeated infestations can result in termination of your lease.

Blinds. Clean blinds with a damp cloth and mild detergent. Residents are required to maintain blinds in good and working condition during tenancy. Damaged blinds will be replaced and costs will be the resident responsibility. If residents replace a damaged blind, the exact type, color and size must be installed.

Carpet Care. Preventative maintenance is the best care for carpet. By following the maintenance guidelines summarized below, you will be able to keep your carpet in excellent condition:

- **Cleaning** – Installed carpet exposed to routine use should be cleaned at least annually. Carpet that is subjected to extreme soiling or heavy use, particularly high traffic areas, requires greater cleaning frequency.
- **Controlling Soil** – Most abrasive soil accumulates within the first few feet of the door. Once inside, this soil takes its toll on carpet fibers and on the general appearance of the apartment, therefore, every effort should be made to keep soil accumulation outside. Place a washable wipe-off entry mat inside all exterior doors and clean them often. Mats located outside exterior doors that collect or absorb solids and moisture are

recommended. The mats should be placed next to carpeted areas, but not on top of the carpet. Also, encourage children to eat and drink in the dining area only and remove any spills promptly and entirely.

- **Spot Removal** – Most spots can be removed easily if the excess is lifted or blotted and the area is cleaned immediately with plain water or with diluted detergent that does not leave residue. If ignored, these spots may bond with fiber dye and form permanent stains. Never use bleach to try to remove a stain or clean the carpet.
- **Vacuuming** – Routine vacuuming is the single most important task a resident can do to extend the life and appearance of carpet.

Clubroom Availability (Raintree Only)

The clubroom is available for resident use. For applicable fee information, please contact management.

Countertops. To protect the finish, use hot pads and do not place heated items directly on the counter. Always use a cutting board when chopping food. Do not use abrasive cleaning material or products on the countertop.

Dishwasher Operation.

- Use only for its intended purpose.
- Do not store or use combustible materials, gasoline or other flammable vapors and liquids near it.
- Remove excess food from dishes before washing and use only detergent specifically made for dishwashers.
- Do not wash plastic items unless marked “dishwasher safe”.
- Load plastic items so they will not drop to the bottom of the dishwasher and come into contact with the heating element.
- Load sharp items so they will not damage the door seal.

Care and cleaning: Clean the control panel with a lightly dampened cloth and dry thoroughly. Be advised that scouring pads or harsh or gritty cleaners can scratch the finish. The inside usually takes care of itself. If it should ever need cleaning, use a mild cleansing powder.

Disposal. Never put grease, bones, melon rinds or stringy food in the disposal. Also, grinding fibrous material like corn husks or carrot tops can cause a drain blockage. If it becomes stuck, push the reset button. If disposal does not come on, submit a request for service to the office.

- **Operating Procedure –**
 - Grind food waste using a strong flow of cold water.
 - Keep motor and water running until grinding is completed and only a motor and water sound is heard.
- **Important Safety Instructions For Disposal –**
 - Do not put fingers or hands into the disposal.
 - Closely supervise when the appliance is used by children.
 - Turn the power switch to the off position before attempting to clear a jam.
 - When attempting to remove objects from the disposal use long-handled tongs or pliers.
 - Use care when feeding food waste so other objects do not enter the grinding chamber.
 - When not operating the disposal, leave the drain cover in place to reduce the risk of objects falling into the disposal.
- **Care and Cleaning –**
 - Objectionable odors coming from your disposal are usually a signal of build-up of bits of grease and food left inside the disposal. To relieve this problem, regular use of a garbage disposal foaming cleanser, degreaser and deodorizer is recommended. As an alternative method to purchasing a disposal cleaning product, you can also grind citrus rinds as a natural deodorizer or fill sink half way with lukewarm water and baking soda solution. Turn on the disposal and let the solution drain. This will thoroughly flood the inside of the disposal and wash away particles loosened in the cleaning operation. The baking soda will freshen the inside of the disposal.

Disturbances.

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

- First, speak to your neighbors yourself. They may not be aware that they are disturbing you.
- Second, if the problem persists, contact management during normal business hours or the police after normal business hours. These calls to the police are considered low priority, but they will respond.

If a serious problem occurs during normal working hours, contact the manager at the office to assist you.

If a serious problem occurs after hours, on weekends or holidays, obtain police assistance and then inform management.

Energy Conservation Guide. Residents are encouraged to read and follow these recommendations to reduce resident and the property utility costs.

- **Heating & Cooling System:**
 - Set the thermostat no lower than 78° during the summer operation
 - Set the thermostat no higher than 72° during the winter operation.
 - Operate ceiling fans (if applicable) or box fans while using cooling system and increase thermostat setting 2 to 4 degrees; operate in reverse during winter months to keep heat at floor level.
 - Increase cooling setting 5 degrees higher than normal and lower heat setting to 65 when apartment is unoccupied for extended periods to time.
 - Shut off cooling system and use fans with windows open during moderate months.
 - Mechanical closets are not for storage.
- **Kitchen:**
 - Only open refrigerator/freezer when necessary.
 - Do not overload the refrigerator/freezer.
 - Do not block the air vents in the appliance.
 - Use the mid-point setting for both the refrigerator and freezer.
 - Turn the stove off as soon as cooking is finished.
 - Do not use oven as a heating source.
- **Laundry:**
 - Wash full loads only.
 - Do not overload the washer or dryer.
 - Pre-soak heavily soiled items prior to washing.
 - Use cold water as much as possible.
 - Use short wash cycles to conserve energy.
 - Separate dryer loads into heavy and light items.
 - Dry back-to-back loads; dryer will already be hot and will not need additional energy to bring back up to temperature.
 - Keep filters clean of lint.
- **Lighting:**
 - Use Light emitting diode (LED) bulbs instead of incandescent.
 - Use lowest wattage bulb when possible.
 - Turn off lights when room not occupied.
- **Water Conservation:**
 - Do not leave water running.
 - Look for leaks and report as soon as possible.
 - Turn water off when brushing teeth/shaving.
 - Fill sink when washing dishes instead of running water continuously.
 - Take showers instead of baths-uses less water.

Exterior Lighting. Please report any vandalized or nonworking exterior lights to management so they can be repaired.

Faucet Care. Although the finish is extremely durable, it can be damaged by harsh abrasives. To clean, wipe gently with a damp cloth and blot dry with a soft towel. **Warning: Dow Bathroom Cleaner with Scrubbing Bubbles and Lysol Foaming Basin Tub and Tile Cleaner must not be used on clear knob handles and levers.** Use of these cleaners can result in cracked or severely damaged handles. If over spray gets onto the handles, immediately wipe them dry with a soft cotton cloth.

Floor Tile Care. To help prevent damage to the floor tile:

- Furniture should be carried and not slid across tile;
- Mop weekly with a mild floor cleaner;
- Use a no-wax floor product to restore shine
- Do not use steel wool, scouring pads or abrasive cleaners or petroleum solvents to remove dirt or stains;
- Immediately clean-up spills with a damp sponge or mop. This will prevent dirt from being ground into the tile and stains from developing.

Garbage. All trash must be properly bagged and tied upon disposal. Do not empty trash cans with unbagged waste directly into the dumpster. Garbage should be disposed of regularly in the trash dumpster. Leaving trash outside the apartment for any length of time is prohibited. Larger items and/or furniture may not be put in dumpsters. These items must be placed neatly behind the dumpsters. When these items are left you must notify management, so pick up can be arranged. All boxes must be broken down before being placed in dumpsters.

Hanging Pictures. Please use nail type hangers for hanging pictures. Do not attempt to fill in nail holes yourself at move out. Sticker types leave adhesive on walls and are difficult to remove and frequently damage walls when removed; therefore, are not permitted.

Light Bulbs. Working bulbs are in your unit at move-in. Replacement is your responsibility. Maintenance can do this for a fee. If bulbs burn out frequently, submit a service request for maintenance to check the fixture. Use Light emitting diode (LED). If your unit has fluorescent tubes recycle bulbs if possible. You can contact the local waste management agency, visit earth911.org or call 800-CLEAN-UP for a list of disposal options. If there is no place to recycle the fluorescent tube, seal it in a plastic bag and put it in the trash.

Pest Control. Pest control is a joint responsibility. Do your part by keeping your apartment clean and promptly removing trash. Do not put food or scraps on the porch or in the yard (bread, leftovers, grease or pet food) since this attracts stray animals, rodents and insects. You must report any signs of pest control to management immediately. Your apartment will be treated periodically and entry is required. A schedule is provided. Failure to cooperate is a serious violation of the lease and could result in termination of the lease and/or cost of treatment passed along to resident.

Plumbing Issues. We recommend you keep a plunger available in your apartment. To help prevent toilet overflow, use the plunger if you notice slow drainage. NOTE: A clogged toilet WILL NOT overflow if you flush it only once. If the toilet appears to be clogged and the water is higher than normal, use the plunger. DO NOT flush it again.

Any material other than domestic sewer waste is **prohibited** from entering the wastewater stream. Items that should **NOT** go down the drain include:

- Towels, gloves, wash cloths, moistened wipes, flushable wipes, adult diapers, or similar items.
- Fats, oils, and greases
- Toilet deodorizers that contain wires.

These items get stuck and cause backup that leads to overflow.

Residents **will be** charged to unclog sinks/drains/toilets for the above items (but not limited to) if maintenance has to remove prohibited items.

Resident Emergency Guide. A Resident Emergency Guide has been provided on our website to help you prepare, in advance, for emergency situations. Please review it carefully and implement as many of the preparatory actions as possible.

Resident Services. Resident services designed to help residents experience a better quality of life are made available. You can obtain more information from our Resident Services personnel regarding education, employment, recreation, and other programs. Call the Central Texas Housing Consortium (CTHC) office at 773-2009, ext. 221 or visit our website at www.cthc.org for more information.

Security. Residents and guests must cooperate with security personnel, law enforcement officers and CTHC staff. ID's must be provided if requested by any of these parties. Cameras may be used to monitor activity on property.

Smoke Detectors. Smoke detectors are furnished with working batteries when you first occupy a unit. After that, you must replace batteries as needed for proper operation and to avoid a lease violation for an inoperable smoke detector. We recommend that you change the batteries at least annually. Maintenance staff will change the battery for you, but you will be charged in accordance with the current Schedule of Charges, which can be found on our website.

If you disable or damage the smoke detector, or fail to replace a dead battery, you can be liable to us and others for any loss, damage, or fines from fire, smoke, or water. Removing, or purposely disabling, the smoke detector will result in a lease violation and a \$75 fine.

Suspicious Activity. All residents have a responsibility to report any suspicious behavior or criminal activity immediately to the police at 298-5500. Never attempt to apprehend a person committing a crime or to investigate suspicious activity. Leave confrontations to the police. They are trained to handle unusual situations. Residents should report the incident to the property manager ASAP during business hours for follow-up action if necessary.

Temple Public Transit Service - The HOP. Hill Country Community Action Association, Inc. provides a public transit system which includes a Fixed Route Service (FRS) along with a Special Transit Service (STS) for people with physical or mental disabilities who cannot use the FRS. For more information or to find out how to register for this service, call 933-3700.

Tub Surround Care.

The bathtub wall surround is made of fiberglass reinforced polyester with a tough polyurethane coating or ceramic tile. The finish is stain and abrasion resistant, however, it requires reasonable care. To clean, wash the entire surface regularly with warm water, using a soft cloth and mild detergent.

To protect the fiberglass finish, polish with any fiberglass wax or automotive paste wax. Scouring pads made of nylon, saran or polyethylene may be used but **never** use abrasive scouring powders, dry cleaning agents, or pads since they will damage the finish. Hot objects which come into contact with the surface will cause damage and discoloration.

Work Orders. If you need to request routine maintenance services for your apartment, there are several ways this can be done. All maintenance staff have CTHC issued identification badges and wear uniforms with the CTHC logo so residents can easily determine their employee status. You can request to see these before allowing entry. All work orders must go through the office except for after hours emergencies.

- Call the office during regular business hours. Phone numbers are listed on the front of this booklet.
- Submit your request via e-mail. Addresses are listed on the front of this booklet.
- Submit your request in writing through the dropbox.
- Submit your request through the RentCafe portal.

If you have an emergency maintenance need after business hours, call 770-8280. Emergencies are defined as situations that pose an immediate threat to life, health, safety or property.

CTHC utilizes a computerized system for work order management. This enables maintenance staff to receive new uploaded work orders electronically in the field. If other work is requested by the resident or noticed by maintenance while maintenance is still in the unit, it will be completed when requested/noticed and added to the initial work order only if the newly requested work does not require an extended time to complete, special tools maintained at another site or parts that are not maintained on the truck of the maintenance staff. Except for the limited exceptions previously stated, residents must continue to call the office to submit work orders by the methods listed above.

Apt. # _____

COMMUNITY POLICIES ADDENDUM

I acknowledge receipt of a copy of the Resident Handbook, which contains Community Policies and General Information that become a part of the Lease contract. The policies set forth in this handbook are additions to the rules and policies outlined in your Apartment Lease contract and are binding on all residents, occupants and guests. Reasonable change to these rules may be made as provided in your Lease contract.

Resident Signature

Date

Resident Signature

Date

Resident Signature

Date

Resident Signature

Date