



Community Handbook

FOR RESIDENTS OF HOUSING CATALYST COMMUNITIES



Housing Catalyst Community Handbook

The *Housing Catalyst Community Handbook* is considered part of the lease. It explains in detail the requirements, responsibilities, and processes of living in Housing Catalyst communities. This handbook uses terms defined in the lease.

TAFT LEASING OFFICE

920 S. Taft Hill Road
Fort Collins, CO 80521
970-416-2460

SHIELDS LEASING OFFICE

3436 S. Shields Street
Fort Collins, CO 80526
970-224-6100

MAINTENANCE DEPARTMENT

970-416-2092
Call service available 24/7 for maintenance emergencies



Welcome

Welcome your new Housing Catalyst home! Housing Catalyst's goal is to establish and maintain healthy, vibrant residential communities through excellence in property and asset management. This handbook will serve as your guide to living with us. We recommend keeping this handbook in your home so you can quickly reference any questions you may have.

Our knowledgeable, comprehensive property management team is excited to support you with your housing. Your property manager, who you met during lease signing, will be your main contact for any questions or concerns regarding your housing. They can be contacted via phone, email, or you can schedule an in-person appointment.

Rent

Rent is due on the first day of the month and is considered late on the 8th of the month. Pre-payments and on-time rent payments can be made on the RentCafe portal, or by personal check, money order, or other certified funds. If a resident is unable to pay rent on time, they should contact their property manager immediately to complete a *Late Rent Request* document. Late payments must be paid by money order or other certified funds and must be paid in full. Cash is never accepted as payment. Payments can be delivered to your main leasing office, or if applicable, can be placed in the secure drop box located on the complex. A late fee of \$25 will be added on the 8th of the month if there are any unpaid rent charges, and if left unpaid, the resident may receive a *Demand for Payment or Possession*. If Housing Catalyst must send the demand to our attorneys to resolve, fees start at \$250.

Maintenance Work Orders

Housing Catalyst's maintenance team attends to all routine maintenance and work orders. Work orders can be submitted by the resident via the RentCafe portal, submitted by the property manager, or called in to 970-416-2092. Maintenance will coordinate access by requesting permission from the resident to enter, scheduling an appointment, or posting a 24-hour notice prior to entry.

Housing Catalyst values resident feedback on work completed by our maintenance team. To provide feedback, please call 970-416-2092 or scan the QR code on the door tag provided following service.

Emergency maintenance situations that endanger health, safety, or property must be called in immediately. An after-hours answering service will dispatch any emergency maintenance work orders to the on-call maintenance technician. Name, address, phone number, and a description of the problem must be included in communications to the maintenance team.

Individual situations will be assessed to determine maintenance work order charges. Damages caused by the resident household or resident's guests will be charged to the resident's account at the below hourly rate in addition to the cost of materials and supplies. Damage charges for vinyl flooring, carpeting, and major appliances will be prorated based on the age of the item.

Maintenance Labor Rates:

- Daytime Hourly Rate: \$65.00 per hour
- After Hours and Weekend Rate: \$97.50 per hour

Locks and Keys

If a resident is locked out of their dwelling unit, they will need to contact the maintenance team to unlock their door. The resident will be charged a minimum of \$48.75 for this service.

Resident households are not allowed to have their locks changed or re-keyed without written permission from Housing Catalyst. The resident should contact their property manager if there are any concerns regarding their locks. The resident may be charged \$50 for a lock change and new keys.

Preventative Maintenance

It is the resident's responsibility to test smoke detectors monthly. Under no circumstances shall the resident household tamper with the operation of smoke detectors or carbon monoxide detectors by disconnecting batteries and/or wiring. Resident households are required to give immediate notice to the maintenance team if any detector is malfunctioning.

Preventative maintenance is conducted on all dwelling units either once or twice a year depending on the mechanical systems in use. 24-hour notice will be given for all dwelling unit preventative maintenance. Preventative maintenance includes, but is not limited to, inspection of all smoke detectors, carbon monoxide detectors, filters, appliances, electrical, mechanical, and plumbing systems.

Pest Control

The maintenance team provides routine pest control services for dwelling units and complexes. If there is any evidence of insects or rodents in the dwelling unit, the resident must inform maintenance immediately. If the infestation was caused by poor housekeeping conditions, the resident may be charged for the extermination services. The best defense against insects and rodents is to maintain a clean dwelling unit. Please maintain clean cooking and food storage areas, do not leave food out on counters or in the sink, and remove trash from the dwelling unit on a frequent basis.

Windows and Blinds

Blinds are provided by Housing Catalyst, but it is the resident household's responsibility to maintain blinds to ensure they are not broken. Residents should request new blinds via a work order if they break or do not properly function. Window coverings that are never permitted include, sheets, blankets, cardboard, plywood, aluminum foil, and window tinting. Window replacement due to breakage may be charged to the resident.

Heating

Dwelling units are equipped with thermostats to control heat. If the heat is not working properly in a dwelling unit, the issue must be called into maintenance as soon as possible. The resident household must not block heating vents with anything, including furniture and rugs. The resident household is responsible for periodically cleaning or vacuuming the vents to prevent dust and lint buildup.

Buildings and Alterations

Roof access is strictly prohibited except for emergency use or authorized personnel. Residents are not allowed to affix antennas, satellite dishes, basketball hoops or any other item to the roof or exterior of the building. If something needs to be removed from a roof, please contact maintenance. Satellite dishes are not permitted unless the property manager has received written notice that the resident household has adequate liability insurance for the use and installation of the dish. The resident household agrees to indemnify and hold the landlord harmless from any lawsuit, damage, or injury caused by the use or installation of said satellite dish.

Structural modifications to any dwelling unit, building, or complex are prohibited, including the drilling of any holes in walls, railings, or floors. Modification requests can be submitted to maintenance. All permanent alterations to the dwelling unit, including painting, must receive written permission from the landlord. Contact the maintenance or the property manager for any questions regarding dwelling unit alterations.

Wall decorations may be hung with small nails or removable command strips, do not use large nails, tape, or anything that will damage the walls. Plants or ceiling hangings may be hung with toggle bolt hooks. Contact maintenance with any questions regarding how to hang items in a dwelling unit.

Recertification, Household, and Guest Requirements

Annually, residents are required to recertify with Housing Catalyst. Residents will receive their annual recertification letter, including their annual inspection date and paperwork, from their property manager prior to their recertification date. Residents are responsible for providing all requested documentation for recertification and for any other necessary file corrections within the stated deadlines. The resident can contact their property manager with any questions regarding recertification. Failure to provide requested documentation is a lease violation.

Any change in resident household composition must be reported within 10 days of the change. For additions to your resident household, contact your property manager to begin the application process. Failure to report such changes is grounds for eviction. Additions to the resident household are not permitted within the first 6-months of the lease.

Residents are fully responsible for the conduct of the resident's guests in the dwelling unit or at the complex. No guest may reside in the dwelling unit for more than a total of 14 days during each calendar year without the prior written consent of the landlord.

Use of the dwelling unit or complex for subletting, boarders, or lodgers is strictly prohibited. Receiving financial compensation or reimbursement from a resident's guest for any use of the dwelling unit, garages, or complex is prohibited.

Your dwelling unit must be the primary residence of all members of the resident household. The resident may not be absent from the dwelling unit for more than 30 days during any lease year without the prior written consent of the landlord.

Residents are responsible for liability, theft, and accidents in the dwelling unit and on the complex. No personal belongings are covered under the landlord's insurance policy. Residents are highly recommended to obtain renters insurance. Renters insurance can cover personal property in the dwelling unit, as well as personal property inside a resident's car when parked on property.

Residents may request reasonable accommodations for disabilities by submitting the needed documentation to the property manager. *Reasonable Accommodation* forms can be found on the RentCafe portal or any leasing office. Once a reasonable accommodation request has been submitted to a property manager, it is reviewed internally and the resident will receive a determination letter. Live-in aides must be requested and approved via the Reasonable Accommodation request process.

Animals

All animals must be approved by Housing Catalyst property management before being added to your household. Only animals that have been approved and are listed on the *Animal Policy Addendum* are permitted to be in dwelling units or on the complex. Residents may be approved for up to two (2) pets per dwelling unit. All pets must comply with all policies listed on the *Animal Policy Addendum*, including weight and breed restrictions. Housing Catalyst reserves the right to deny any animal, at any time, for any reason. If Housing Catalyst discovers that a resident household has one or more animals which have not been approved, the resident will be notified to remove the animal(s) from the dwelling unit and will forfeit the right to have an animal in the future. Requests for service dogs or emotional support animals must be submitted via the reasonable accommodation request process with the property manager. A *Reasonable Accommodation* form must be submitted and approved for each emotional support animal.

All animals must be attached to a leash and in control in any common building and outside on the complex. Animals are not permitted to be unattended on patios, balconies, or other common areas.

Cleaning up after an animal is the resident household's responsibility. Failure to clean up after your animal may lead to required removal of the animal from the dwelling unit or eviction. Animal waste and urine are not allowed on patios or balconies.

Incident Documentation

For disputes between neighbors, Housing Catalyst urges the resident(s) to attempt to solve the problem first. Retaliation toward other resident households or guests is prohibited. Issues concerning neighbors, accidents, or other property concerns should be submitted in writing to the property manager. If possible, Housing Catalyst staff will investigate such reports as they pertain to the lease. *Incident Documentation* forms can be found on the RentCafe portal or at any leasing office. To respect privacy, Housing Catalyst may not disclose details of incident documentation to other residents nor details of follow-up steps taken by management.

Grievance Procedure

The purpose of a grievance procedure is to assure that residents are afforded an opportunity to appeal any applicable disputes with the landlord within a reasonable period. The grievance procedure is applicable to any dispute a resident may have with respect to the landlord's action or failure to act in accordance with the residents' lease or other regulations, which adversely affect the resident's rights, duties, welfare, or status. This procedure is not intended as a forum for initiating or negotiating policy changes between a group or groups of residents and the landlord.

Grievances submitted through the grievance procedure will be discussed informally and settled by property management staff. A summary of such discussion shall be prepared within ten days, and one copy shall be given to the resident and one copy shall be retained in the resident's file. The summary may include the names of the participants, dates of the meeting, the nature of the proposed disposition of the complaint, and specific reasons.

Grievance must be submitted in writing and delivered to the Taft Leasing Office by 4:30 p.m. on the applicable deadline date to be reviewed. Address your letter to:

Director of Asset Management & Property Operations
920 S. Taft Hill Rd.
Fort Collins, Colorado 80521

Deadlines for submitting a grievance are as follows:

- If the grievance is related to an eviction, the resident has 3 days to submit a grievance after receiving the eviction notice.
- If the grievance is financial, the resident has 10 days to submit a grievance. The resident must continue to pay rent during this time or the grievance process will be terminated.
- For all other grievances, the resident has 10 days from the date of the incident or violation notice to submit a grievance.

Quiet Enjoyment

Resident households are expected to be respectful of their neighbors and other residents of the complex. Resident households and their guests should refrain from making loud or boisterous noise when it would interfere with the quiet enjoyment of residents of the complex.

If neighbors or residents of the complex are disturbing a resident's quiet enjoyment, Housing Catalyst suggests the resident try to discuss the situation with the neighbor first. People are often unaware they are disturbing their neighbors and asking politely to keep noise levels down can resolve the situation. If the resident is unable to resolve the situation directly, they can contact their property manager. If a resident believes the noise is excessive and beyond a reasonable level, they can contact the Fort Collins Police Services non-emergency number at 970-419-3273. The Fort Collins noise ordinance is in effect 24 hours a day. Fort Collins Police Services may dispatch an officer to determine if the noise from the complex is unreasonable. If the police determine the noise is unreasonable, a ticket may be issued with fines up to \$1,000.

Harassment of Staff

Harassment of property management staff, including Housing Catalyst employees and vendors, is prohibited. Harassment is defined as conduct severe or persistent enough to create a work environment that staff consider intimidating, hostile, or abusive. Harassment includes threatening the health and safety of staff or the interfering with staff's right to peaceful enjoyment of the complex.

Phone calls, voicemails, and emails will be responded to in as prompt a manner as possible. Property management staff addresses all issues reported and will work to find a resolution as quickly as possible. Excessive and repeated communication attempts will not expedite the process. Please utilize Housing Catalyst's grievance procedure for additional communication concerns. For non-maintenance related emergencies, contact the police or emergency services immediately and notify management promptly.

Smoking

All Housing Catalyst properties are smoke-free. Resident households and their guests must comply with the smoke-free policy. Smoking and vaping are not allowed in any building or dwelling unit, or outdoors within 20 feet of any building, to ensure that secondhand smoke does not infiltrate any dwelling unit. Smoking means inhaling, exhaling, breathing, or carrying any lighted cigarette, cigar, other nicotine products (including electronic cigarettes and vapor cigarettes), any marijuana products, and any similar lighted products in any manner or in any form. Dwelling unit smoke testing may be charged to the resident.

The cultivation and use of marijuana is prohibited on the complex and in dwelling units.

Housekeeping Standards

While the dwelling unit is the resident household's space to feel comfortable and at home, maintaining safe and healthy housekeeping standards is an expectation. This includes routine cleaning of your dwelling unit, disposal of trash, and caring for the exterior of the dwelling unit including the yard, if applicable. At the time of annual recertification, an annual inspection will be conducted on the dwelling unit including a check of housekeeping standards. If this inspection is failed, the dwelling unit will be re-inspected until it passes. Failure to maintain a safe and sanitary dwelling unit is grounds for lease violations and eviction.

All trash must be disposed of in a clean and sanitary manner at responsible and regular intervals. Trash is not permitted on patios, balconies, outside of dwelling unit doors, in laundry rooms, or loose in dumpster enclosures. Trash must be contained in plastic bags and disposed of in the proper dumpster or trash bin. Recycling receptacles are for approved and clean recycling items such as cardboard, paper, cans, glass, and some plastics.

Private patios and balconies are considered part of the dwelling unit and it is the resident household's responsibility to maintain outdoor spaces in a clean and safe manner. Patios and balconies can have outdoor furniture, well-maintained and minimal plants and bikes, and appropriate outdoor décor. Trash, toys, car parts, bike parts, appliances, laundry drying, and hazardous materials are not permitted on any patio or balcony. Items are not permitted to hang off or extend beyond the patio or balcony railing.

Tarps and coverings are not permitted on patios and balcony railings. The use of patios and balconies must not interfere with any neighbor's use of their patio or balcony space, including not allowing anything including water to drip or drain onto neighbor's space. Windchimes and birdfeeders are not permitted.

Appliances

Residents are responsible for proper use of dishwashers in the dwelling unit, if provided. All appliances are serviced by the maintenance team and, if it is determined that the issue was due to misuse, the resident may be charged for the service. Properly loading the dishwasher will ensure that all dishes get clean. Cleaning the filter on a regular basis will help prevent dishwasher clogs. Dishes should be rinsed of large food debris prior to being loaded into the dishwasher. Only dishwashing detergent can be used in dishwashers, along with a rinse aid. When loading, all dishes should face the spray nozzle, with larger and heavier dishes on the bottom rack, and lighter and smaller dishes on the top rack. Dishes that are not usually dishwasher safe include wooden spoons and cutting boards, thin plastic dishware with painted designs, such as children's cups, and nonstick dishes and pans.

If provided, washers and dryers in the dwelling unit are serviced by the maintenance team. It is the resident household's responsibility to clean and properly use the washer and dryer appliances. In dwelling units with washer and dryer hookups, it is the responsibility of the resident to service and maintain appliances provided by the resident. Residents should be mindful of the noise created by washers and dryers and be respectful of their neighbors' quiet enjoyment.

If provided, please operate the garbage disposal with cold running water at least once every three days. Do not put paper, grease, eggs shells, banana peels, citrus rinds, fruit pits, bones, or other hard items in your garbage disposal. Always use cold running water and allow the disposal to run for 40 seconds after you have used it. Do not pour oil or fats down any drain or toilet; they may harden and cause a blockage. Residents are not permitted to use drain cleaners in the dwelling unit. Any clogged or blocked drains must be called into maintenance.

Common Areas

Signs or advertising are not permitted on the complex without written permission from the landlord. Door-to-door advertising or soliciting is not allowed. No pools or trampolines of any kind are allowed on the complex.

Gas, propane, or charcoal grills may not be used or stored anywhere on the complex, except for grills owned by Housing Catalyst. Gasoline or other hazardous materials cannot be stored anywhere on the complex. Electric grills are permitted. The landlord reserves the right to not permit electric grills if they pose a health or safety risk.

Household items, indoor furniture, tools, trash, laundry, boxes, dead plants, etc. cannot be stored or left on patios, balconies, breezeways, lawns, or any other common areas. Outdoor or patio furniture and well-maintained plants may be allowed in communal patio areas, provided they do not block walkways or cause other issues. Management reserves the authority to make the final determination on these items. Bicycles stored in common areas must be stored at designated bike rack areas. The resident household is responsible for cleaning up after use of any common area. Sleeping for any extended period of time or residing at or in any common area or lawn/yard area is prohibited.

Complex amenities such as laundry rooms, gyms, or clubhouses offered at some properties are for resident household use only; residents' guests are not permitted to use such facilities. Residents' guests are permitted to use complex pools if they are with a resident household; guests must adhere to the pool rules posted. Accessing any such common area after posted hours is prohibited. Loitering and consumption of alcohol and/or drugs are not permitted in any common area. Any minor under the age of 16 must be accompanied by an adult in common areas of the complex.

Shared laundry facilities shall only be used for washing and drying of standard household articles. Use of flammable materials, dyeing fabric, exceeding washer and dryer weight restrictions, etc. is prohibited. Cleaning inside of washer and dryer appliances and removing articles from appliances in a prompt timeframe are the resident's responsibility. Drying of clothes or other household articles in any common area or patio is not allowed. The landlord is not responsible for loss or damage to personal property.

Parking

Resident households and guests must park in designated parking spaces. Recreational vehicles, trailers, boats, campers, and oversized vehicles are not permitted to be parked anywhere in the complex. Vehicles that are visibly inoperable, trucks with excess clutter in the bed without a cover, and abandoned vehicles (defined as not being moved for 30 days and lacking proper communication with the property manager) are not permitted. Rental bikes and scooters are not permitted to be parked or left in the complex. Changing oil or performing mechanical repairs on automobiles or motorcycles is prohibited. Vehicles must never be parked in a manner that would block a resident's access to a garage, designated parking spot, or storage unit. If a property has parking permits, all resident households and guests must adhere to the stated policy.

If a vehicle is in violation of the parking policy, Housing Catalyst will place a notice on the vehicle. If the violation is not resolved, Housing Catalyst will tow the vehicle at the owner's expense. Less notice may be given for vehicles parked in fire lanes, in handicapped spaces without a permit, or causing a safety hazard to the community.

Moving Out

Residents must complete, sign, and submit an *Intent to Vacate* form 30 (thirty) days prior to their intended move out date. The *Intent to Vacate* form is available on the RentCafe portal or from the property manager at the leasing office. After giving notice of their intent to vacate, the resident will receive a *Move Out Packet* with additional information about vacating the dwelling unit. Failure to provide a 30-day written notice may result in a lease break fee equal to one month's rent. If the resident receives housing assistance, including a Project Based Voucher or Housing Choice Voucher, the resident is responsible for notifying their Housing Assistance Coordinator of their intent to move and completing any additional paperwork. The resident is also responsible for contacting Fort Collins Utilities and/or Xcel Energy to express their intent to move and pay any balances due.

The dwelling unit should be returned in the condition it was received at move in. The *Move Out Packet* can be referenced for additional information regarding unit condition and cleaning expectations. Residents can schedule a move out inspection with maintenance by calling 970-416-2092.

To be considered moved out, residents must turn in all keys and fobs in their possession to the leasing office. Any missing keys may result in a \$50 charge to the resident household. Rent will be charged for each day until keys are turned in. If extenuating circumstances occur, please contact your property manager.

After receiving keys, the maintenance team conducts an assessment of the damages to the dwelling unit to determine any move out charges. The accounting department then reviews the resident's ledger and creates a settlement letter detailing all charges. The accounting department will mail the settlement letter within 60 days of resident move out. The settlement letter will state whether the resident owes a balance to Housing Catalyst or will include a check with any refund due back to the resident. If the resident wants to dispute any move out charges, they can contact their property manager within 30 days of receiving the settlement letter. The resident should also contact their property manager to discuss payment options for move out charges. Unpaid move out balances will be sent to collections.

