

# Community Handbook



**Village on Shields**

3436 S. Shields St.  
Ft. Collins, CO 80526  
Phone: 970-224-6100

**Village on Redwood**

1331 Redwood Street  
Fort Collins, CO 80524  
Phone: 970-232-9294

**Taft Leasing Office**

920 S. Taft Hill Rd.  
Ft. Collins, CO 80521  
Phone: 970-416-2460

**Village on Stanford**

2631 Stanford Rd.  
Ft. Collins, CO 80525  
Phone: 970-631-8250

**Village on Horsetooth**

1506 W. Horsetooth Rd.  
Fort Collins, CO 80526  
Phone: 970-698-6788



We are very pleased to have you and your family with us. Our management team and staff are here to serve the housing needs of you and your family. We hope you will have many years of comfort, security, and happiness in your new home.

Whenever you move into a new home or neighborhood, there are many questions you may have and problems that may arise. There are also a number of requirements for leasing with the Villages.

This handbook is considered part of your lease. It explains in more detail the requirements and responsibilities of living with our communities, as well as tips on how to properly care for your home. **Please remember that if you need maintenance repairs, you can call the Maintenance Office at 970-416-2092.** Your emergency call will be received after-hours.

## Lease Reminders

### Inspection

A Move-In Inspection is given to you at the time of the lease signing. This inspection details what condition the apartment was in when the Maintenance Department turned it over for occupancy. The Move-In Inspection should be returned to your Property Manager with any additional comments within one week of move-in.

### Renter's Insurance



As stated in your lease, The Landlord is responsible for repairs to the exterior of the premises, sewers, heating, all appliances, wiring, plumbing, facilities, common areas, doors, locks, windows, and stairs.

The Resident is responsible for liability, theft, and accidents in the apartment. This means that no personal belongings are covered under The Landlord's insurance policy.

The Landlord strongly recommends that you obtain renters insurance during your stay. Renters insurance can be very affordable and usually obtained through the same company you use for your car insurance. It can cover your personal items inside your apartment and, in some cases, the items inside your car when it is parked in your apartment's parking lot.

### The Lease

Your Lease is your contract with The Landlord for the apartment you have rented. It explains in detail what your responsibilities are as a resident of The Villages, and what our responsibilities are as your Landlord. You should read it carefully and keep it handy in case you need to refer to it.

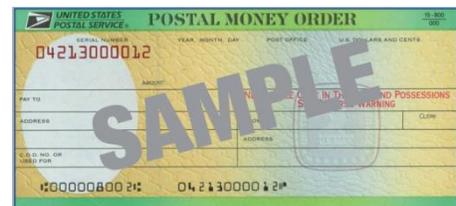
Your Lease covers a number of areas including: when your rent is due, what your security deposit is, what items you will be charged for, how payments are applied, what maintenance requests and utilities you are responsible for, what maintenance we are responsible for, for what reasons we may enter your apartment, and for what reasons you may be evicted.

Please note that one of the reasons you may be evicted for is acting in a manner that will disturb other resident's peaceful enjoyment of their apartment. The City of Fort Collins has a noise ordinance and we expect our residents to follow it. We ask that you be considerate of your neighbors, especially during the hours between 10 p.m. and 8 a.m.

### Rent

Rent is due on the first of the month. Form of payment must be check or money order. Payment can be dropped in the secure rent box located on the property in which you reside or at your main leasing office (addresses on front cover). If rent is not paid by the 7<sup>th</sup> (seventh) of the month, a late fee will be charged to your account and you

will receive a Demand for Rent or Possession. If you know beforehand that you cannot pay the rent on time, you should contact your Property Manager



### What will it cost if rent is not paid on time?

1 <sup>st</sup> – 7 <sup>th</sup> Day:	Rent is due
8 <sup>th</sup> Day:	\$25.00 late fee assessed
10 <sup>th</sup> Day:	10-Day Notice Sent Out (Pay Rent + \$25.00 late fee in full)

IF you're sent to the attorney, fees **start** at \$250 + Rent + Late Fee.

### Residency Requirements

Once a year you will be required to recertify with The Landlord. You will receive a letter when your recertification is due asking you to make an appointment to see your Property Manager. As part of the recertification process, The Landlord will recertify your income, run a CBI check and inspect your apartment. You will receive written notification of any change in your rent amount.

Any change in family composition must be reported to The Landlord within 10 days of change. If you wish to add a new person, contact your Property Manager to begin the application process. Failure to report such changes is grounds for eviction.

### Guests

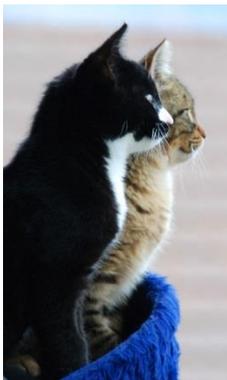
You are responsible for the conduct of all household members and any guests who might be visiting. You may not have guests who exceed 14 days in each calendar year without the prior written approval of The Landlord.



You may not be absent from the apartment for more than 30 days without the prior written consent of The Landlord. In general, it is a good idea to let your Property Manager know if you are going to be absent for an extended period of time to avoid any misunderstandings.

### Incident Reports

Issues concerning neighbors or accidents should be submitted in writing. If at all possible The Landlord will investigate all such reports. We often use the City of Fort Collins Mediation Services to help solve disputes between neighbors, and we also urge you to attempt to solve the problem yourself first.



### Animals

You must notify The Landlord before bringing any animal on to the property. Residents are allowed to possess two (2) animals per apartment. No additional animals will be allowed at any time for any reason. The animals must meet weight restrictions being less than 100 pounds for one dog or a combined weight of 100 pounds for two dogs. All animals are also subject to breed restrictions.

**Breed Restrictions:** Pit Bulls, Rottweillers, German Shepard, Mastiff, Chow, Doberman Pinschers, Husky, Chinese Shar Pei or any mix of any of

the above listed will NOT be acceptable on the property. The property owner reserves the right to deny any animal, at any time, for any reason.

After approval and payment of all fees, an Animal Permit will be issued to keep on your front door in the event that work orders need to be completed so our staff is aware of the animals in your apartment.

If The Landlord discovers that a Resident has one or more animals which have not been registered and approved as required in this policy, the Resident will be notified to remove the animal(s) from the unit and will forfeit the right to have an animal in the future.

Kindly keep in mind the Animal Addendum was put into place for those who wish to enjoy the company of their animal. There are some residents who prefer to remain “animal-free”. We must respect our neighbors.

**Remember:**

- Your animal must be on its leash at all times while on property grounds (including cats).
- Your animal must be controlled at all times.
- Cleaning up after your animal is the animal owner’s responsibility!



**Barbeque Grills**

Gas, propane or charcoal Barbeque Grills may not be stored or used within 10 feet of any building. This means they cannot be stored or used on any balcony or patio. Electric grills are permitted.

**Moving Out  
Proper Notice**

You must provide 30 (thirty) days, written notice to move out. You will be charged 1 (one) month of rent if you break your lease. You must turn your keys in to be considered moved out. You will be charged rent until your keys are turned in, and you will be charged rent for the full number of days required for giving notice, if you did not originally give proper written notice.

**Refunds**

Except for normal wear and tear, your apartment should be in the same condition upon move-out as it was when you moved in. A detailed list of cleaning expectations is available from your Property Manager. A move out inspection will be conducted by a member of the Villages Staff. Your move-out statement along with your deposit, minus any charges for damages and cleaning will be mailed to you within 60 days from your date of move-out. Please leave a forwarding address and phone number for faster processing.

## Healthy Community Living

### Smoking and Marijuana



The cultivation of marijuana is prohibited on the property and in the units.

All Villages properties are smoke-free. All residents and their guests or visitors will comply with the smoke-free policy. Smoking is not allowed in any building or apartment, or outside of any building within 20 feet of any window, door or other entryway, or such greater distance as may be necessary to ensure that the second-hand smoke does not infiltrate any dwelling apartment. All residents, guests or other visitors must abide by this policy. Smoking means inhaling, exhaling, breathing or carrying any lighted cigar, cigarette, or other tobacco product, including electronic cigarettes, vapor cigarettes, marijuana or similar lighted product in any manner or in any form.

### Quiet Enjoyment

Please be respectful of your neighbors. Remember that you and your guests should refrain from making any loud or boisterous noise, or engage in any other objectionable behavior. Residents and their guests shall not interfere with the quiet enjoyment of neighboring residents.



If your neighbors are disturbing your quiet enjoyment, the Villages asks that you try to discuss the situation with your neighbors first. Often people are unaware that they are disturbing their neighbors, asking politely to keep noise levels down will often resolve the situation. However, when loud noise persists, you may contact your Property Manager. If it is after hours, you should call Police Services at 970-221-6540. Once police arrive, they will determine the level of noise and other factors. A ticket may be issued and could be subject to fines up to \$1000.

### Housekeeping Standards



All garbage, rubbish, and waste shall be disposed of in a clean and sanitary manner at responsible and regular intervals. Trash is not to be left on the patio, balcony, front door, in laundry rooms, or beside the dumpster. Resident assumes all costs of fumigation and extermination of infestation occurring during the resident's tenancy as a result of resident's failure to comply with this policy.

The Landlord expects you to maintain your apartment in a safe and sanitary condition at all times. This includes routine cleaning of your apartment, disposal of trash, and caring for the outside of your apartment and yard if required to do so.

If you have vinyl flooring in your apartment, you can clean it with a commercial floor cleaning detergent and you can also wax it once it is clean. If you have carpet, you should vacuum regularly. When you recertify your lease, you will receive a free carpet cleaning. You are responsible for cleaning the interior and ground level windows in your apartment on a

regular basis. Please do not use abrasive cleaners on your sink, bathtub, shower wall or appliances.

Please use plastic bags and twist ties to contain your garbage and place the bags in the containers provided. Trash should not be tossed over the side of the dumpster enclosure, or left to rest on top of a closed dumpster lid. Please only use recycling refuse containers for approved recycling items such as cardboard, paper, and some plastics. Crush boxes and cans before disposing of them. Always make sure any cigarette butts or other smoking materials are extinguished before disposing of them in the garbage.

At the time of your annual inspection, a check of your housekeeping standards will be conducted. If you fail this inspection, your apartment will have to be re-inspected until it passes. Failure to maintain your apartment in a safe and sanitary manner is grounds for eviction.

## Maintenance

### Repairs

The Maintenance Department will attend to all routine maintenance. Work orders should be called in to the Maintenance Department at **970-416-2092**. Emergency work orders will be taken care of as soon as possible, non-emergency work orders generally take 1 to 2 days to complete unless outside contractors or vendors are involved. If you plan to be gone and want your work order completed, please let the Maintenance Department know they have permission to enter your apartment.

Emergency problems that endanger health, safety or property should be called in to the Maintenance Department office as soon as possible. Calls to the Maintenance Department will be received by an answering service who will contact the on call maintenance person for emergencies. Please be sure to leave your name, address, phone number, and a description of the problem. Please see “After Hours Emergency System” Lease Addendum for further details.

Damages caused by you, your family, or your guests will be charged to your account. Items requiring repair that are The Landlord’ responsibility will be paid by us.



**MAINTENANCE LABOR RATES  
EFFECTIVE June 9, 2014**

DAYTIME HOURLY RATE: **\$65.00/ per hour**

- 15 minutes \$16.25
- 30 minutes \$32.50
- 45 minutes \$48.75
- 60 minutes \$65.00

AFTER HOURS AND WEEKEND RATE: **\$97.50 /per hour**

- **A minimum trip charge of 30 minutes (\$48.75) will be applied.**

LOCK OUT AFTER HOURS **\$48.75/ per hour**

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Damages caused by residents will be billed at the above hourly labor rate in addition to the cost of materials and supplies.

The cost of replacement of resident – damaged vinyl flooring, carpeting and major appliances will be pro-rated based on age of item.

### **Locks and Keys**



If you are locked out of your apartment after business hours and ask The Villages Maintenance Department to unlock your door, you will be charged \$48.75/hr. for this service. You may wish to leave an extra key in a safe place that will be available to you. There will be a charge to you if you need replacement keys. Residents are not allowed to have their locks changed or re-keyed without permission, however if there is a security issue they may contact the Maintenance Department.

### **Smoke/CO Detectors**

Resident acknowledges the existence of an operating smoke detector and/or CO detector in the apartment. It is your responsibility to test each smoke detector on a monthly basis to assure the detector is functioning properly. These responsibilities are in effect throughout the Resident's occupancy. Under no circumstances shall the Resident interfere with operation of the smoke detector or CO detector by disconnecting batteries and/or wiring. Resident agrees to give immediate written notification to the Maintenance office should either detector be malfunctioning. Resident understands that, per State Code Regulations, a service representative must gain access to said apartment every six months to check the detector's operation (proper notification will be given).

## Laundry Facilities

Laundry facilities are available at some Village locations. Coin operated washers and dryers are available for resident use only. Please be considerate of other residents and remove your clothes promptly when they are done. Please help keep the laundry room clean by disposing of your trash in the container provided.

The laundry rooms and its facilities shall be used only for washing and drying of the usual personal and household articles. No cleaning with flammable materials or dyeing of clothes in washing machines is permitted. The Landlord shall not be responsible for loss or damage to personal property. Drying of clothes or other household articles shall not be permitted on patios, balconies, or hallways.



## Washer and Dryers

If you have a washer and dryer in your apartment, quiet hours for running them are 10:00 p.m. to 10:00 a.m.

Some Villages homes include washer and dryers in them, while others may have hook up for you to bring your own machines to be installed. If you brought your own machines, you are responsible for their maintenance. Washer and dryers provided by the Villages are serviced by the Maintenance Department.

## Pest Control

The Landlord will provide pest control services for buildings and grounds. You may request extermination services for your apartment if there is evidence of insects or rodents in your home. If the problem is caused by poor housekeeping habits, you will be charged for the service.

Your best defense against insects and rodents is to keep your apartment clean. Do not leave food out on your counters or in your sink. Keep your cooking and food storage areas clean, and take out your garbage on a regular basis.

## Heating



Your apartment is equipped with a thermostat to control your heat. Do not block the heating vents by placing furniture or rugs over them, and do vacuum the vents periodically to prevent dust and lint build-up. If your heat isn't working properly you should call the Maintenance Department and not try to fix it yourself.

## General Maintenance Issues

The Landlord provides either draperies or mini blinds for your apartment and we ask that you not hang sheets or blankets over the windows. Please keep your mini blind cords separated and away from small children.

Blinds, awnings, draw shades or non-conforming curtains or drapes shall not be installed on windows of the apartment without written permission of Agent. No aluminum foil or tinting on windows shall be permitted.

Please do not attach decals or other hard to remove items to your windows. Window replacement due to breakage will be charged to the resident.

The Landlord must approve any structural modification to your apartment in writing before it is done.



Wall decorations may be hung with small nails, please do not use large nails or tape. Plants or ceiling hangings may be hung with toggle bolt hooks. Please consult the Maintenance Department if you are unsure of what to use.

You may line your cupboards with decorative paper but please do not use self-adhesive contact paper.

Please operate your garbage disposal, if you have one, with cold running water at least once every 3 days. Do not put paper, coffee grounds, grease, egg shells, banana peels, corn husks, fruit pits, bones or other hard items in your garbage disposal. Always use cold running water and allow your disposal to run for 40 seconds after you have used it.

Do not pour oil or fats down your drain, in your toilet, or in your garbage disposal, they may harden on contact with cold water and cause a blockage. Do not use drain cleaners on your drain, they usually do not work very well and can be hazardous to the maintenance staff if they later need to work on your drain.

Replacement of light bulbs in your apartment is your responsibility. If accessing the fixture is a safety hazard, please contact the Maintenance Department. If you wish to repaint your apartment, you must receive permission from The Landlord first. The Maintenance Department will inspect your work after it is completed.



Resident(s) is not permitted access to the roof except in the case of an emergency. Only authorized personnel are allowed on your roof. You are not allowed to affix antennas, satellite dishes, basketball hoops or any other item to your roof. If you need something removed from your roof please call the Maintenance Department.

Wires, aerials, antennas or dishes for radio or television shall not be installed on the roof, balconies, patios, decks or other parts of the building without prior written permission of the Landlord. Satellite dishes for television are permitted on private apartment balconies and are not to extend beyond the balcony railing. Satellite dishes are not permitted on the Premises unless Landlord receives prior written notice from Resident(s) that adequate liability insurance is currently maintained for the use and installation of the dish. The installation of a satellite dish shall not damage any portion of the Premises beyond normal wear and tear and shall not result in physical modification of the Premises, including the drilling of any holes in walls, railings, or floors. Resident(s) agrees to indemnify and hold

Owners and Landlord harmless from any lawsuit, damage, or injury caused by the use or installation of said satellite dish.

### Common Areas

It is imperative that children are supervised at all times in common areas. This includes playgrounds, open space, pools, parking lots, club houses, exercise rooms, or laundry rooms. Remember that you are responsible for not only your behavior, but that of your children and your guests.



Any play equipment you bring onto the property is used at your own risk. Play equipment should not be left out in common areas when not in use.

No pools or trampolines of any kind are allowed on the property.

Signs or advertising are not permitted at the community or common areas without written permission of the Landlord. There shall be no door-to-door advertising or soliciting by Resident(s) or their guests.

Please do not use your patio or balcony area to store household items. Please do not leave toys, bikes, car parts, appliances, etc., on your balcony, patio or lawn. Do not use your outside areas for storage of combustible materials or trash which may impose a fire hazard.

Bicycles, baby carriages, motorcycles or other personal effects shall not be stored in or near halls, stairways, laundry rooms, sidewalks, courtyards or other public areas.

The use of balconies and patios for the purpose of storage and/or laundry drying is prohibited. Breezeways are not to be used as a patio or storage. Please do not clutter with personal belongings. Balconies and patios must be maintained in a neat, clean and attractive condition. Outdoor and/or patio furniture is welcomed on your patio or balcony only. Gasoline or other hazardous materials are not to be stored in your apartment or storage area. Refrain from having dead plants, boxes or garbage on balcony/patios at any time.



Running and playing shall be limited to green belt areas and designated playgrounds. Running, playing, loitering, smoking and consumption of alcohol shall not be permitted in any of the common areas on property, including but not limited to breezeways, hallways, entryways, stairways, and laundry rooms.

## Parking

No recreational vehicles, trailers, boats or campers shall be stored or on the community or common areas at any time. Oversized vehicles, as defined as occupying more than one parking space, are not permitted on the property at any time. Changing oil or performing mechanical repairs on automobiles or motorcycles is prohibited. Resident and their guests are allowed to park within the community in designated parking spaces only. Unauthorized cars, illegally parked cars, cars with expired licenses, or cars considered inoperable will be towed at vehicle owners' expense. Notice is not necessary but will be attempted. Motorcycles are to be parked in assigned stalls only. Automobiles or motorcycles parked in fire lanes, pre-assigned spaces or handicapped spaces without proper authorization will be towed at Agent's discretion without notice to the owner.

