



Handbook And Community Living Guide (House Rules)

Your Handbook And Community Living Guide (House Rules) provides useful information for apartment living. This addendum to your lease agreement is designed and enforced by management to promote our residents' full entitlement to the quiet use and enjoyment of their apartment home.

By initialing *Article 26* of your lease agreement, you acknowledge that you, your family, and your guests will comply with the policies and regulations of our community: *Resident acknowledges receipt of a copy of Lessor's HOUSE RULES and agrees to abide by them in all respects. Lessor may amend these rules from time to time and if so, shall furnish copies of such amendments to Resident.*

Regulations are subject to change in order to remain responsive to the needs of the community. NEWSLETTERS AND/OR BULLETINS WILL APPRISE YOU OF CHANGES TO THE REGULATIONS. PLEASE READ THESE PUBLICATIONS AND KEEP FOR REFERENCE.

Revised April 30, 2021

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CONTACT INFORMATION

WILLOW CREEK LEASING OFFICE: 260-747-7000

Please dial this number during business hours for routine questions and maintenance requests.

AFTER HOURS MAINTENANCE EMERGENCIES: 260-747-7000

For emergencies, such as no heat in winter, a serious plumbing leak, an inoperable toilet when you only have one bathroom, no electricity, or lockout service, call 260-747-7000. You will be prompted to press "1" to be forwarded to the emergency mailbox. Please leave a detailed message including your name, address, a phone number where you can be reached, and a description of your problem. A maintenance technician will return your call.

NON-EMERGENCY VOICE MAIL: 260-747-7000

For all non-emergencies, please leave a general message after the *delayed* tone and the message will be retrieved by the leasing office on the following business day. For a non-emergency maintenance request, please leave your name, address, phone number, and whether or not we have permission to enter your apartment in your absence. If you want to be present in the apartment, let us know when you will be home during regular maintenance hours (Mon-Fri, 8:00 a.m. to 4:30 p.m.).

ALWAYS DIAL 911 FOR FIRE, AMBULANCE, OR POLICE SERVICE

NON-EMERGENCY POLICE DESK: 260-427-1222

OFFICE HOURS

MONDAY - FRIDAY 9:00 A.M. - 6:00 P.M.

SATURDAY - 9:00 A.M. - 4:00 P.M.

OUR RENT POLICY: (Article 6, Sentry Management Apartment Lease).

- Rent is due on the 1st.
- The grace period is 5 days.
- On the morning of the 6th...***whether it is a regular business day or not***...a late charge equal to 10% of the monthly rental amount will be charged to your account. This amount must be paid with your rent payment.
- On the 11th of each month, legal action is taken on all delinquent rents.
- Post-dated checks are not accepted.
- For your convenience, there is a rent drop box located on the front porch of the leasing office to the far right of the entry door.
- You may pay your rent online for free with an *E-Check* (ACH payment) or for a fee with your ***Master Card, Discover, Visa, or American Express*** through ZEGO (powered by PayLease) at bigredcaboose.com.
- **PERSONAL CHECKS ARE NOT ACCEPTED AFTER THE 5TH! If you submit a personal check after the 5th, it will be returned to you.**

Write your address on your check or money order!

❖ ***Please Remember...***

- For your protection and ours, WE DO NOT ACCEPT CASH!
- Residents who repeatedly pay their rent late will be at risk for lease termination (Article 6).
- Payment to the 3rd party water/trash billing service is considered rent and subject to the rent policy.

NON-SUFFICIENT FUND CHECKS

A \$30.00 FEE IS ASSESSED ON ALL RETURNED CHECKS IN ADDITION TO THE 10% ADMINISTRATIVE LATE CHARGE. All Non-Sufficient Fund checks must be replaced with a money order or certified check; OR, ***Master Card, VISA, Discover, or American Express*** may be used online through ZEGO with a fee; however, an ACH payment will not be accepted in replacement of an NSF check. If two Non-Sufficient Fund checks are received, personal checks will no longer be accepted.

We do not "put checks through" twice!



A Little History of Our Community...

In 1975, Willow Creek Crossing was known as *Willow Brook Apartments* and consisted of a Clubhouse and two townhouse buildings. A community of condominiums was the original inspiration of the owners; however, due to the poor economic climate of 1975, plans were changed. The condominiums became townhouses and the construction of affordable one- and two-bedroom apartments began.

Colonial Investment owned Willow Brook Apartments and in the fall of 1975, the railroad theme was launched, and the community's name changed to *Willow Creek Crossing Apartments*. In 1976, the community's railroad theme was topped off with the arrival of the twenty-one-ton red caboos. That February, the caboos traveled by rail from Defiance, Ohio to Baer Field, now known as Fort Wayne International Airport. From Baer Field it came to Willow Creek Crossing via flatbed truck. The caboos continues to be not only Willow Creek Crossing's logo, but an area landmark.

Willow Creek Crossing had found itself under new ownership in the winter of 1976, when Waterfield Mortgage bought out Colonial Investment. An outgrowth of Waterfield Mortgage, our management company, Sentry Management Services, started up in 1979, with Michael J. Todoran as President. Sentry Management became, and still is today, the Property Management Company for Willow Creek Crossing Apartments.

In July of 1982, the Mill Run Apartment Community was adopted into the Willow Creek Crossing family; consequently, by December, the community boasted 390 apartment homes. Building ensued in 1986, when construction began on 192 new one- and two-bedroom apartments. The completion of this project gave Willow Creek Crossing its current total of 582 apartment homes.

In the spring of 1998, over three acres of land was excavated next to the tennis courts to create Depot Park, so that residents would have a place to run and play, and to walk their dogs.

In 2013, Willow Creek Crossing began refinancing efforts in order to make major improvements to the property. Over a 2-year period, most apartments were remodeled with new siding, windows, and kitchens. Grounds, common areas, and amenities were updated, as well.

MOVING INTO WILLOW CREEK CROSSING

KEYS AND LOCKS

After you sign your lease, you will receive 2 door keys and a mailbox key. (If you have a storage closet, your entry door key should work your storage door, as well.) Your entry door is equipped with a deadbolt lock. Your entry doorknob will not have a locking mechanism in order to prevent you from locking yourself out of your apartment. Please be very careful in guarding your keys and only give copies to persons with whom you are well-acquainted and whom you trust. In order to provide both routine and emergency maintenance service, Willow Creek Crossing does retain a pass key to the Apartment. You may not change the lock without notifying management. (Lease reference, Articles 15 and 14c)

- Replacement House Keys: \$2.00
- Lock-Out fee: \$25.00 (Call 260-747-7000 for after hours lock out service. Note: Only residents with a valid photo ID will be let into the apartment)
- Lock Change fee: \$35.00

Always apprise Management immediately of any lock or latch malfunction or damage to doors or jambs.

YOUR MOVE-IN INSPECTION REPORT

Please take a few minutes to inspect your apartment **BEFORE** you move in. Your *Move-In Packet* includes a *Move-In Inspection Report* for you to complete. Please note dents, scratches, nicks, and stains...damages that may be present in the apartment that you have **not** caused. The report must be **returned within 3 days** of your move in date in order to be valid. You will receive a copy and this same report will be used as a reference when we inspect your apartment after you move out.

MOVING FURNITURE AND BOXES

So as not to disturb neighbors, the moving of furniture is permitted to and from the property between the hours of 8:00 A.M. and 9:00 P.M. Moving boxes need to be flattened prior to disposing in the refuse containers. Packing peanuts and other materials need to be securely enclosed in a proper container prior to disposal in the dumpsters in order that they not become loose and blow all over the property.

Please note: We require that furnishings are arranged so that windows and doors are not blocked in the event you must make an emergency exit. In addition, electronic cords and cables may not run across the floor or doorways, creating a trip hazard. (We will check this during our semi-annual inspections.)

TURNING ON THE LIGHTS

- Light switches often control the top plugs of some receptacles in the rooms. If you plug your lamps into these plugs, you may control the lamp at the switch. (You will not want to plug in clocks, TVs, radios, or other items into the top plug of a receptacle, as you risk shutting them down at the switch.)
- Willow Creek Crossing will supply the apartment's fixtures with electric light bulbs at the time the resident moves in. The resident is responsible for all replacements thereafter.

YOUR WILLOW CREEK CROSSING I.D. CARD

All lease holders must obtain a Willow Creek Crossing identification card from the office at the time they move in. This card is used for the use of recreational facilities and events at Willow Creek Crossing and must be presented if you are locked out of your apartment for verification of occupancy (minor Residents, age 14 and older will need an ID to use the pool. No one under the age of 14 will be given an ID). If the card is lost or stolen, there is a **\$5.00 Replacement Fee**. If it is not returned at the time you vacate the apartment, a **\$25.00** charge will be posted to your account.

YOUR CONTACT INFORMATION

It is necessary that we keep a current phone number on file for you. However, your address and telephone number are kept confidential by the staff, so please furnish this information to your friends and relatives, as we will not. In addition, we are not equipped to take and deliver messages for our residents. Please note: we will furnish your information to law enforcement officers with valid identification and documentation.

Please let us know if your contact information changes.

DAY-TO-DAY LIVING AT WILLOW CREEK CROSSING

TRASH DISPOSAL

Willow Creek Crossing provides refuse containers for regular household trash and has them emptied once per week. Trash needs to be taken *directly* to the refuse containers and placed *inside* the container by the resident.

- Trash containers or trash bags are not permitted on balconies, stair landings, or common areas for any period of time. Trash may not be left on the ground, outside the dumpsters.
- Please keep all dumpster lids closed.
- All large boxes **must be broken down** before throwing away.
- Refuse containers are not for commercial use. Large items like furniture or mattresses may not be put in the containers. Hazardous waste materials are not permitted in the containers. You will need to make special arrangements to have such items removed from the property. *If we find you have disposed such items in or around our containers, removal fees and dump fees will be charged to you.*
- If trash is left on landings, patios, balconies, or outside the dumpster and is removed by a Willow Creek Crossing employee, a removal charge will be applied to the resident's account.

SENDING AND RECEIVING U.S. MAIL

You will receive a mailbox key to an assigned box when you move in. The mailboxes are in USPS Cluster Box Units located at two sites on the property. One site is on Lakeridge Drive, by the Leasing Office, and one site is on Mill Run Road, by the pool. The cluster box units contain mailboxes, parcel boxes for packages that are too big for your mailbox, and outgoing mail slots. Please empty your mailbox each delivery day. If your box becomes over-stuffed, the mail carrier may remove your letters and take them back to the post office.

PACKAGE DELIVERY

Willow Creek Crossing staff will accept packages from *UPS, FEDERAL EXPRESS*, and the like, when you are not at home to accept the package yourself - as long as you can pick up your packages in a timely manner during office hours. Please understand the leasing office staff may refuse to accept packages that are addressed to a name we do not recognize, that are perishable, difficult to handle, or too large or valuable to keep in the office. We reserve the right to send back packages not retrieved in a timely manner. If you do not want your packages left at the Willow Creek Crossing office, you will need to give special instructions to the delivery company. *Willow Creek Crossing Management is not responsible for packages delivered to your door.*

ENTRY INFORMATION FOR CABLE OR TELEPHONE INSTALLATION AND OTHER DELIVERIES

Utility service companies who are performing installation service or repair for you in your apartment generally require that someone be present with them while they are in the apartment. Willow Creek Crossing staff members may not open your door or accompany service technicians or furniture delivery personnel while the work is performed. You will need to make arrangements with the vendor to be there or to have a trusted friend or relative be there for you. (See page 11 for TV service installation instructions)

FIRE PREVENTION AND SAFETY

- Fire extinguishers are located in each common area for your use in an emergency. If you use an extinguisher, please notify the office immediately so we may have it recharged.
- Smoke alarms are provided for each apartment. Advise the office immediately of any malfunction. Never disconnect the fixture or remove the battery without replacing it immediately.
- The storage or use of kerosene, gasoline, or other flammable or explosive agents in or around the apartment is prohibited.
- Space heaters may not be used in lieu of your apartment's heating source.
- Furnishings may not block egress at windows and doors.
- Cigarette butts need to be properly disposed of in a proper receptacle inside your apartment. Tossing cigarette butts onto the ground could cause a grass fire or a mulch fire. Ashtrays and other makeshift receptacles are not permitted in the common areas.
- Fire Evacuation Plans are printed at the end of the handbook, pages 18-22. Contact the office if you have any questions about your evacuation plan.

LEASE INFORMATION

LEASE OBLIGATION

A lease with Willow Creek Crossing is a binding legal contract. **Time** is of the essence regarding the lease in terms of: the length of the lease; when the rental payment is due; when late charges are assessed; and when you are required to give written notice, if you intend to terminate at the end of the lease term. When you sign the lease, you agree to hold the apartment for a specific amount of time. You cannot reduce this obligation by moving or by eviction. Willow Creek Crossing Management has the right to take legal action for damages and for rent arising from residents moving before their lease expires or when the proper 60-Day Written Notice has not been given.

IF YOU BREAK THE LEASE...

If a resident, who is contracted under a **first** 12-month lease at Willow Creek Crossing, breaks the lease: the resident owes rent until the end of the lease term or until the apartment is re-rented; the resident owes as damages, a pro-rated reconditioning fee, for the re-preparation of the apartment, based on the number of months left on the lease; the resident will forfeit the entire security deposit and the resident may not apply the security deposit against rental payments. (Reference Article 5 of the lease agreement)

ADDING OR REMOVING LEASE HOLDERS/OCCUPANTS

Adding a Resident: Residents may have a new person move into an apartment as long as Willow Creek Crossing's *Resident Selection and Occupancy Criteria* standards are met. Anyone over the age of 18 must complete the application process, be accepted, and then be added to the lease agreement. Persons under the age of 18 need to be added as occupants. The number of persons living in the apartment cannot exceed occupancy standards. **Allowing someone to stay in your apartment without proper paperwork is a violation of the lease agreement (Article 8).**

Removing a Resident: In order to be "signed off" the lease, a "Roommates Notice to Vacate" form must be completed by all parties and the remaining resident(s) must be financially qualified and willing to keep the apartment. If only the vacating lease holder is qualified, then that person will not be permitted to "sign off." If a lease holder vacates an apartment without being "signed off," the person is still legally bound to the contract and the lease terms.

CANCELLING A RENEWAL LEASE

If a resident has occupied an apartment for more than 12 months and is contracted under a **Renewal Lease**, the lease may be cancelled upon the following conditions: the resident must give a minimum **60-Day Notice**, in writing, and must vacate the apartment on or before the day given on the 60-Day notice; the resident owes a **Lease Cancellation Fee**, equal to one month's rent; Security Deposits are refundable, less damages; all charges on account must be paid in full upon vacating the apartment. Upon receipt of these payments, and assuming there is no default under the lease, resident will be released of any further obligation for rent beyond the last day given on the 60-Day Notice.

JOB TRANSFER CLAUSE

(Article 19) Provided Resident has occupied the Apartment for at least six (6) months, if his employer named on the application for occupancy requires him to be transferred to a new place of employment beyond a fifty mile radius of the Apartment community, then Resident may terminate this lease prior to its regular termination date by serving notice upon Lessor not less than forty-five (45) days prior to the date for surrender of the Apartment, together with a letter from Resident's employer stating the Resident is required, as a condition of his employment, to move. In such event, this lease shall terminate forty-five (45) days from the date such notice is received by Lessor. The deposit is refundable, less damages. A pro-rated reconditioning fee, for the re-preparation of the apartment, based on the number of months left on the lease, will be charged as damages, unless the resident is in a renewal lease.

TRANSFERRING WITHIN THE COMMUNITY

In order for residents to transfer to another apartment, the following conditions apply: 1) residents must be in good standing in their current apartment; 2) a new Security Deposit must be paid on the new apartment; 3) residents in their first lease, transferring before their lease expires, owe a pro-rated **Reconditioning Fee** based on the number of months left on their current lease, for the re-preparation of the apartment; 4) the current apartment must be inspected and assessed damages must be paid prior to transferring. Management may deny the transfer if damages are excessive. When transferring to a different apartment, the resident is starting fresh with a new lease; the new lease is not considered a renewal lease nor does the lease transfer. (Ask to see our Internal Transfer Addendum for details.)

PET LEASE

Willow Creek Crossing allows pets, with restrictions; however, your lease states that you must have written permission from the office before bringing a pet onto the property. If you are interested in obtaining a pet, contact the office first to ensure your pet will meet our criteria. You must pay a non-refundable pet fee, fill out a pet lease, and pay monthly pet rent. Pets are not permitted to run free and must be leashed by a resident when out of doors. Dogs may not be tethered at any time; dog stakes are not permitted. Residents are solely responsible for the actions of their pets. *Visitors/guests may not bring animals onto the property.* Contact the office for more information and a copy of the pet lease. Restricted breeds are listed on our website at www.bigredcaboose.com.)

PROTECTION OF THE APARTMENT AND YOUR PERSONAL PROPERTY

RENTER'S INSURANCE - *Renter's insurance is like Homeowners insurance for renters.*

Through caution and proper safety measures, many misfortunes can be avoided; however, we know that accidents and disasters can happen. As a renter, you are responsible for personal losses due to fire, flood, theft, accidents, etc., just as if you owned your own home. Willow Creek Crossing urges residents to purchase renter's insurance for liability protection and for the protection of their personal property. Renter's insurance may be purchased at a reasonable rate, especially in conjunction with another type of insurance, like auto or life insurance. Please contact your insurance agent for specific information regarding coverage and cost.

PREVENT KITCHEN FIRES

Most kitchen fires are attributable to grease fires that occur when someone leaves the stove or fryer unattended when they are distracted by something like a televised sports event. Please do not be tempted to watch TV and fry food at the same time...and if you should experience a grease fire, please do not do the first thing that comes to mind and try to toss the pan on the balcony or porch or to douse it with water. Such a response will only increase the chance of personal injury and damage to the property. The best thing to do is to put the lid on the pan and turn off the heat (use caution with glass lids, as they could break). Lots of baking powder or flour may work and do not forget there are fire extinguishers in the common hallways.

In case of fire, CALL 911, leave the building, and then call the office.

Fire Evacuation Plans are printed at the end of these manual, pages 18-22.

HOW TO CARE FOR PERSONAL PROPERTY DURING A WATER LEAK

If you experience a water leak in your apartment, you should make a reasonable effort to protect your personal belongings from damage, just as you would if you lived in your own home. If you experience wet floors, you should check adjoining rooms and closets, as water will leach through the pad and travel under walls. Shoes and clothing, as well as linens, decorations, or toys should be removed from a wet or moist area and transferred to a dry place. You should also wipe clean or launder affected items right away to avoid damage. You should never let your items remain in a wet area to sustain further damage and then expect that someone else will cover the cost.



- Remember: Your best bet is to carry renter's insurance, in the event you should sustain major damage to your personal belongings.
- Report water damage to the office immediately!

Important: Please refrain from storing items directly underneath or on top of the hot water heater.

PREVENTING FROZEN PIPES

If you have a kitchen sink that is along an outside wall...when the temperature drops below twenty degrees as a preventative measure, please open the cabinet doors below your sink and leave the faucet on a slow drip.

SETTING YOUR THERMOSTAT WHEN VACATIONING

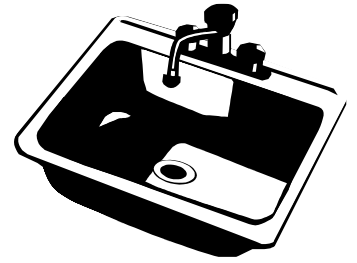
Do not turn your heat off if you are away during the winter months, as your pipes could freeze and burst and cause excessive water damage to your apartment and apartments adjacent to yours. While away, maintain your thermostat at **55 degrees**. If you plan to be away for an extended period of time, please be sure to leave all interior doors open, as well as kitchen cupboards and bathroom vanity doors. **You will be charged for any repair costs as a result of your negligence in improper heating of your apartment.**

"REASONABLE WEAR AND TEAR" VERSUS "DAMAGES"

The return of a security deposit with no additional charge for damages is contingent on the resident taking care of the apartment. Reasonable wear and tear is expected; however, charges will be assessed for damages to the leased premises caused by negligence, abuse or misuse, an accident, or from cigarette smoking. Examples would be: burns, drink, grease, or bleach stains, or pet damage to the carpet; large holes or stains on the walls; discoloration of fixtures due to bleach, dyes, or smoke; filthy conditions; or broken fixtures. Note: red or orange drink stains, nail polish, or bleach spots generally cannot be removed from carpet, resulting in permanent damage. Residents are charged a prorated cost for replacing the carpet, based on a seven-year life expectancy.

GARBAGE DISPOSAL USAGE AND OTHER WASTE DISPOSAL GUIDELINES

In multi-family housing, it is necessary to be extra careful with waste disposal, as you share plumbing with your neighbors. Please dispose of your waste according to the following guidelines.



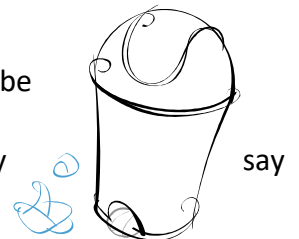
GARBAGE DISPOSAL USAGE:

Although the appliance is called a “garbage disposal,” you are limited to what garbage you can put into the disposal. It is best to only place small pieces of soft food into the disposal. Run water into the disposal as long as the motor is operating and leave the disposal run until the drain is clear. Run your disposal while flushing with water every couple of days, even if you have not disposed of food in it.

- Scrape the food from your dishes and pans into a garbage container before rinsing them into the sink with the disposal. The garbage disposal is not meant to handle large pieces of food or large amounts of food all at once.
- The following foods should not be put in the disposal:
 - Food preparation scraps like chicken fat, meat gristle, head lettuce cores, corn cobs, or melon rinds should be thrown in the waste basket. The garbage disposal is not equipped to grind food of this consistency.
 - Sticky foods like rice or noodles - they will swell and stick to the pipes, causing a backup.
 - Stringy or fibrous foods like celery, onion peels, and banana peels - they will not grind up and will jamb up the operation of the disposal. Citrus fruit peels should not go in the disposal either. You may have heard this is OK, but history has shown they are a problem in apartments.
 - Potato and carrot peels will also not grind, but they will pass through the disposal blades and become lodged in the disposal pipe and clog the drain.
 - Hard foods like popcorn kernels, bones, or nutshells damage the blades and ruin the disposal.
 - Non-food waste like potpourri, aquarium rocks, paper towels, and plastic storage bags are not to be placed into the disposal. If we find such waste in your disposal, you will be charged for labor and damages.
- **VERY IMPORTANT...**Grease should never be put in the garbage disposal or flushed down the drain or toilet. It builds up in the pipes underground and becomes a major problem for the city.
- **NEVER PUT YOUR HAND IN THE GARBAGE DISPOSAL!**

DISPOSAL OF PERSONAL HYGIENE PRODUCTS, DISPOSABLE DIAPERS, ETC.:

- *All types* of feminine hygiene products should be properly disposed of in the waste basket and should never be flushed down the toilet. These products swell and clog up the pipes.
- Other items that are not to be flushed down the toilet:
 - Disposable diapers, paper towels, facial tissues, and cotton swabs are to be tossed in the waste basket and not flushed down the toilet.
 - “Flushable” wipes should not be flushed, even though the packaging may say you can; they will become lodged in the pipes.
 - Kitty litter needs bagged and taken to the dumpster.
 - Cloth rags or wash cloths.
 - Garbage bags - believe it or not, we have snaked these from the drains!



Note: Clogging up the drainage system through misuse may result in a charge to you.

HEATING AND COOLING YOUR APARTMENT

Space heaters may not be used in lieu of your apartment's heating source.

OPERATING YOUR AIR SOURCE HEAT PUMP:

(Note: These instructions are not applicable to Lakeridge Drive residents with baseboard heat in addresses 7202 through 7544.)

Your heat pump is an all-in-one, year-round unit that heats and air conditions.

- Heat pumps are designed to remove heat from the outside air and deliver it inside your apartment via the coils inside the furnace; the heat pump works best when the outside temperature is 32 degrees or warmer.
- There are two different settings on your thermostat: *normal* and *emergency*. When your thermostat is set on normal, the heat coming out of the vents will be cooler than the emergency setting due to the heat pump (which is outside) being engaged. When temperatures fall below 32 degrees your heat pump cannot effectively pull heat from the air, causing your auxiliary heat to turn on; this uses both the outside heat pump and inside coil to heat and consequently uses more energy. *During times that outside temperatures fall below 32 degrees we suggest using only the emergency heat setting on your thermostat;* this will disengage the outside heat pump and heat your apartment with warmer air. You will also find that your furnace will run less often and therefore be more effective and cost efficient!
- Set the thermostat and maintain the temperature. Do not set-back at night or while gone during the day.
- Adjusting the thermostat more than two degrees at one time is not an effective way to operate your heat. Doing so will most likely cause the auxiliary heat to operate and the heat pump is not operating efficiently and your cost for energy will show a dramatic increase.
- Be sure to keep all registers open and unobstructed and keep doors to bedrooms open to keep the heat flowing through the apartment. Closing off registers in an attempt to zone the system could cause air flow problems and the system will not operate efficiently and stress on the system could occur.
- **Important: If your apartment has a closet with an air handler, please do not use the area underneath for storage of items (like grocery bags or loose paper) as they may be drawn up into the unit by the fan.**

USING YOUR BASEBOARD HEATERS AND WALL AIR CONDITIONING UNITS:

(Note: These instructions are only applicable to Lakeridge Drive residents in addresses 7202 through 7544.)

- Each room with a baseboard heater is equipped with a thermostat that may be individually controlled for your convenience.
- Vacuum your heaters periodically. Lint and dust reduce heating efficiency.
- Manufacturer's baseboard heater clearance requirements: 12" in front and on top; 6" on each side.
- Instructions for your wall air conditioning unit:
 - Vent Closed.
 - Place setting on high or medium cool. Once your apartment is cool, leave the setting on medium or high cool and turn down the thermostat on the unit until you hear the condensing unit turn off. Leave the thermostat at that setting.
 - If your unit should freeze up, turn off unit and call for maintenance service.
 - When the "filter" light comes on, your filter may be removed and cleaned with water; make sure it is completely dry before reinstalling. You should vacuum off the front at the vent periodically.

USE OF WASHERS AND DRYERS

- Put only the recommended amount of clothes into the washer; overloading will cause an imbalance.
- Use the type of detergent and softener recommended for your washer. Instructions are usually under the lid of the washer.
- Do not use bleach, chemicals, or dyes in coin operated washers.
- Keep the lint trap clean in the dryer; if your apartment is equipped with a dryer, do not push the dryer against the wall; the dryer hose may kink causing moisture to be trapped and clothes will not dry.

- Laundry may **not** be hung or placed on the exterior of any building or lawn.

USE OF PATIOS, BALCONIES, AND ENTRYWAYS

OUTDOOR FURNISHINGS AND SEASONAL DECORATIONS

We invite you to use and enjoy your patio or balcony by personalizing it with appropriate outdoor furnishings and seasonal decorations. You may not, however, use your patio, balcony, entry way, or stair landing for storage of any kind. Note the following:

- Patios, balconies, or entryways shall **not** be used for the storage of personal property on either a temporary or permanent basis. Patio furniture, potted plants, porch swings, and other items of furniture or accessories of similar nature **are** permitted. All such furnishings shall be in good repair, neat in appearance, and in safe operating condition.

Consequently, items like beverage coolers, beer cases, tires, pet cages, mops, and broken-down furniture, as well as furniture that is designed for *indoor* use, are not permitted on patios, balconies, or entryways.

Decorating:

- Decorations and outdoor furnishings may not be permanently attached to the building with nails or screws, nor should they be placed in common areas where they may be damaged by lawn or snow removal crews.
- Decorations or furniture may not be placed in such a way to restrict egress from the building or access to the fire extinguishers.
- Flammable items may not be placed under the stairwells at any time.
- Decorations need to be up-to-date and seasonal, and removed before they get into disarray. (For example: No squashy pumpkins allowed or Christmas decorations after January 6th!)



Christmas Tree Information

Indiana fire code does not allow fresh cut (real) Christmas trees in apartments. The Fort Wayne Fire Department enforces this Indiana code. Consequently, you will need to have an artificial tree or a tree that is potted in dirt.

Decorative Lights and Extension Cords

Please use only lights and extension cords that are in perfect condition and do not link together more cords than the instructions allow.

RE: BARBEQUE GRILLS

NO GAS GRILLS, CHARCOAL GRILLS, or FIRE PITS ARE PERMITTED ON THE PROPERTY...

The Fort Wayne Fire Department has implemented a strict interpretation of the fire code with regard to the use of BBQ grills at apartment complexes. The Fort Wayne Fire Department is not allowing gas or charcoal grills on balconies or patios.

- Charcoal Grills:
The Fire Department is interpreting the law to say that charcoal grills and other open burning devices, such as fire pits, may not be used or stored within 10 feet of a building. Consequently, the use of charcoal grills is prohibited.
- Gas Grills:
The law regarding gas grills is clear - they may not present at all - even the small camper type. Gas grills with the tank removed is still subject to fines; therefore, are not allowed. The fine for having such a grill may be as much as \$50.00 per day.

***If fines are issued to Management, they will be passed along to the resident.**

- Electric Grills:
Electric Veranda Grills are permitted on balconies and patios.



PERSONALIZING YOUR APARTMENT

ATTACHING FIXTURES AND DECORATING

The lease states: *Residents shall not remodel or make any structural changes to the leased premises nor attach or remove fixtures without prior permission.* The term "leased premises" means the Apartment, the buildings in which it is located, all other apartment buildings, and all roadways, parking lots and community facilities or common areas that are part of the Apartment community in which the Apartment is located. (Should residents make approved changes to the leased premises, then they must return the apartment to its original condition upon moving out, or they will be charged the entire expense for Willow Creek Crossing to perform the work.) Some items that residents typically attach without permission are: bird feeders, plant hangers, dog stakes, signs, bathtub appliques, etc. Unfortunately, damages may be associated with such attachments and residents may be charged for restoration or replacement when they vacate the apartment.

WINDOW COVERINGS

Willow Creek Crossing provides mini blinds. Residents need to keep the blinds clean and in good repair. If blinds appear damaged and become an eyesore, Willow Creek Crossing Management will change the blinds and charge the resident for the replacements. Residents may add their own draperies, toppers, or other appropriate window coverings, as long as the blinds are not removed or damaged. Lease article 14c. states: *...No sheets or blankets or any other substitutes are to be used in lieu of draperies...* Placing blankets or other insulating materials over the blinds to keep out light will likely warp or discolor the mini blinds.

WALL HANGINGS AND SHELVING

Residents may hang pictures and other decorative items on the wall with appropriate wall hanging hardware. Tape, double stick picture hanging materials, or other tacky materials are not permitted, as they damage the wall. If after moving out, excessive amounts of holes or large holes are left in the wall by nails, wall anchors, or other heavy-duty hardware, residents will be charged the full amount of the cost of the repair.

PAINTING AND WALLPAPER

Residents wishing to personalize their apartments with custom paint, wallpaper, or border, should come to the office for permission, in writing. Residents who opt for such decorating will need to restore the walls to their original state before vacating. It is suggested that residents cover their custom painted walls with a suitable primer so that the walls may be covered with only one coat of the regular apartment paint.

LIGHT FIXTURES

Residents wishing to have their own decorative light fixtures or ceiling fans installed, need to get permission, in writing, to have house fixtures replaced. Personal light fixtures must be UL approved and in good working order.

Note: Willow Creek Crossing Maintenance Technicians may not be available to install your personal fixtures, due to time constraints; consequently, residents may need to hire a licensed, insured technician to do the work. In addition, Willow Creek Crossing Maintenance Technicians will not be responsible for maintenance on resident's fixtures.

SUBSCRIPTION SERVICE MEDIA CONNECTIONS/SATELLITE DISHES/ANTENNAS

Apartments are prewired for television, internet, and telephone service. No other radio or TV antennas, wires, raceway, conduit, or satellite dishes may be installed on or about the property without Willow Creek Crossing's written approval (Reference Lease Clause 14C). Residents will be charged for damages caused by unauthorized installations. Cables and wires may not run across doorways or rooms, causing a trip hazard.

TELEVISION SUBSCRIPTION SERVICES: Contact the leasing office for approved wiring schematics and installation procedures. Improper installation may result in costly restoration fees to the resident.

SATELLITE DISHES: Satellite dishes are permitted providing they are installed by our specifications, which comply with FCC regulations. However, residents must provide written notice to the management office of intent to install a satellite dish, sign the Sentry Management Satellite Dish Antenna Addendum, and pay a security deposit of \$100.00 *prior to installation*. In addition, residents must provide proof of insurance, no later than the day of installation, as residents with satellite dishes are fully liable for personal or property damage associated with the dish. Contact the office for installation procedures and specifications. Improper installation may result in costly restoration fees to the resident. (Note: The FCC does not require Sentry Management Services to provide a clear, unobstructed path to the satellite. Not all satellite dishes may be capable of receiving an acceptable signal. Not all apartment locations are positioned for good satellite reception. Transferring to another apartment for better reception is not permitted unless your lease has expired.)

PARKING AND USE OF THE PARKING LOTS

1. No more than two vehicles per apartment are permitted. If you have two vehicles, out of respect for your neighbors, park only one close to your building entrance. Park a second vehicle in a lesser used area of the lot.
2. Parking stickers are provided and must be placed in the lower rear window. If the sticker will not be evident in the lower rear window, then place the sticker in a window where it can be easily seen. If you purchase a new automobile, please come to the office to pick up a new sticker. Any automobile without a resident sticker that is parked in the resident parking areas may be towed at the owner's expense.
3. No excessively damaged or inoperable vehicles may be kept on the property. Vehicles must be *street legal* and currently licensed. We reserve the right to tow non-compliant vehicles at the owner's expense after three days written notice.

If any of the following conditions apply to your vehicle, Willow Creek Crossing Management considers your vehicle inoperable and subject to tow:

- Engine not working.
- Flat tire.
- Expired plates.
- Any other apparent damage that would make the vehicle inoperable, such as a broken axle, etc.
- Vehicle has not moved for an extended period of time.

Note: If the above conditions apply to a vehicle without a parking sticker, no notice is required, and the vehicle may be towed immediately.



4. No commercial or recreational vehicles are permitted to be parked or stored within the confines of Willow Creek Crossing, i.e.: boats, canoes, campers, mobile homes, or trailers, etc.
 5. No motorized vehicles may be parked within 15 feet of any building.
 6. Guests may not use residents' parking spaces and need to park in extended areas of the lots.
 7. No parking is permitted in another resident's disabled person's space, in front of dumpsters, on the grass, or in the fire lanes, etc. Improperly parked vehicles will be towed at the owner's expense.
 8. Residents cannot repair or maintain their vehicles anywhere on the property unless they receive written permission from the office.
 9. Parking is not permitted on the lawn for any reason.
 10. When it snows enough to require that the lots be cleared, it is necessary to move your automobile to facilitate snow removal. Vehicles that remain unmoved and covered with snow for extended periods of time may be considered inoperable and subject to towing at the owner's expense.
- **Written notice of parking violations will be in the form of a ticket placed on a window of your vehicle or notice may be served in the form of a letter sent via US Mail or hung on the door handle of your entry door.**
 - **Your Lease, Article 16, states: *Resident shall use the parking area adjacent to the Apartment exclusively for the parking of operable personal AUTOMOBILES...* Note that the term "exclusively" is used because the parking lot is to be used *only* for parking your automobile. The parking lot is not to be used for any other reason. For the safety of residents and the protection of their vehicles, activities such as ball playing, bike riding skating, or gathering in groups in the parking lots is not permitted.**

MOTORCYCLES

Motorcycles are to be parked in the parking lot **only**. Any motorcycle parked in apartments, storage areas, on patios, or under steps is in **violation of the lease agreement and City Fire Laws**. Anyone seen parking a motorcycle anywhere except the parking lot, is subject to eviction. If damage occurs to the parking lot from the kickstand, the resident is responsible for all repairs.



Snow Removal Procedures

When two inches of snow has fallen, Willow Creek Crossing will begin snow removal, with the assistance of contractors. Contractors are instructed to be here, before morning traffic begins, to clear the main streets and centers of the lots. In addition, they are instructed to clean the main sidewalks on the circumference of the property. After morning traffic clears, the contractors will return to clear the parking lots. (Note: In order to more effectively clear the lots and free up parking spaces, it is imperative that residents move their cars.)

Once heavy snowfall concludes, Willow Creek Crossing Maintenance staff and contracted temporary laborers will clean the sidewalks in front of the buildings and those leading to the building entrances. We ask residents' understanding in that we have over 150 entry sidewalks to clear. We make every effort to clear the walks as quickly and efficiently as possible; however, it takes a considerable amount of time to get all the sidewalks clear and salted.

Please Walk and Drive Safely During the Winter Months

We ask residents to walk and drive safely around the property when the sidewalks and parking lots are covered with ice or snow. Although we work diligently to clear and salt the streets, sidewalks, and parking lots, we cannot ensure that every surface remains clear and dry at all times. Indiana's ever-changing and brutal weather conditions make that impossible. When we are experiencing constant freezing and thawing, salting is a never-ending task. Consequently, we place sidewalk salt in the common areas for residents to use at their convenience when maintenance cannot be present.

Please, always wear appropriate winter footwear to enhance your safety whenever you leave your apartment to walk out onto the common areas and to your car. Please be aware, due to liability, we cannot shovel or plow between parked vehicles.

Please be extra careful driving around the property in winter months. During periods of heavy snow, maneuver around piles of snow with caution and drive slowly to avoid hitting other vehicles or pedestrians. There may be children playing on or around the snow piles! As you park your car, kindly refrain from pulling over the curb, so we may better clear the sidewalks. Finally, approach Lower Huntington Road with caution. The intersections can get very slippery during periods of heavy traffic. (By the way, although we salt and clear the streets, Lakeridge Drive, Mill Run Road, and East Lawn Drive are Fort Wayne City streets. Please use accordingly.)

For your overall safety, listen to the radio or television for winter weather advisories and heed emergency travel restrictions. Please do not depend on Willow Creek Crossing's Maintenance staff to get you out and onto the roads in hazardous conditions.

We suggest you keep emergency supplies in your car, like a snow shovel, blanket, jumper cables, a flashing light with spare batteries, an extra pair of mittens, and a bag of kitty litter for traction.

BEING A GOOD NEIGHBOR AT WILLOW CREEK CROSSING

LIVING IN HARMONY

When you live in an Apartment Community, you need to be mindful and respectful of your neighbors. What may be acceptable in a single-family home may not be tolerated in multi-family living. It is a lease violation to unreasonably disturb your neighbors or to prevent other residents from using and enjoying their apartments and common areas.

Here are some examples of behaviors that unreasonably disturb others or interfere with their ability to use and enjoy the premises:

- Playing loud music or a heavy bass in your apartment or vehicle.
- Smoking in common areas.
- Tossing cigarette butts on the grounds, creating an eyesore or fire hazard.
- Loitering on the front steps, common stairways, or sidewalks.
- Keeping a dog that barks or jumps on people.
- Leaving pet droppings in the yard or sidewalk or pet hair on the stairs for others to walk through.
- Leaving garbage and debris out on your porch or patio to smell and attract critters.
- Taking up multiple parking spaces so your neighbors cannot get a decent spot.
- Being careless in the use of your balcony by dropping food scraps, cigarette butts, beverage bottles, dirty wash water, or other debris onto your neighbor's patio.

We regret that engaging in these types of behaviors will likely result in reports to the office and a rather unpleasant letter from management.

UNREASONABLE DISTURBANCES AND NOISE COMPLAINTS

If you find you are being unreasonably disturbed by a noisy neighbor, Willow Creek Crossing Management would like you to try and work out the problem with the other resident first. If the problem cannot be resolved management will intervene. As a resident, you have agreed, pursuant to your lease clauses, 20C and 24: not to make or permit to be made, any loud or disturbing noises; not to commit or permit any act which will unreasonably interfere with the rights, comforts, or convenience of the other residents; and to peacefully hold and enjoy the apartment.

Musical instruments shall not be played before 8:00 A.M. or after 11:00 P.M. Playing of musical instruments by live groups or bands is prohibited. Resident shall keep the volume of any audio equipment or musical instrument in the apartment sufficiently reduced at all times, so as not to disturb other residents in the building.

LOITERING IS NOT PERMITTED (Loitering: *To stand around idly; to stand around without any obvious purpose; to hang around*) Loitering is not permitted at Willow Creek Crossing in front of apartment buildings, in roadways, parking lots, community facilities, or common areas that are part of the Apartment community. *No Loitering* signs are posted throughout the community. Loitering, particularly in groups, causes worry and suspicion among residents, especially when groups stand around and block passageways along sidewalks and entryways to apartments and community facilities.

NON-SMOKING AREAS

Willow Creek Crossing is not a "NO SMOKING" community; however, we do not permit smoking in any of our indoor facilities or in common areas, including stairwells, landings, or at the front stoops. Furthermore, smoking is not permitted within 20 feet of public entrances or entrances to enclosed common entries. In addition, we expect that smokers effectively filter the air, so that smoke or odor does not penetrate neighboring apartments or expose neighbors to second-hand smoke. Unfortunately, if you smoke in your apartment without effectively filtering the smoke in some way, you will likely incur damages when you move out. No one wants to rent an apartment that smells like smoke - and the smell of smoke is extremely difficult to remove from carpet, walls, and air ducts. Finally, we expect that residents dispose of their smoking materials and cigarette butts in a proper receptacle; do not put out cigarette butts by pressing them into any property fixture like stairs, stair rails, or walls. Such conduct constitutes default of the lease agreement, pursuant to sections 9 and 20c of the lease agreement.

SWIMMING POOL RULES ADDENDUM

DO NOT SWIM ALONE!!

Willow Creek Crossing's pools are for the exclusive use and enjoyment of our residents; therefore, guest privileges are limited, and rules of conduct will be enforced. Residents, occupants, and guests shall respect and comply with Willow Creek Crossing Management, employees, or authorized agents who are enforcing the pool regulations. Video cameras which may be monitoring the premises, do not guarantee the safety or security of persons in the facility. Residents, occupants, and guests utilize the facility at their own risk.

The ONLY entrances to the pools are the outside gates. Combination locks are installed on the gates. The code to the locks must be attained, in person, at the leasing office during business hours. Do not give out the combination to others or open the gate for anyone without a Willow Creek Crossing identification card. If management discovers the code has been compromised, the combination will be changed. Anyone found letting unauthorized persons into the pool will have pool privileges revoked.

Entrances to the restrooms are only through the pool area, not through the clubhouse.

Willow Creek IDs are required to use the pool and must be available to show at any time.

A resident must accompany guests at all times. ONE guest per adult resident is permitted. The actions of guests are the responsibility of the resident. ***Please note that during periods of heavy pool attendance, guest privileges may be revoked, as pool capacity is limited by the Health Department. Pool capacity signs are posted at the pool.***

It is imperative that you follow the rules and regulations issued by the State and Local Health Departments. As required, these rules are posted at the pools.

- ◆ Follow the sanitation and safety rules posted at the pool.
- ◆ NO running, playing tag, or rough playing allowed. Any activity which may dominate use of the pool or restrict other residents from enjoying the pool is prohibited.
- ◆ Please wear only proper swimsuits. Street clothes are not allowed in the pool.
- ◆ No persons under the age of 14 will be allowed into the pool area without the accompaniment of a parent or a responsible adult. (The actions of the children are the responsibility of the parent).
- ◆ There is NO lifeguard on duty. SWIM AT YOUR OWN RISK.
- ◆ There is NO DIVING.
- ◆ There is NO food allowed in the pool or around the pool area.
- ◆ NO glassware is allowed in the pool area, unbreakable containers only.
- ◆ All diaper-aged children shall use plastic pants with tight fitting elastic at the legs and waist, or wear swim diapers. Do not change diapers poolside.
- ◆ An emergency telephone and safety equipment are provided for emergency use. Anyone caught misusing or vandalizing safety equipment will lose pool privileges.
- ◆ NO pets are allowed.
- ◆ Large inflatable rafts and floats are not permitted at the pool.
- ◆ DO NOT throw rocks, coins, or any foreign objects into the pool, as these objects may get into the filtration system. Anyone caught will have his or her pool privileges revoked.
- ◆ Willow Creek Crossing is NOT responsible for lost or stolen articles. All personal articles must be removed upon leaving the pool areas.
- ◆ Please show respect and courtesy to other residents using the pool. NO loud music or screaming will be tolerated. The use of profanity will revoke your pool privileges!
- ◆ Persons found in the pool areas after closing hours and/or those violating the above policies will be instructed to leave the pool area and reported to the office. Please report any problems to the office immediately.

Please retain these rules for future reference. Please call the office if you have any questions.

MOLD AND MILDEW ADDENDUM

Definition: Mold consists of naturally occurring microscopic organisms, which reproduce by spores. Mold breaks down and feeds on organic matter in the environment. The mold spores spread through the air, and the combination of excessive moisture and organic matter allows for mold growth. Not all, but certain types and amounts of mold can lead to adverse health effects, and/or visible residue growth ranging in color from orange to green, brown, and/or black; often there is a musty odor present. Reducing moisture and proper housekeeping significantly reduces the chance of mold growth.

CLIMATE CONTROL: Residents agree to use all heating systems and air-conditioning in a reasonable manner. Residents further agree to keep the premises properly ventilated by periodically opening windows during dry weather only, to allow circulation of fresh air.

RESIDENTS AGREE TO:

- Keep the premises clean and regularly dusted, vacuumed, and mopped
- Use hood vents when cooking, cleaning, and dishwashing
- Avoid excessive amounts of indoor plants
- Use exhaust fans when bathing/showering
- Wipe down bathroom walls and fixtures after bathing and showering
- Hang shower curtains within the bathtub when showering
- Leave bathroom and shower doors open after use
- Use household cleaners on any hard surfaces
- Remove any moldy or rotting food
- Remove garbage regularly
- Wipe down any and all visible moisture
- Wipe down windows and sills if moisture is present
- Periodically inspect for leaks under sinks
- Check all washer hoses, if applicable
- Regularly empty dehumidifier, if used
- Open blinds/curtains to allow light into premises
- Wipe down floors after any water spillage

RESIDENTS SHALL REPORT IN WRITING:

- Visible or suspected mold
- All A/C or heating problems or leaks, moisture accumulations, major spillage
- Plant watering overflows
- Musty odors, showers/bath/sink/toilet overflows
- Leaky faucets, plumbing, pet urine accidents
- Discoloration of walls, baseboards, doors, window frames, or ceilings
- Moldy clothing
- Refrigerator and A/C drip pan overflows
- Moisture dripping from or around any vents, A/C condenser lines
- Loose, missing, or failing grout or caulk around tubs, showers, sinks, faucets, or countertops
- Clothes dryer vents leaks
- Any and all excess moisture

SMALL AREAS OF MOLD: If mold has occurred in a small non-porous surface such as ceramic tile, Formica, vinyl flooring, metal, or plastic, and the mold is not due to an ongoing leak or moisture problem, Residents agree to clean the areas with soap (or detergent) and a small amount of water, let the surface dry, and then within 24 hours apply a non staining cleaner such as Lysol Disinfectant®, Pine-Sol Disinfectant® (original pine-scented), Tilex Mildew Remover®, or Clorox Cleanup®.

TERMINATION OF TENANCY: Owner or agent reserves the right to terminate the tenancy and Residents agree to vacate the dwelling unit which may pose a safety or health hazard to Residents or other persons, and/or Residents' actions or inactions are causing a condition which is conducive to mold growth.

INSPECTIONS: Residents agree that Owner or agent may conduct inspections of the unit at any time, with reasonable notice.

VIOLATION OF ADDENDUM: If Residents FAIL TO COMPLY WITH THIS ADDENDUM, Residents can be held responsible for property damage to the dwelling and any health problems that may result. Noncompliance includes, but is not limited to, Resident's failure to notify Owner or Agent of any mold, mildew, or moisture problems immediately IN WRITING. Violation shall be deemed a material violation under the terms of the Lease, and owner or agent shall be entitled to exercise all rights and remedies it possesses against Residents at law or in equity and Residents shall be liable to Owner for damages sustained to the Leased Premises. Residents shall hold Owner and agent harmless for damage or injury to person or property as a result of Residents failure to comply with the terms of this Addendum.

HOLD HARMLESS: If the premises are or were managed by an agent Owner, Residents shall hold agent harmless and shall look solely to the property Owner in the event of any litigation or claims concerning injury, damage, or harm suffered due to mold.

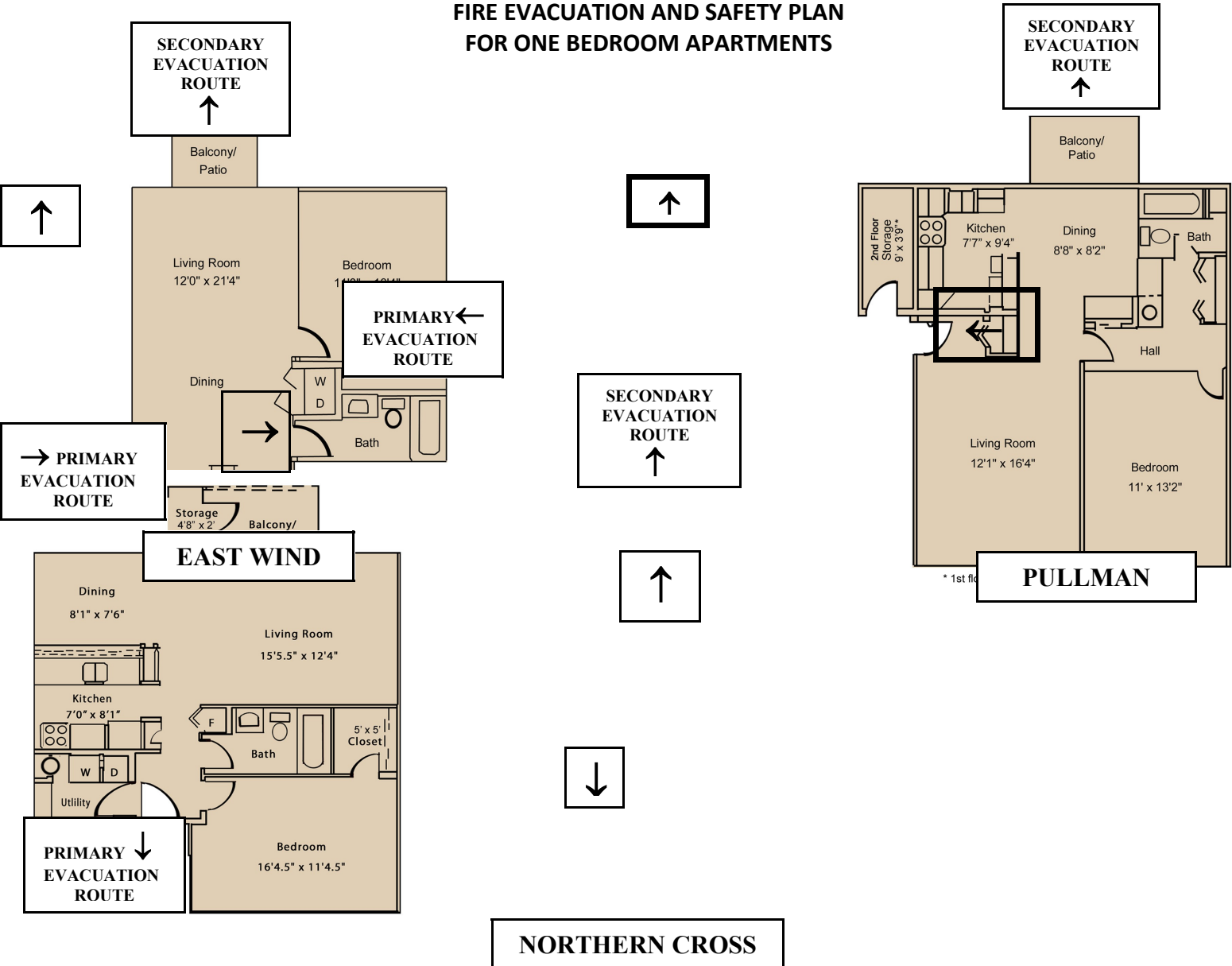
PARTIES: THIS ADDENDUM IS BETWEEN THE RESIDENTS AND OWNER AND/OR AGENT MANAGING THE PREMISES. THIS ADDENDUM IS IN ADDITION TO, AND MADE PART OF, THE LEASE AGREEMENT, AND IN THE EVENT THERE IS ANY CONFLICT BETWEEN THE LEASE AND THIS ADDENDUM, THE PROVISIONS OF THIS ADDENDUM SHALL GOVERN.

CRIME PREVENTION

Residents should take every possible precaution in protecting themselves from being the victim of a crime. Willow Creek Crossing management and staff cannot be responsible for your safety or the safety of your belongings, so we would like to offer the following crime prevention tips:

- Get to know your neighbors. When neighbors know each other, they can watch out for each other; they can pick up each other's newspapers and keep an eye on each other's apartment when they are gone.
- If you are planning to be away for an extended period of time, inform the management of your plans, where you can be reached, etc. Stop deliveries of newspapers and mail. The post office will hold your mail for you.
- Lock your apartment door each time you leave, even if only for a few minutes.
- Keep your vehicle doors locked. Please do not make it easy for someone to open your door and take your things or vandalize your vehicle.
- Do not leave purses, wallets, laptops or other such electronic devices, cell phones, gaming systems, or CD's in your vehicles.
- Take precaution in securing your bicycles and other items left on your patios or in common areas.
- Do not leave valuables near to or in plain view of your patio door.
- Notify the management of burned-out hall lights, faulty locks, lost keys, etc. as soon as possible.
- Solicitors are **not** permitted at the apartment community. If you are aware of someone soliciting on the premises, please notify the management immediately.
- **Call the police immediately** to report suspicious persons, strange vehicles, unusual activity, or if you see a crime being committed. **Do not hesitate to call 911.** Even if you are unsure of what you are seeing, you should err in your favor!
- Report vandalism, crime, or suspicious activities to the office, but only after you have called the police.

**FIRE EVACUATION AND SAFETY PLAN
FOR ONE BEDROOM APARTMENTS**



**FIRE EXTINGUISHERS ARE LOCATED IN THE COMMON STAIRWELL AREAS.
PLEASE MEMORIZE THE LOCATION OF YOUR FIRE EXTINGUISHER. CALL THE OFFICE
IMMEDIATELY IF YOUR EXTINGUISHER OR EXTINGUISHER BOX NEEDS MAINTENANCE SERVICE.**

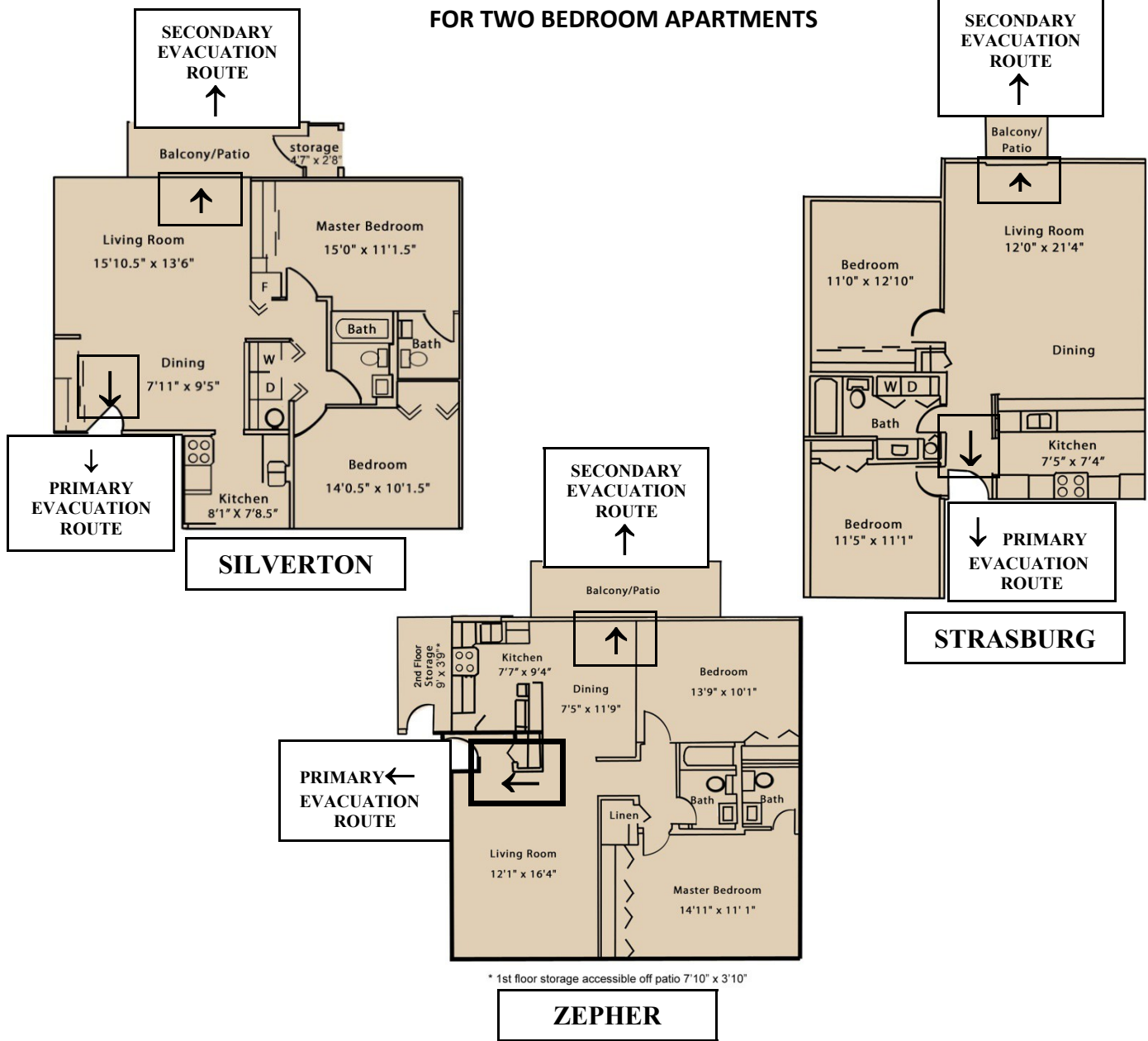
IN THE EVENT OF A FIRE:

1. **EVACUATE THE BUILDING**
2. **CALL FIRE DEPARTMENT 9-1-1**
3. **CALL MANAGER'S OFFICE 747-7000**

Do not block windows or doors with *any* type of furnishing, per HUD requirement.

- **An alternative escape route would be a window. If you live on the second floor, it is recommended you purchase a UL approved collapsible ladder for escape.**
- **If you must escape through smoke remember to crawl low, under the smoke and keep your mouth covered.**
- **Never open a door if it is hot to the touch; use a secondary route.**
- **Once you are out, stay out. Never go back into a burning building.**
- **Smoke alarms are provided in every apartment. Please apprise management immediately if smoke alarms are not working.**

**FIRE EVACUATION AND SAFETY PLAN
FOR TWO BEDROOM APARTMENTS**



**FIRE EXTINGUISHERS ARE LOCATED IN THE COMMON STAIRWELL AREAS.
PLEASE MEMORIZE THE LOCATION OF YOUR FIRE EXTINGUISHER. CALL THE OFFICE
IMMEDIATELY IF YOUR EXTINGUISHER OR EXTINGUISHER BOX NEEDS MAINTENANCE SERVICE.**

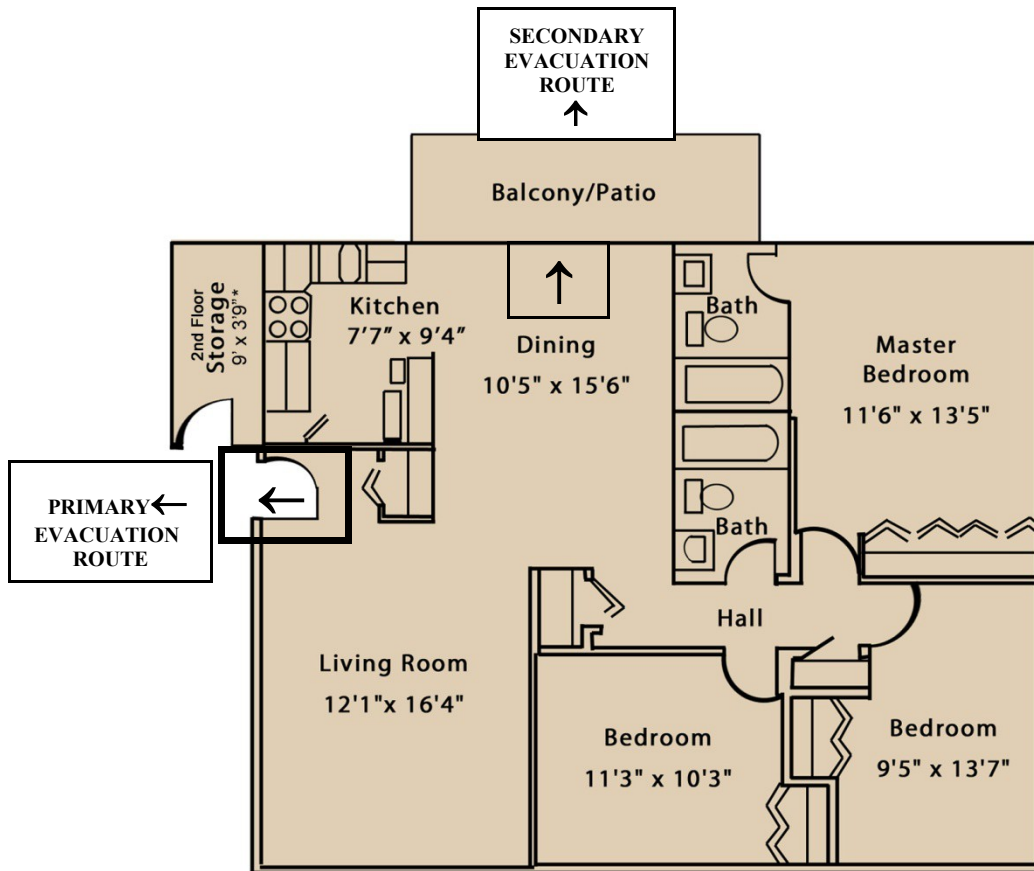
IN THE EVENT OF A FIRE:

1. EVACUATE THE BUILDING
2. CALL FIRE DEPARTMENT **9-1-1**
3. CALL MANAGER'S OFFICE **747-7000**

**Do not block windows or doors with any
type of furnishing, per HUD requirement.**

- An alternative escape route would be a window. If you live on the second floor, it is recommended you purchase a UL approved collapsible ladder for escape.
- If you must escape through smoke remember to crawl low, under the smoke and keep your mouth covered.
- Never open a door if it is hot to the touch; use a secondary route.
- Once you are out, stay out. Never go back into a burning building.
- Smoke alarms are provided in every apartment. Please apprise management immediately if smoke alarms are not working.

**FIRE EVACUATION AND SAFETY PLAN
FOR THREE BEDROOM APARTMENTS**



* 1st floor storage accessible off patio 7'10" x 3'10"

SKYWATCH

**FIRE EXTINGUISHERS ARE LOCATED IN THE COMMON STAIRWELL AREAS.
PLEASE MEMORIZE THE LOCATION OF YOUR FIRE EXTINGUISHER. CALL THE OFFICE
IMMEDIATELY IF YOUR EXTINGUISHER OR EXTINGUISHER BOX NEEDS MAINTENANCE SERVICE.**

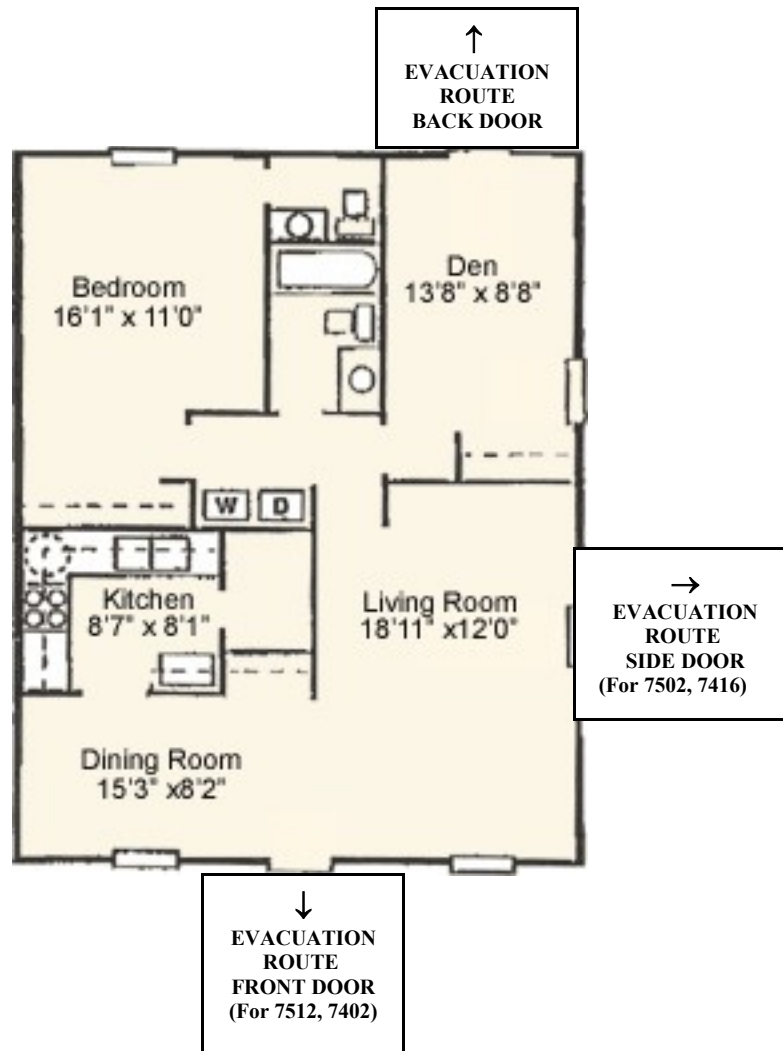
IN THE EVENT OF A FIRE:

- 1. EVACUATE THE BUILDING**
- 2. CALL FIRE DEPARTMENT 9-1-1**
- 3. CALL MANAGER'S OFFICE 747-7000**

**Do not block windows or doors with any
type of furnishing, per HUD requirement.**

- An alternative escape route would be a window. If you live on the second floor, it is recommended you purchase a UL approved collapsible ladder for escape.**
- If you must escape through smoke remember to crawl low, under the smoke and keep your mouth covered.**
- Never open a door if it is hot to the touch; use a secondary route.**
- Once you are out, stay out. Never go back into a burning building.**
- Smoke alarms are provided in every apartment. Please apprise management immediately if smoke alarms are not working.**

**FIRE EVACUATION AND SAFETY PLAN
FOR ONE BEDROOM TOWNHOME WITH DEN**



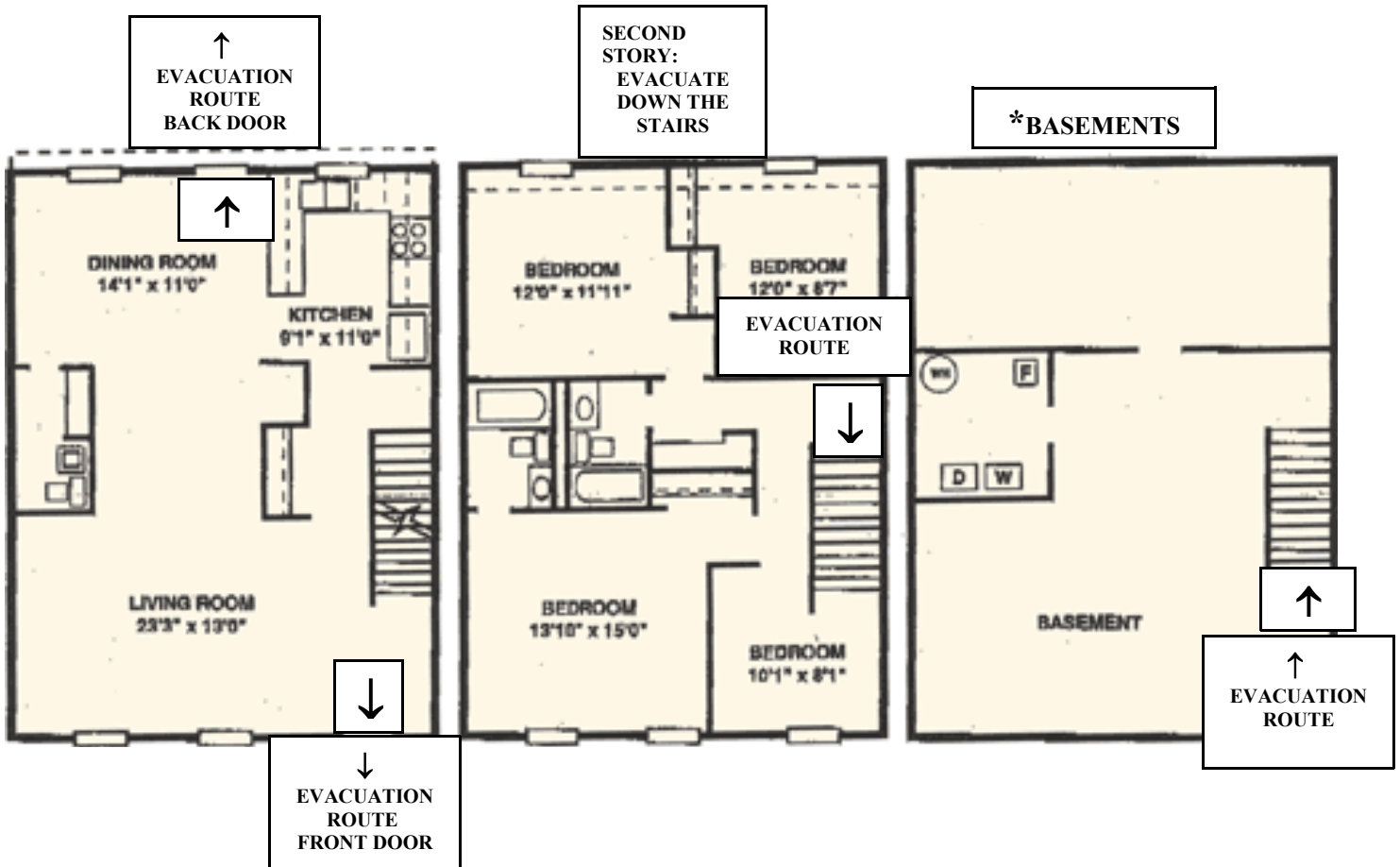
IN THE EVENT OF A FIRE:

1. **EVACUATE THE BUILDING**
2. **CALL FIRE DEPARTMENT 9-1-1**
3. **CALL MANAGER'S OFFICE 747-7000**

**Do not block windows or doors with any
type of furnishing, per HUD requirement.**

- **An alternative escape route would be a window.**
- **If you must escape through smoke remember to crawl low, under the smoke and keep your mouth covered.**
- **Never open a door if it is hot to the touch; use a secondary route.**
- **Once you are out, stay out. Never go back into a burning building.**
- **Smoke alarms are provided in every apartment. Please apprise management immediately if smoke alarms are not working.**

**FIRE EVACUATION AND SAFETY PLAN
FOR TOWNHOMES WITH BASEMENTS**



*****ALL TOWNHOMES*****

***BECAUSE THE BASEMENT HAS ONLY ONE METHOD OF EGRESS,
THE BASEMENT SHOULD NOT BE USED AS A LIVING OR SLEEPING AREA.**

**SMOKE ALARMS ARE LOCATED ON EACH FLOOR. PLEASE APPRISE MANAGEMENT
IMMEDIATELY IF SMOKE ALARMS ARE NOT WORKING.**

IN THE EVENT OF A FIRE:

- 1. EVACUATE THE BUILDING**
- 2. CALL FIRE DEPARTMENT 9-1-1**
- 3. CALL MANAGER'S OFFICE 747-7000**

**Do not block windows or doors with any
type of furnishing, per HUD requirement**

- An alternative escape route would be a window. It is recommended you purchase a UL approved collapsible ladder for escape from the second floor.**
- If you must escape through smoke, remember to crawl low, under the smoke and keep your mouth covered.**
- Never open a door if it is hot to the touch; use a secondary route.**
- Once you are out, stay out. Never go back into a burning building.**