



Community Handbook

FOR RESIDENTS OF HOUSING CATALYST COMMUNITIES



Housing Catalyst Community Handbook

Welcome to Your Housing Catalyst Home

We're excited to welcome you to your new home and community! At Housing Catalyst, we believe in building strong relationships with our residents rooted in mutual respect, shared responsibility, and open, honest communication.

We are committed to providing excellent service and managing properties that are safe, inclusive, and well cared for. We want everyone to feel at home here.

This Community Handbook is an important resource. It explains your lease terms, your responsibilities as a resident, how to request maintenance services, the rules that keep our communities safe, and the support we offer. Since the Community Handbook is part of your lease, we encourage you to read it carefully and refer back to it when questions come up. *Please note: we reserve the right to update this handbook as needed to reflect operational changes or to comply with national, state, and local laws.*

Your Property Manager is your primary point of contact for questions, concerns, or anything else you may need. You can reach them by phone, email, or appointment. If something isn't resolved and you still need help, our **Commitment to Customer Care** process gives you another path to escalate your concern. (See page 11 for more information)

At Housing Catalyst, we believe that quality, affordable housing is the cornerstone of equitable communities. When residents and staff work together, everyone benefits, and that's when communities truly thrive.

Thank you for being part of the Housing Catalyst community. We're here to support you and help make this a place where you feel respected, secure, and at home.

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
970-224-600

MAINTENANCE DEPARTMENT

Maintenance requests during office hours: 970-416-2092

Call Service Available 24/7 for Maintenance Emergencies:

Mason Place	(970) 660-6745
Oak 140	(970) 550-7062
Plum Place	(970) 659-6048
Redtail Ponds.....	(970) 329-8809
Remington Row.....	(970) 516-2144
Village on Cowan.....	(970) 736-3709
Village on Bryan.....	(970) 695-7048
Village on Cunningham.....	(970) 592-2939
Village on Elizabeth.....	(970) 516-2104
Village on Horsetooth.....	(970) 592-2809
Village on Impala.....	(970) 876-6065
Village on Leisure.....	(970) 545-8525
Village on Matuka.....	(970) 387-6878
Village on Plum.....	(970) 533-2565
Village on Redwood.....	(970) 516-2199
Village on Richmond.....	(970) 500-1058
Village on Stanford.....	(970) 512-8468
Village on Windmill.....	(970) 638-2096
Wellington Community Housing.....	(970) 289-5122

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VIEW THE COMMUNITY HANDBOOK ONLINE



General Guidelines

1. FAIR HOUSING
2. MANAGEMENT RENTAL OFFICES
3. BUSINESS RELATIONSHIP CONDUCT
4. NOTICE AND COMMUNICATION WITH RESIDENTS
5. COMMITMENT TO CUSTOMER SERVICE
6. SERVICES AND SUPPORT EXPECTATIONS
7. RESIDENT SERVICES & COORDINATORS

1. FAIR HOUSING

Commitment to Fair Housing Laws

Housing Catalyst is firmly committed to providing equal housing opportunities for all individuals and families. We comply with all federal, state, and local fair housing laws, including the Fair Housing Act, the Americans with Disabilities Act (ADA), Section 504 of the Rehabilitation Act, and the Colorado Fair Housing Act.

We do not discriminate against any person based on race, color, religion, national origin, sex (including gender identity and sexual orientation), familial status, disability, age, or any other protected characteristic under applicable law.

Housing Catalyst promotes inclusive communities where every resident has the right to feel safe, respected, and supported. We work to ensure that all individuals have equal access to housing, services, and amenities, and we provide reasonable accommodations and modifications when needed to ensure full participation in our housing programs.

Source of Income Non-Discrimination

Pursuant to C.R.S. § 24-34-502(1):

- Property Management will not discriminate based on source of income.
- Property Management will accept any lawful and verifiable source of money paid directly, indirectly, or on behalf of a person.
 - This includes income from any lawful profession or occupation, as well as rental payments derived from government or private assistance, grants, or loan programs.

Reasonable Accommodations and Modifications

Housing Catalyst will permit reasonable accommodations and modifications in accordance with applicable Fair Housing laws. Before making any modifications, the resident and Property Management may need to sign a written agreement. This agreement will outline the terms of approval, responsibilities, and process for completing the requested modification.

Request Process

Property Management requests that all reasonable accommodation and modification requests be submitted in writing to ensure clarity and proper documentation. However, in accordance with the Fair Housing Act and related guidance, verbal requests will also be accepted. Property Management will work with individuals who need assistance submitting a request due to a disability, language barrier, or other limitations.

2. MANAGEMENT RENTAL OFFICES

Office Business Hours and Closures

- **Regular Hours**
 - Monday through Thursday: 8:00 AM – 4:00 PM
 - Friday by appointment only
- **Closures**
 - Closed on weekends.
 - Closed on Federal Holidays
 - Occasionally closed for training or other reasons; notice of such closures will be posted on the office door.

3. BUSINESS RELATIONSHIP CONDUCT

The relationship between Property Management and the resident is a professional business relationship. A courteous and businesslike attitude is required by all parties.

Property Management reserves the right to refuse to conduct business with any individual who:

- Is verbally abusive, swears, or is disrespectful.
- Is threatening, aggressive, uses discriminatory language, or is argumentative.
- Appears intoxicated or under the influence of alcohol or drugs.

Behavior Expectations

Housing Catalyst is committed to fostering respectful, safe, and professional environments for all residents, applicants, guests, and staff. We understand that individuals may experience frustration or stress, and we are here to support productive, solution-focused conversations. However, we also have a responsibility to maintain a safe and respectful space for everyone.

If an applicant, resident, guest, or visitor displays unprofessional, disruptive, or disrespectful behavior toward management staff or others present in the office, the individual will be asked to leave immediately. Depending on the nature of the behavior, a lease violation notice may be issued.

If any person—including a resident, guest, or household member—exhibits threatening behavior, appears intoxicated, or attempts to intimidate staff or others, they will be required to leave the office immediately. In such cases, a formal lease violation will likely be issued, and further action may be taken as permitted under the lease agreement and applicable law.

We are committed to working with you respectfully and ask that all communication remain courteous and solution-oriented.

Resident Attire Expectations

To maintain a respectful and professional environment, residents are expected to wear appropriate attire when visiting the management office or during apartment home inspections.

Acceptable attire includes, but is not limited to:

- Shoes, shirts, pants, shorts, or skirts.

Unacceptable attire includes but is not limited to:

- Bathing suits (without appropriate cover).
- Clothing that displays foundation garments (e.g., underwear, lingerie).
- Clothing with inappropriate language or pictures.

For health and safety reasons, shoes and shirts must be worn at all times in common areas of the property, with the exception of designated pool areas.

Use of Cell Phones

The use of cell phones or other electronic devices is prohibited during in-person interactions with property staff. This includes single-party video and audio recordings.

Property staff will discontinue communication if the applicant/resident is on a phone call, texting, reading a text, or using an electronic device.

Exceptions: Devices necessary to alleviate symptoms of a disability or to enhance communication under Limited English Proficiency (LEP) requirements, or to perform verification and clarification tasks.

Use of cell phones or other electronic devices in the management office (except for approved exceptions) is not allowed without prior permission from property staff.

Animals

Animals are not permitted in the management office, except in the following circumstances:

Service Animals

Service animals, as defined by the Americans with Disabilities Act (ADA), are welcome when accompanying individuals with disabilities for the purpose of conducting business with property staff. These animals are trained to perform specific tasks directly related to the person's disability.

Assistance Animals

Assistant animals approved as a reasonable accommodation under the Fair Housing Act (FHA) may also be permitted if the presence of the animal is necessary to afford a person with a disability an equal opportunity to use and enjoy housing. In such cases, prior approval and coordination with management is required.

Supervision of Minors

For safety reasons, children must be supervised by a parent, guardian, or responsible adult while in the management office. Property staff and other residents are not responsible for providing childcare or supervision.

Gifts and Payments

Property staff are prohibited from accepting any money, gifts, services, or favors related to the application process or residency. This does not include payment for rent, fees, and charges.

4. NOTICE AND COMMUNICATION WITH RESIDENTS

Except where required by program or applicable state law, Property Management will provide notices and other communication through multiple methods concurrently.

Some notices must be delivered to the resident's apartment home according to state law requirements, including instances where certain information cannot be sent via email. Please note that **personal text messaging between staff and residents is strictly prohibited**. While residents may receive **automated text messages through the resident portal**, all other communication must occur through official channels such as email, phone calls, written notices, or the resident portal.

Residents that have Limited English Proficiency (LEP) who don't speak English as their primary language and have limited ability to read, write, speak, or understand English can request live telephone translation services when communicating with property staff. Translated documents are available upon request.

5. COMMITMENT TO CUSTOMER SERVICE

Resident Concern Communication Plan

The Housing Catalyst Property Management Team is committed to addressing resident concerns in a fair, consistent, and timely manner. All decisions and actions are guided by the lease agreement, community rules, and applicable housing program regulations.

We recognize that residents occasionally need further explanation or clarification of a policy or decision. To ensure your concern is handled efficiently and by the appropriate person, please follow the communication steps outlined below:

Step 1: Contact Your Property Manager

Residents should submit concerns directly to their Property Manager. You may do so in person, by email, phone call, or voicemail. Please allow up to **two (2) business days** for a response.

Step 2: Request a Meeting with the Portfolio Supervisor

If the issue is not resolved or you need additional support, request a meeting with your portfolio supervisor. Please allow **one (1) business day** for a response.

Step 3: Contact the Senior Director of Property Operations

If further escalation is needed, you may contact the Senior Director.

Access Contact Information

Contact details for the property leadership team are available at housingcatalyst.com/contact-the-villages.

To avoid delays, please follow each step in order. Skipping steps will result in your concern being routed back to the appropriate contact listed above, which may prolong the response time.

All staff members are trained to provide respectful, informed support and will give thoughtful consideration to all questions related to your lease, community policies, and housing program requirements.

Concerns specifically related to staff conduct should also be submitted using the steps above so they can be appropriately reviewed by the correct level of leadership.

6. SERVICES AND SUPPORT EXPECTATIONS

Residents must be able to live independently and fulfill the terms and conditions of their lease without intervention or ongoing assistance from Property Management staff. Housing Catalyst does not provide long-term health care, recovery, or nursing care services.

However, we recognize that some residents may benefit from additional support to maintain housing stability. If you require assistance, you may contact our Resident Services department for help identifying local resources. While Resident Services does not provide direct care, they can assist in connecting you with appropriate community-based services.

If a resident requires external support to meet lease obligations, it is the responsibility of the resident or their representative to arrange for those services. Residents are encouraged to reach out proactively for assistance before challenges escalate.

To connect with a Resident Services Coordinator, please email: residentservices@housingcatalyst.com.

7. RESIDENT SERVICES & COORDINATORS

The goal of the Housing Catalyst Resident Services team is to assist residents by sharing community resource information. Assistance from Resident Services is an optional service.

Resident Services Coordinators are a resource connecting residents to available services and existing resources in the Fort Collins community. They serve as advocates and liaisons within the community and bring community resources to residents through onsite programs and events.

Resident Services Coordinators Can:

- Connect residents with resources that will support them in reaching their health, education, career, and financial goals.
- Host on-site events and workshops for residents to get to know their neighbors and learn new skills.
- Give residents chances to join community activities and share resources that support their education, health, jobs, or financial needs.
- Offer guidance to families in finding childcare, supporting kids in school, and developing parenting skills.

Resident Services Coordinators Cannot:

- Act as emergency responders or provide medical, fire, or law enforcement services.
- Provide personal services such as childcare, pet care, or in-unit cleaning.
- Accept responsibility for securing packages, mail, or personal items on behalf of residents.
- Serve as legal advisors or help with legal disputes, including lease-related issues.
- Guarantee maintenance response times or promise services outside the normal maintenance request process.
- Personally provide transportation or relocation assistance. (Resources may be available)
- Mediate disputes between residents or resolve personal conflicts unrelated to the community's policies.
- **Change or override lease enforcement practices, which are determined solely by Property Management.**

Community Standards of Conduct

1. NOISE STANDARDS & QUIET HOURS
2. FIRE SAFETY INFORMATION
3. PORTABLE OXYGEN TANKS
4. BUILDING ENTRIES
5. DISCLAIMER OF SECURITY, CRIME PREVENTION, & LIABILITY
6. NO SMOKING STANDARD
7. PUBLIC CONSUMPTION OF ALCOHOL
8. WEAPONS & FIREARMS
9. HOME-BASED BUSINESS
10. SOLICITATION/SALES
11. UNMANNED AIRCRAFT SYSTEMS, DRONES, OR OTHER REMOTE-CONTROLLED FLYING DEVICES
12. LAUNDRY ROOM (WHERE APPLICABLE)
13. COMMUNITY ROOM (WHERE APPLICABLE)
14. COMMUNITY COMMON AREAS, EQUIPMENT, AND FACILITIES
15. BARBECUE GRILL
16. TRASH/DUMPSTER
17. HAZARDOUS WASTE
18. CAMERAS AND RECORDINGS

1. NOISE STANDARD & QUIET HOURS

Housing Catalyst adheres to the City of Fort Collins Noise Ordinance. Under this ordinance, no person shall make, continue, or cause any unreasonable noise, nor shall any person knowingly permit such noise on property or in a vehicle they own, occupy, or control.

A noise disturbance is defined as any sound originating from or received within the city limits that:

- Endangers the health or safety of any person;
- Disturbs a reasonable person of normal sensitivities; or
- Endangers personal or real property.

To support a peaceful living environment, **quiet hours are observed between 10:00 PM and 7:00 AM daily**. During these hours, residents and guests are expected to keep noise to a minimum, both inside units and in shared community spaces.

Noise complaints are enforced by the City of Fort Collins Police Services. If you are experiencing a noise disturbance, please contact non-emergency dispatch at **970-419-3273**.

Please note that Housing Catalyst Property Management cannot take enforcement action on noise complaints without verifiable evidence, such as police documentation, credible third-party witness reports, or other proof of a clear violation.

To review the full City ordinance, visit: <https://www.fcgov.com/neighborhoodservices/cl-noise-ticket>

Examples of Disturbing Noise

Noise that could be considered disruptive or in violation of quiet hours includes, but is not limited to:

- Constant or uncontrollable barking dogs
- Loud music, television, or audio equipment
- Use of power tools or machinery, especially during quiet hours (10:00 PM – 7:00 AM)
- Vehicles with excessively loud engines or revving motors
- Fireworks, explosives, or similar loud disruptions
- Loud parties, shouting, or raised voices
- Slamming doors, banging on walls or stomping on floors
- Prolonged use of household appliances (e.g., vacuums, washers/dryers) late at night
- Group gatherings in hallways, stairwells, or shared outdoor areas that create excessive noise

While some noise is a normal part of community living, all residents are expected to be mindful of their neighbors and always maintain noise at reasonable levels — especially during designated quiet hours. Repeated or excessive disturbances may be subject to lease enforcement action if supported by verifiable evidence.

Quiet and Peaceful Enjoyment

Residents are expected to conduct themselves and ensure their guest(s) conduct themselves in a manner that always supports the quiet and peaceful enjoyment of the property by all community members.

2. FIRE SAFETY INFORMATION

Residents are responsible for notifying Property Management when a fire extinguisher, sprinkler, or other fire suppression device activates, or when a smoke detector is damaged or becomes inoperable. If Property Management discovers unreported discharges or damage to fire prevention or detection equipment, a charge may be assessed against the resident for replacement.

Do Not Remove or Tamper with Any Fire Protection or Detection Equipment.

Fire Safety Guidelines

To reduce the risk of fire and ensure the safety of all residents, please follow these guidelines:

- Never leave stoves or ovens unattended while in use, and regularly clean the cooking area to prevent grease build up.
- Smoking is not allowed indoors or within 20 feet of any building or entrance.
- Do not misuse matches, lighters, or other open-flame devices indoors.
- Do not leave electric appliances unattended, including but not limited to space heaters, irons, electric fireplaces, and hair styling tools.
- Unplug lithium battery-powered devices once fully charged to prevent overheating.
- Never leave any candles or open flames unattended.
- Do not overload electrical outlets or extension cords. Connecting multiple extension cords (daisy-chaining) is not allowed.
- Do not store any flammable materials, such as cardboard boxes, paint, cleaning chemicals, or paper near furnaces or water heaters.
- Gasoline, torches, propane tanks and other flammable/explosive materials are strictly prohibited inside apartments and on balconies due to the risk of fire.

Fire-Related Damage and Resident Responsibility

Fire-related damage to a unit or any other portion of the property caused by a resident, or their guest is cause for immediate action, including lease violation and termination. Residents may be responsible for all repairs to the unit and any other affected portion of the community depending on the verifiable evidence of the situation.

Residents will be held responsible for the liability of the property damage for removing or disabling smoke detectors. Residents are always responsible for their personal property. Rental Insurance is highly recommended for all residents.

3. PORTABLE OXYGEN TANKS

Residents who use portable oxygen tanks are required to adhere to the following safety guidelines to ensure their safety, the safety of their neighbors, and the protection of community property.

Compliance with Safety Precautions

Residents must become familiar with and strictly follow all safety precautions associated with the use and storage of portable oxygen tanks.

Prohibition on Smoking and Open Flames

For the safety of all the residents and staff, smoking or burning any product that produces a flame is strictly prohibited in any unit or where an oxygen tank or concentrator is present.

- The use of items that pose a fire risk—such as candles, incense, or open flames—is also **strictly prohibited** under these conditions.

Portable oxygen tanks must be stored and used at least twenty feet away from any designated smoking area or areas where smoking is occurring.

Immediate Grounds for Lease Termination

Smoking in the presence of an oxygen tank or concentrator is strictly prohibited and considered a serious and immediate violation of Community Standards. This behavior poses a significant risk to health and safety, increases the potential for explosion, and may cause severe damage to property. Such violations may result in lease enforcement actions, up to and including lease termination.

4. BUILDING ENTRIES

To ensure the safety and security of all residents, the following guidelines regarding building entry and access must be adhered to.

Controlled Access

Entry doors are secured to maintain controlled access for all residents. To support community safety and prevent property damage, the following rules apply:

- All residents and visitors must use the main entrance to access the building.
- Forcing doors open or damaging entry systems is strictly prohibited. Repair costs resulting from such actions will be charged to the resident responsible for the damage.
- Residents are responsible for the conduct and actions of their guests at all times.
- If an access fob is lost or misplaced, contact property management immediately for a replacement.

- Climbing fences or other barriers to gain entry is strictly prohibited and may result in lease enforcement actions.

Proper Use of Doors

All residents must ensure that building doors are fully closed and locked upon exit to maintain controlled access for the community. Windows, stairwells, balconies, or any other non-designated entry points may not be used for building access under any circumstances.

Guest Responsibility

When guests are expected, it is the host resident's responsibility to be available to admit them. Access fobs and access codes are not allowed to be given to guests.

Prohibition on Propping Doors Open

Propping entry doors open to allow unrestricted access to the building is strictly prohibited.

Unauthorized Persons

Allowing a person into the building that is not your personal guest is strictly prohibited. If you suspect an unauthorized person is in the building, immediately contact property management or the police.

5. DISCLAIMER OF SECURITY, CRIME PREVENTION & LIABILITY

No Guarantee of Security

Housing Catalyst does not guarantee security, crime prevention, or reduced risk of crime, whether express or implied.

Acknowledgment of Responsibility

Resident acknowledges and agrees that:

- Protection against criminal action is not within Property Management's power.
- Property Management does not provide and has no duty to provide security protection services, security lighting, or other security measures at the Community.
- Property Management may, but is not obligated to, conduct criminal background checks on actual or potential residents or occupants.
- Residents shall rely solely on police and public law enforcement for security protection.
- Residents are responsible for their personal security and the security of their occupants at all times.
- Residents are responsible for the security of their property, including vehicles and outdoor furniture. Renters insurance is highly recommended for all residents.

Property Management's Liability

Property Management shall not be liable for failure to provide any security or security-related measures or for any criminal or wrongful actions by third parties, including actions causing damage to the resident's or their guests' property.

Security Measures by Property Management

Any security measures taken by Property Management are for Property Management's purposes only and:

- Do not create any obligation for Property Management to ensure such measures are operational or effective.
- Do not guarantee security, crime prevention, or reduced risk of crime.
- May be altered, changed, or abolished by Property Management at any time.
- Do not modify or alter Property Management's disclaimers of security as set forth in this Standard.

Prohibition on Interference

Residents agree not to act in any way that may interfere with or impair any security measure or device in use or put in use by Property Management.

Emergency Procedures

In the event of an accident, fire, smoke, crime, suspected criminal activity, or other emergencies involving imminent harm, the resident should first contact local emergency services (medical, fire, or police) and then contact Property Management.

Reporting Criminal Activity

If a resident, occupant, or guest is affected by a crime at or involving a Housing Catalyst property, the resident must submit a written report to Property Management and the appropriate local law enforcement agency.

If damages are caused by criminal activity, the resident is responsible for repairs. To be considered for a waiver of these costs, the resident must file a police report within 48 hours.

Registered Sex Offender Information

In line with Housing Catalyst screening practices, people who are registered lifetime sex offenders are not allowed to live in our communities. Information about registered sex offenders in Fort Collins can be found through local law enforcement.

6. NO SMOKING COMMUNITY STANDARD

To reduce fire risk and protect the health of all residents from the harmful effects of secondhand smoke, Property Management has implemented a **No Smoking Community Standard**.

Definition of Smoking

Smoking means inhaling, exhaling, breathing, or carrying any lighted or heated cigar, cigarette, pipe, vaping device, or similar item.

Indoor Regulations

Smoking is strictly prohibited in all indoor areas of the property, including:

- Community buildings and common areas.
- Individual dwellings.
- Hallways, staircases, elevators, and restrooms.
- Any other enclosed spaces.

Outdoor Regulations

Smoking is allowed only in designated areas located at least 20 feet from buildings, windows, playgrounds, and common areas including pool areas and dog parks.

- If there is not a designated area, at least 20 feet from the buildings, windows, playgrounds and common areas will become the designated area.

Residents, guests, and service providers must dispose of cigarette butts, matches, and related trash in appropriate dispensers.

Resident Responsibilities

Residents must inform all guests and household members of the No Smoking Community Standard.

Property Management Disclaimer

Property Management disclaims any warranties or guarantees that the dwelling unit or community will be free from secondhand smoke or that the air quality will be improved compared to properties where smoking is permitted.

Property Management cannot guarantee complete enforcement of the policy.

Smoke Monitors (Where Available)

Property Management reserves the right to install smoke monitors (where available) in a dwelling unit following a documented smoking violation. Residents will be notified prior to installation.

Tampering with, disabling, or damaging smoke monitors is strictly prohibited. If a device is found to be altered or damaged, the responsible resident will be held financially responsible for:

- The full cost of replacement, and
- Any smoke mitigation services required.

A **minimum charge of \$400** will be assessed, with higher charges possible depending on the extent of the damage or contamination.

If a smoke monitor detects smoke, Property Management may enter the unit without prior notice to investigate and address the issue, as this is considered an emergency condition.

Residents will be held financially responsible for any damage caused by smoking in violation of the lease or this No Smoking Community Standard.

Legal Compliance

This Standard does not override or limit any local government regulations related to smoking. In case of conflict between this Standard and local law, the local law will prevail if stricter than or in direct conflict with any portion of this Standard. In cases where state or local laws conflict with this Standard, federal law governs and takes precedence.

7. PUBLIC CONSUMPTION OF ALCOHOL

Property Management enforces strict prohibition on the consumption of alcohol in all common or public areas of the property.

Prohibited Areas

Alcohol consumption is prohibited in all common or public areas, including but not limited to:

- Management offices
- Designated smoking areas
- Laundry rooms
- Common stairwells
- Community rooms
- Picnic areas
- Parking lots

Resident Responsibility

Residents and guests are expected to behave responsibly with respect to the use of alcoholic beverages. Disruptive behavior resulting from alcohol use, whether by residents and guests is strictly prohibited.

Lease Violation

Residents who engage in disruptive behavior due to alcohol use, or who fail to prevent such behavior by their guests, will be considered in violation of their lease agreement.

8. WEAPONS & FIREARMS

To ensure the safety and security of all residents and staff, the following regulations govern the possession, use, and storage of firearms, weapons, and dangerous objects on the property.

Storage and Transport

Firearms must always be securely stored in locked cabinets when not in use. If a firearm is removed for lawful purposes (e.g., target practice or hunting), it must be transported in a proper carrying case directly between the unit and the vehicle.

Firearms unattended in a vehicle must be stored in a locked hard-sided container that is placed out of plain view in the locked vehicle.

Prohibition of Open Carry and Visible Display

The open carrying or visible display of firearms or other weapons is strictly prohibited anywhere on the property.

Posted Sensitive Areas prohibit concealed carry weapons.

Prohibited Use and Objects

The use of any weapon, firearm, or dangerous object within the property is strictly prohibited. This includes, but is not limited to:

- **Firearms:** Shotguns, handguns, pistols, rifles, etc.
- **Ammunition:** Any type of ammunition.
- **Air-Powered Weapons:** Pellet guns, B.B. guns, air guns, etc.
- **Archery Equipment:** Bows, arrows, targets, etc.
- **Projectile Devices:** Slingshots or any device capable of shooting a projectile.
- **Sharp/Pointed Objects:** Knives, swords, or similar objects used with intent to threaten, intimidate, or harm.
- **Explosives:** Fireworks, explosives, or explosive chemicals.

- **Other Dangerous Items:** Any instrument, object, or material deemed a weapon when used with intent to threaten, intimidate, or harm another.

Prohibition of Illegal Possession of Weapons

The illegal possession of weapons by residents and guests is prohibited and a violation of the Crime Free Lease Agreement

Adherence to Local Firearm Regulations

Residents and guests must comply with all local, state, and federal firearm regulations, including any future changes to these laws.

9. HOME-BASED BUSINESS

Definition of Home-Based Businesses

A home-based business is an income-generating activity conducted primarily within the residence without leasing or using offsite space.

Approval Criteria

Property Management may approve or deny home-based businesses based on their impact on the property and other residents' peaceful enjoyment.

- **Permitted Activities:** Examples include sewing, consulting, and data entry.
- **Prohibited Activities:** Businesses involving chemicals (e.g., cosmetology), manufacturing (e.g., woodworking), or those causing disturbances (e.g., loud noises or odors).

Approval and Compliance

Residents must obtain prior approval from Property Management before conducting any business activities in the unit.

All home-based businesses must comply with applicable state and local laws. Residents are responsible for understanding and adhering to all relevant laws and regulations.

Conditions for Home-Based Businesses

Business activities must not be visible, audible, or detectable by smell from the building's exterior or common areas (e.g., hallways or elevators).

The business must not involve visits from employees, clients, customers, suppliers, or other business-related individuals, except for standard delivery services (e.g., USPS, UPS, FedEx). Business activities must not increase property traffic.

The business must not raise Property Management's insurance premiums or impair their ability to obtain insurance coverage.

Daycare Prohibition

Child or adult daycare is not permitted due to licensing requirements and the associated burden on the owner/agent or property staff. Occasional babysitting is allowed but must comply with guest/visitor policies.

Licenses and Documentation

Residents must obtain and maintain all required federal, state, or local licenses, permits, insurance, or documentation for a home-based business. Documentation of compliance must be provided upon request. Failure to comply must be rectified immediately upon notice.

Parking Rules

Employees or patrons of a home-based business may not use resident parking for daily needs. Visitor parking, if available, must be used for non-resident vehicles.

Property Management is not responsible for the safety or security of vehicles parked by patrons or employees.

Liability and Compliance

Residents are responsible for ensuring full compliance with this Standard and all applicable laws. Failure to adhere to these requirements may result in termination of business activities or further action.

10. SOLICITATION/SALES

To support a safe and respectful community for all residents, the following activities are not allowed as they may compromise security or privacy.

Door-to-Door Sales and Flyers

To keep things safe and respectful for everyone, residents are **not allowed** to go door-to-door or leave ads, flyers, invitations, or other materials on or under other residents' doors.

Garage and Yard Sales

Garage sales, yard sales, donation tables, or similar activities are **not allowed** at any time.

These types of events can bring in pests like bedbugs and roaches, which can cause health and safety problems for the whole community.

Unsolicited Sales Calls

Residents should not try to sell products to other residents unless that resident asked for the information. This helps everyone feel comfortable and respected in their home.

11. UNMANNED AIRCRAFT SYSTEMS (UAS) DRONES, OR OTHER REMOTE-CONTROLLED FLYING DEVICES

The use of unmanned aircraft systems (UAS), drones, or other remote-controlled flying devices is strictly prohibited on the property.

The following guidelines apply:

- Residents may own drones or similar devices, but they must store them safely within their unit.
- Residents and their guests are prohibited from operating drones or similar devices anywhere on or in the airspace above the property.
- Residents are not expected to police drone activity.

12. LAUNDRY ROOM

To keep the laundry room clean, safe, and available for everyone, please follow the rules below:

Who Can Use the Laundry Room

The laundry room is for use by residents and individuals assisting them. Please follow the instructions on the machines. If you need help using them, ask the Property Management team. Laundry rooms are open 24 hours a day or during regular community space hours.

Responsibility and Timeliness

- Stay nearby while your laundry is washing or drying.
- Take your laundry out of the machines as soon as it's done.
- Property staff are **not responsible** for any lost or damaged items.

Prohibited Uses

The following activities are not permitted in the laundry room:

- Cleaning of diapers or removing human/animal waste.
- Dyeing or starching clothing in the machines.
- Using laundry equipment for home-based business activities.
- Using laundry equipment to address bed bugs.

Reporting Concerns

If a laundry machine isn't working, please contact the vendor listed on the machine or reach out to the Housing Catalyst Maintenance Department.

13. COMMUNITY ROOM

The community room, where available, is provided for residents' use under the following guidelines to ensure fair access, safety, and proper maintenance of the space.

Availability

The community room is open during normal business hours and is accessible to all residents.

Residents may reserve the community room for personal gatherings on a first-come, first-served basis during business hours, with weekend availability until 5:00 p.m. Management reserves the right to adjust availability for private functions as needed to meet business needs.

Approval Process

Reservation requests are subject to approval by Property Management and must comply with fair housing provisions. At least one resident must supervise or host the function during the reserved time.

Prohibited Activities

Smoking and the consumption of alcoholic beverages are strictly prohibited in the community room.

Animals

Animals are not permitted in the community room unless they are trained service animals actively supporting a resident or guest who is present. Residents are fully responsible for the behavior and control of their animals while using shared community spaces.

Non-Disruption

Events must be conducted in a manner that does not interfere with or disrupt normal Property Management office operations. Noise levels, foot traffic, and other activities should remain respectful of staff and business function during office hours.

Cleaning & Damage Deposit

A \$200 refundable deposit may be required by Property Management for the use of the community room. Additional charges for cleaning and damages may be incurred based on the condition of the space after usage. **Reservations and Inquiries**

Residents interested in reserving the community room or obtaining additional details should contact property staff.

14. COMMUNITY COMMON AREAS, EQUIPMENT AND FACILITIES

Residents are required to comply with the following guidelines when using community common areas, equipment, or facilities to ensure safety, functionality, and enjoyment for all.

Adherence to Posted Rules

All residents must follow the specific rules provided by Property Management for common areas such as the fitness room, swimming pool, and community rooms.

Supervising Children

To help ensure the safety of all residents and the proper use of community facilities, children must be appropriately supervised at all times. We ask that parents, guardians, or responsible household members accompany and monitor children when they are in common areas or using shared amenities.

Property Management's Maintenance Rights

Property Management reserves the right to close any common area or facility temporarily for maintenance, cleaning, or other necessary purposes.

Use at Your Own Risk

Residents use all **common areas, equipment, and facilities at their own risk**. Housing Catalyst is not responsible for injuries, accidents, or personal property loss resulting from the use of these spaces.

Prevention of Damage

Common areas, equipment, and facilities must not be used in any way that could result in damage to the property.

15. BARBECUE GRILLS

The following rules govern the use of grills and similar cooking devices on the property to ensure safety and compliance with fire safety regulations.

Provided Grills

Gas and/or charcoal grills have been provided in designated areas throughout the property grounds, where applicable, for residents to use.

Resident Grills

Electric grills are permitted for outdoor use.

Prohibited Items

Personal charcoal and LP-gas grills, barbecues, smokers (including pellet smokers), and similar open flame cooking devices are strictly prohibited on balconies, patios, or anywhere on the property.

This restriction follows Fort Collins Fire Department regulations and is intended to reduce fire risk and protect the safety of all residents and property structures.

16. TRASH/DUMPSTER

To maintain a safe, sanitary, and compliant living environment, residents must adhere to the following guidelines regarding trash, garbage, and waste disposal.

Compliance with Laws

Residents are responsible for complying with all applicable state, federal, municipal, and local waste collection and recycling laws.

Proper Disposal

Residents are responsible for removing and properly disposing of all unwanted household items or personal property. If assistance is needed for proper disposal, residents must coordinate with Property Management to ensure compliance with City of Fort Collins disposal requirements.

Residents will be held financially responsible for any charges related to the removal of items that are prohibited from being placed in the dumpsters.

- Trash must not be left—even *temporarily*—in hallways, patios, balconies, or other common/public areas.
- Dumpsters are for residents' personal household use only and must be used appropriately.

Bagging and Placement

All trash must be placed in a tied/sealed plastic bag and deposited inside the dumpster or trash chutes. Trash must not be placed on top of or beside dumpsters or trash chutes.

Dumpster lids/doors must remain closed to prevent entry by animals, birds, or people.

Prohibited Items

- Discarded furniture, mattresses, box springs, or non-trash personal property cannot be placed in or around dumpsters.
- Flammable materials, grease, paint, acids, medical waste, and hazardous materials are strictly prohibited.
- Residents must follow the proper disposal process for bed bug-infested items by contacting property management.

Recycling

Residents must sort waste according to legal and property-specific recycling requirements. Cardboard must be recycled in Fort Collins.

Hard-to-Recycle Materials including electronics, batteries, paint, motor oil, plastic bags, cell phones, appliances, scrap metal, bicycles, computers, televisions, and microwaves can be disposed of at the Timberline Recycling Center at 1903 S. Timberline Road. Some materials have a fee for proper disposal.

Improper Disposal Costs

Residents are responsible for the cost of removing improperly disposed items, including hazardous waste, furniture, or any item infested with bed bugs.

Health and Safety Compliance

Property staff will not allow accumulated trash or materials that pose health, fire, or safety risks.

Fines and Penalties

Costs associated with removal, disposal, or repairs due to non-compliance will be charged to the resident.

Prohibited Areas for Trash Accumulation

Common areas, storage areas, stairwells, patios and balconies, laundry facilities, parking lots, landscaping areas, and any area that is not a dumpster enclosure are strictly off-limits for trash or discarded items.

17. HAZARDOUS WASTE DISPOSAL

To maintain a safe and healthy environment, residents must adhere to the following rules regarding the handling and disposal of hazardous waste.

Hazardous and Medical Waste

Medical and hazardous waste must be disposed of per the manufacturer's recommendations. Larimer County Landfill accepts most Household Hazardous Waste for free year-round. Learn more: <https://www.fcgov.com/utilities/household-hazardous-waste-collection-faqs>.

Residents will be charged for hazmat responses or necessary repairs resulting from improper disposal of hazardous materials or medical waste.

Storage and Disposal

Hazardous waste, gasoline, and combustible items must not be stored or disposed of within the apartment or anywhere on the apartment property. Disposal of hazardous waste must comply with city codes and all applicable state laws.

Infectious waste generated from medical supplies must be handled safely to minimize the risk of injury or contamination.

Needles and Sharps

- Needles and sharps should never be bent, broken, or otherwise manipulated before disposal.
- Used needles and syringes must be placed in a medical-grade sharps container immediately after use.
- These containers are designed to minimize contact and ensure safe disposal.
- Sharps disposal is available at Larimer County Household Hazardous Waste Facility, Larimer County Landfill, and Northern Colorado Health Network.

Compliance and Safety

Residents are responsible for adhering to these guidelines to ensure safety and legal compliance.

Failure to properly dispose of hazardous or infectious waste may result in penalties or charges for cleanup or disposal required by the property.

18. CAMERAS AND RECORDINGS

Residents acknowledge and agree to the following policies regarding surveillance, monitoring, and recordings conducted on the property.

Surveillance Cameras

Surveillance cameras **have been or may be installed** throughout the property at the discretion of Property Management. Cameras may be located in the management office, common areas, and other designated locations.

- The presence of cameras does not imply or guarantee safety or security.
- Active monitoring is not guaranteed, and camera systems may not be operational at all times.

- Footage is not required to be saved or stored for any specific duration and may not be available upon request.
- All footage is for the exclusive use of Property Management and emergency services and will not be shared with residents.

Residents are encouraged to take appropriate personal precautions, as the use of surveillance cameras does not alter Property Management's general disclaimers regarding security.

Communication Monitoring

Communication with the management office or property staff (including calls and emails) may be monitored and recorded for security, quality assurance, or legal purposes. Communications are not required to be stored for any specific timeline and will remain confidential.

Activity Recording in Units

Property Management may record activities conducted within a resident's unit for specific purposes, including during unit inspections, maintenance work order activities, pest control and extermination services, and during meetings.

Use of Recordings

Recordings or data captured by surveillance devices or monitoring systems on the property may be used by Property Management or their representatives in legal proceedings, including but not limited to:

- Court cases
- Mediations
- Appeals of actions taken by the owner/agent
- Quality assurance

Enforcement of Community Handbook Regulations

Enforcement is the responsibility of property management. Residents must not self-police the property. Approaching others to enforce the regulation constitutes harassment and may result in eviction.

Violations should be reported directly to property management by Incident Report. Investigations conducted by Property Management staff will result in a final decision and may remain confidential.

Your Apartment

1. INSURANCE STANDARD
2. LOCKS/KEYS/FOBS
3. SMOKE DETECTOR
4. EMERGENCY MEDICAL ASSISTANCE & RESPONSE
5. APPLIANCES
6. UTILITY SERVICES
7. CABLE, TELEVISION, INTERNET, AND OTHER LIKE SERVICES
8. HEATING AND AIR CONDITIONING
9. RESIDENT RESPONSIBILITY
10. PLUMBING
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14. HOUSEKEEPING
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16. UNIT APPEARANCE AND INTERIOR ALTERATIONS
17. MAINTENANCE AND REPAIR
18. ROUTINE MAINTENANCE AND PREVENTATIVE SERVICES
19. EXTERMINATION AND PEST CONTROL
20. BED BUG PREVENTION AND ERADICATION
21. MOLD PREVENTION AND REMEDIATION
22. DAMAGE AND MAINTENANCE

1. INSURANCE STANDARD

The following guidelines apply to personal property and renter's insurance for all residents.

Liability Disclaimer

Property Management is not responsible for any damage to or loss of personal property belonging to residents.

Renter's Insurance Recommendation

Residents are strongly encouraged to purchase renter's insurance to protect their personal belongings and household effects. Property Management's insurance policy does not cover residents' personal property under any circumstances.

Availability of Renter's Insurance

Rental insurance is generally available at a moderate cost through most local insurance providers. Residents are advised to secure renter's insurance to ensure adequate protection against potential loss or damage to their personal items.

2. LOCKS/KEYS/FOBS

This Standard ensures security, accountability, and proper use of keys and entry devices for the safety of all residents.

Key/Entry Card Issuance

At move-in, one set of keys will be provided to the household.

At move-in, one access fob will be provided per adult household member. Fobs may also be issued to resident minors upon request.

If an access fob is needed for a medical support person, the resident must submit a request through the reasonable accommodation process.

Prohibition on Key Sharing

Residents are not permitted to provide keys to relatives, friends, or guests. Fobs/keys will not be released or provided to non-lease holders.

Lock and Key Modifications

Residents may not add or change locks on their units. This includes hotel-style locks and barricades. Lost keys or entry cards must be reported to property management immediately.

Residents may be charged for:

- Replacement of lost keys and fobs
- Re-keying or lock replacement (actual cost, plus labor)

Lockout Assistance

Lockouts are considered a non-routine maintenance service, and residents are responsible for all associated charges.

Higher rates may apply for after-hours lockouts. Charges must be paid promptly and may be added to the resident's account.

Emergency Access

For emergency situations, only property management staff, emergency responders, or law enforcement personnel are permitted access to an apartment home.

No individuals, except those listed on the lease, will be granted emergency access.

Return of Keys and Devices

Residents are responsible for the control and return of all issued keys and devices. Failure to return keys upon move-out will result in charges for re-keying or lock replacement.

3. SMOKE DETECTOR

This requirement ensures the proper functioning of smoke detectors to safeguard the health and safety of all residents.

Installation

Each apartment is equipped with smoke detectors for resident safety.

Tampering Prohibited

Residents, their guests, and service providers are strictly prohibited from removing, tampering with, or disabling smoke detectors, including disconnecting or removing batteries.

Maintenance and Reporting

If the smoke detector beeps periodically or appears overly sensitive, residents must contact maintenance.

Legal and Lease Compliance

Disabling a smoke detector is a violation of the lease agreement and applicable state law. Such actions pose a life-threatening risk to all residents and may result in eviction and additional liabilities.

Residents are required to keep smoke detectors functional and report any issues promptly to ensure the safety of the entire community.

4. EMERGENCY MEDICAL ASSISTANCE & RESPONSE

In the event of a medical emergency, residents should immediately call 911 to alert emergency medical personnel.

5. APPLIANCES

This requirement ensures appliances are used safely, maintained properly, and remain functional for the benefit of all residents.

Proper Use and Cleanliness

All appliances must be kept clean and used only as intended. Ovens are not to be used for heating the apartment or for storage.

Residents are permitted to use standard countertop appliances such as coffee makers, toasters, and microwaves, provided they are used safely and in accordance with the manufacturer's instructions. Appliances must be attended while in use, kept in good working condition, and positioned to avoid damage to backsplashes, cabinetry, or other surfaces.

Please ensure appliances are pulled forward and away from walls or cabinets during use to prevent heat or moisture damage. Any appliance that poses a fire hazard, emits excessive heat, or causes electrical issues may be prohibited at the discretion of Property Management. Residents are responsible for any damage resulting from the improper use or placement of appliances.

Prohibited Actions

Aluminum Foil

Residents may not place aluminum foil on stove burners or in ovens. Contact with oven surfaces (especially electric ovens) by aluminum foil can cause the following issues:

- If aluminum foil touches the heating elements or oven walls, it can cause arcing, melting, or even fire.
- Lining the bottom of the oven with foil may block airflow or heat distribution, damaging the oven or affecting performance.

- Some oven manuals specifically advise against using aluminum foil or cookware because it can void warranties or damage finishes.

Relocation or Removal

Appliances provided by Property Management must remain in their original locations and may not be replaced, moved, or removed from the apartment. Temporary moves to accommodate cleaning are permitted.

Unauthorized Appliances

The use of additional appliances not provided by Property Management is strictly prohibited. This includes, but is not limited to:

- Portable washers
- Portable dishwashers
- Washer/dryer units
- Window air conditioning units

In addition, **waterbeds are not permitted** in any unit.

These restrictions are in place to protect building infrastructure and ensure safety and energy efficiency.

Outdoor Storage/Use

Appliances may not be installed or stored on patios, balconies, or other private-use areas.

Repairs

Residents are not permitted to repair any major appliances provided by Property Management. If an appliance malfunctions, the resident must notify maintenance. The property maintenance team or an approved vendor will conduct repairs.

If a resident attempts to repair an appliance and causes damage, they will be charged for repair or replacement costs.

Repair Charges

Residents will be billed for repair or replacement costs if they damage appliances due to improper use or unauthorized repair attempts. Charges must be paid within 30 days of billing and will not exceed the actual costs incurred for the repair or replacement.

6. UTILITY SERVICE

This requirement ensures that residents maintain essential services and comply with lease requirements to avoid disruptions or violations.

Continuous Service Requirement

Necessary utilities such as gas and electricity must always remain active and in service to the unit during the lease term.

Establishing Utility Service

If applicable, utilities must be established in the resident's name at the time of lease signing.

Responsibility for Utility Bills

The resident is responsible for contacting utility companies to establish service and for paying all utility bills unless the lease specifically states that Property Management will cover utilities. Property staff will provide a list of local utility companies to assist residents in setting up service.

If utility services are switched back to Property Management's name, the resident will be charged for any utility costs during that time.

Residents have 10 days to put the utility account back in their own name. If the account is not returned to the resident's name within that time, it will be considered a lease violation. Not fixing this could lead to eviction, as it goes against the rules agreed to in the lease.

Non-Compliance with Utility Requirements.

If a resident's required utilities are shut off during the lease, Property Management may end the lease and start the eviction process. Keeping utilities active is part of the lease agreement and is important for safety and habitability.

7. CABLE, TELEVISION, INTERNET, AND OTHER LIKE SERVICES

This requirement ensures that residents have access to communication services while maintaining responsibility for any associated costs.

Resident Responsibility

Residents are responsible for contacting the available telephone and internet companies to establish service. All costs associated with telephone installation, activation, and ongoing use are the responsibility of the resident.

Satellite Dishes for Multi-Family Communities

This Satellite Dish rule explains how residents may install and use satellite dishes while living in the community.

General Installation Guidelines

Residents may install a satellite dish exclusively for their own use within their leased premises. The satellite dish must be installed within the boundaries of the resident's private balcony or patio area. Do not install the satellite dish to any part of the building, including walls, ceilings, railings, or exterior structures.

The installation and use of the satellite dish must comply with all federal, state, and local laws, as well as the Federal Communications Commission (FCC) regulations.

Stabilization and Safety Requirements

For satellite dish installation, the dish must be free-standing and stabilized using a weighted base or other secure method. You cannot drill or attach anything to the building.

It's essential that the dish remains safe and secure in all weather conditions, including wind, rain, or snow. The resident bears full responsibility for maintaining the dish's stability and ensuring its safety at all times.

Responsibility for Damage and Removal

The resident is responsible for any damage caused by the installation, maintenance, or use of the satellite dish. Property Management reserves the right to require immediate removal if the satellite dish is unsafe, improperly installed, or in violation of these policies.

When moving out, the resident must remove the satellite dish and restore the area to its original condition.

Enforcement and Remedies

Any violation of these policies may result in lease violations, fines, or removal of the satellite dish at the resident's expense. If the resident does not remove the dish when asked, Property Management may remove it and charge the resident for any associated costs.

8. HEATING & AIR CONDITIONING

To keep the property safe, comfortable, and well-maintained, each apartment comes with heating and, when available, air conditioning provided by Property Management.

Residents may not install personal air conditioners without permission. Heating and cooling systems are maintained by staff on a regular schedule, so please report any problems right away.

Using ovens, stoves, or personal heaters like kerosene or propane units to heat your apartment or balcony is not allowed. Fires inside the home are also prohibited.

If you have any questions or issues, contact maintenance during business hours.

9. PLUMBING

To keep the plumbing system working and everyone safe, residents must use sinks, tubs, toilets, and drains only as intended.

Do not use bathtubs to wash clothes or step in to agitate laundry—this can cause damage or flooding.

Only toilet paper should be flushed down the toilet.

Items like grease, wipes, feminine products, paper, food scraps, and chemicals should **not** go down any drain or garbage disposal. Garbage disposals should be used only for **small leftover bits**, not full scraps.

Grease and Oil

- After cooking, let grease cool down completely. Then, place it in the trash in a sealed container that won't leak or drip.
- Do not pour grease into sinks or toilets, as this can cause serious clogs and plumbing damage.

To help prevent clogs:

- Use cold water when rinsing greasy dishes.
- Avoid using harsh chemicals like Drano.
- Use a plunger for small clogs and call maintenance if the issue doesn't clear.

Reporting Leaks or Overflows

Report leaks or overflows right away, even after hours. Residents may be charged for damage caused by misusing the plumbing or not reporting problems.

10. RESIDENT RESPONSIBILITY

Residents are expected to keep their **apartment, patio, or balcony** clean, safe, and in good condition. These rules help keep the community looking nice and make sure everyone stays safe and follows the rules.

11. COMMON AREA GUIDELINES

All areas outside the resident's dwelling unit are considered common areas.

Residents should not place or store personal items of any kind in hallways or shared spaces. This includes plants, storage boxes, and lawn decorations. Personal items should be kept inside the apartment or on the resident's own patio or balcony.

Creating gardens around patios, balconies, under windows, or around entrances is not allowed. Personal gardens are not permitted except in designated spaces.

This helps keep walkways safe and clear for emergencies, while also keeping the community looking clean and welcoming.

Enforcement

To maintain a clean, organized, and visually appealing environment, management reserves the right to remove any items found in common areas without prior notice.

12. BALCONIES, PORCHES, PATIOS, ENTRYWAYS, AND SIDEWALKS

These rules keep our community safe, clean, and looking nice for everyone. Here are the general rules for these spaces:

- **Keep it tidy:** These areas must be clean and free of clutter or unsafe items.
- **No storage:** Don't store boxes, tools, toys, cleaning supplies, or indoor furniture outside.
- **Only outdoor furniture and plants are allowed.** Furniture must be in good shape, and plants must be in pots that don't leak.

Prohibited Items

- Venetian or bamboo hangings
- Hanging fixtures (e.g., lights, wind chimes, bells, flags)
- Posters and signage, bird feeders, electrical cords, clotheslines, and shelving
- Animal kennels, cat trees, pet enclosures
- Obstacles and debris
- Canopies or temporary shelters

Privacy Screens

Privacy screens must match the balcony railing color to align with the overall aesthetic of the building. They must also be well-maintained and securely fastened to avoid sagging, damage, or risk of injury.

All privacy screens must be compliant with property standards and not pose a risk of damage or injury.

Safety Measures

Residents and guests are prohibited from sitting, standing, climbing on balcony railings to prevent injury and death. The owner/agent is not liable for injuries caused by unsafe behavior.

Holiday Decorations

You may decorate 30 days before a holiday and must take everything down within 10 days after.

- Decorations must be safe and respectful.
- Lights should be turned off by 10:00 PM and not left on when no one is home.

Property Management can remove decorations in shared areas without notice.

Prohibited Decorations

- Inflatable decorations

Clips installed by unit doors are not intended for decorative use. These are installed to allow property management to post official notices to residents.

Landscaping

Residents may not plant or change landscaping. The grounds are taken care of by Property Management.

Liability

Property Management is not responsible for damage to, or theft of, personal property left outside the apartment.

Access to Balconies

Property Management reserves the right to access enclosed balconies and patios after posting proper notice.

13. WINDOW & WINDOW COVERINGS

Each apartment comes with blinds provided by Property Management, and these must not be removed.

To keep the community safe and looking nice:

- All window coverings must be hung in front of the blinds, so the blinds are still visible from outside.
- Do not use blankets, sheets, cardboard, newspaper, aluminum foil, flags, or posters as window coverings.
- Windows may not be nailed or permanently sealed shut.
- Unsafe or unapproved coverings may be removed by Property Management.
- Prohibited Content: Materials or displays that include sexual images, threats, or harassing language toward others are not allowed if they can be seen from common areas. Any content that creates a hostile or unsafe living environment may lead to lease enforcement

Curtain Rod Installation

Residents may install additional curtain rods with prior approval. Proper mounting screws must be used, and residents are responsible for repairing any wall damage caused by improper installation.

Emergency Egress

Windows must stay in working condition so they can be used as an emergency exit (egress) by everyone in the household. Do not place furniture or items taller than the windowsill in front of windows, as this can block the emergency exit.

Window Maintenance

Residents are responsible for keeping interior windows clean and maintaining intact window screens. Please report any damaged or broken windows and screens to maintenance.

14. HOUSEKEEPING

These standards help maintain healthy living conditions by ensuring apartments and common areas remain in good repair, maintenance issues are addressed promptly, and residents are held responsible for any damage resulting from negligence or misuse.

Common Area Maintenance

Property Management will clean and maintain hallways, lobbies, and other shared spaces. Personal items may not be stored in these areas. This includes plants, photos, or items meant to be shared or donated to neighbors. These rules help keep spaces safe, clear for emergencies, and accessible for everyone.

Apartment Maintenance

Residents are required to maintain their apartments in a decent, safe, and sanitary condition. Residents must submit work orders as needed to their Property Manager.

Reporting Repairs and Issues

Please let management know right away if something is broken or unsafe. Quick reporting helps prevent bigger problems and keeps your home safe.

Examples of Required Notifications

- Repairs for smoke detectors, appliances, or plumbing.
- Suspected pest infestations, such as roaches or bed bugs.

Damages Beyond Normal Wear and Tear

Residents are responsible for damage caused by themselves, guests, and animals that exceed normal wear and tear.

Wear and Tear Guide	
Ordinary Wear and Tear	Damage
Minor marks on or nicks in wall	Holes in wall larger than nail size or excessive nail holes
Faded, cracked, or chipped paint	Crayon marks, writing on walls, unapproved paint color or excessive dirt
Carpeting or curtains slightly worn or faded by the sun	Torn, stained, or burned carpeting or blinds
A rug worn thin by ordinary use	Stains and odors in rug caused by pets, spills, or leaks
Vinyl flooring worn thin	Vinyl flooring with tears, holes, or burn marks
Water-stained vinyl by shower	Uncleaned tiles or grout
Stains on old porcelain fixtures that have lost their protective coating	Grime-coated bathtub and toilet
Cabinet doors that will not close	Greasy, sticky, or broken cabinets and interiors
Fire damage due to faulty wiring	Fire damage due to resident's use of candles, incense, cooking devices, or smoking
Slow sink drainage	Plumbing backed up due to flushed or foreign items in pipes
Old light fixtures	Missing, broken, or dirty light fixtures
Slightly dirty windows or screens	Broken windows or torn or missing screens

Closet door off track	Damaged or missing closet door, doorknobs/handles or tracks bent
Loose hinges or door handles	Damage to door or door frame from forced entry
Paint faded on kitchen walls	Walls in kitchen stained from burning pots on stove
Slightly dusty blinds	Missing, broken, or bent slats on blinds
Toilet running or unstable	Broken toilet seat or toilet tank top
Worn gaskets on refrigerator	Broken refrigerator shelves, trays, bins, or bars

Assessment and Payment

Charges will not exceed the actual costs incurred by Property Management.

Pest Infestation

Residents must promptly report any suspected infestation. Failure to notify property staff may result in charges for damages caused by the infestation.

Pest control may extend beyond a single unit. Property Management will ensure that infestations are fully resolved.

Property Management Visits

Property Management visits will be scheduled at least annually to ensure the unit is maintained in a decent safe and sanitary condition.

Recommended Resident Housekeeping Checklist for Multi-Family Living

Residents are responsible for general housekeeping for their apartment home. This ensures a healthier, more organized, and enjoyable living space, while also protecting the apartment home from damages. If you would like more information on what a good daily, weekly, monthly, and quarterly cleaning looks like, go here: <https://www.realsimple.com/home-organizing/cleaning/house-cleaning-schedule>

15. TRASH REMOVAL

This standard ensures a clean, safe, and sanitary environment by outlining proper trash disposal practices for all residents.

Mandatory Daily Trash Disposal

Trash containing food, grease, waste, diapers, or any items that produce foul odors or encourage bacterial growth must be removed from the unit and disposed of daily.

Prohibited Trash Practices

Residents must not allow trash to accumulate in their units or common areas or leave trash bags in hallways, stairwells, or other non-designated areas.

Designated Disposal Areas

All trash must be placed in designated trash receptacles or dumpsters provided by the property. Trash bags must be securely tied to prevent leaks or spills.

Health and Safety Violations

Failure to remove trash daily as required may result in a lease violation.

Fines and Penalties

Residents found in non-compliance may be subject to fines as outlined in the lease agreement.

Repeated Violations

Repeated failure to comply may result in additional inspections or potential lease termination.

16. UNIT APPEARANCE AND INTERIOR ALTERATIONS

This standard ensures that modifications align with property standards and safeguard the integrity of the unit. Residents must contact property management for approval if they wish to make any changes.

Prohibited Alterations

Residents are not permitted to make alterations, improvements, or installations to the interior or exterior of the apartment home without prior approval from Property Management.

Examples of Restricted Changes

- **Interior Alterations:** Wallpapering, contact paper, cork boards, mirrored squares, painting, and shelves.
- **Exterior Additions:** Awnings, window guards, and screen doors.
- **Fixtures and Accessories:** Permanent flooring, ceiling faceted accessories, permanent light fixtures.
- **Interior Painting:** Residents are not permitted to paint any part of the apartment.

Property Management Consent

Any proposed alterations or installations require approval from Property Management prior to commencement.

17. MAINTENANCE AND REPAIR

Resident Responsibility

Residents are required to promptly report any maintenance problems to maintenance. Failure to report maintenance issues resulting in damage will result in charges for the actual costs incurred.

Routine Maintenance

Routine maintenance requests must be made during normal business hours by contacting the maintenance phone line or via the online portal.

Emergency Maintenance

Emergency maintenance service is available 24/7 via the maintenance phone line.

Examples of Emergencies:

- Gas leak/smell (Contact the Fire Department (911) immediately).
- Fires (Contact 911 immediately)
- Flooding or water intrusion
- Excessive ice buildup that is posing a safety risk
- No heat (in winter) with temperatures below 58
- No electricity or running water
- Leaking hot water tank
- Broken exterior doors, windows, or locks that compromise security
- Inoperable toilet (if no second toilet is available)
- Inoperable refrigerator
- Lockouts

Reporting Emergencies

For life-threatening health, fire, or safety emergencies, call 911.

During regular office hours: Contact maintenance via email, phone, or in person. For after-hours maintenance emergencies, please call the emergency number for your community on Page 3 of this handbook.

Access for Repairs

To maintain a safe and functional living environment, Property Management may need to access your unit to complete necessary repairs, perform inspections, or respond to maintenance requests. Whenever possible, advance notice will be provided in accordance with local laws and lease terms.

In emergency situations—such as water leaks, fire hazards, or safety concerns—staff may enter the unit without prior notice to prevent damage or ensure resident safety.

Residents are encouraged to report maintenance needs promptly and to keep entryways clear to allow maintenance staff to complete their work safely and efficiently.

Repair Charges

Residents are responsible for the cost of repairs resulting from negligence, intentional acts, or damage beyond normal wear and tear.

18. ROUTINE MAINTENANCE AND PREVENTATIVE SERVICES

We appreciate your cooperation in ensuring a well-maintained living environment for all residents. Please contact maintenance if you have questions about the maintenance process or scheduling.

Maintenance Visits

Our maintenance team will service your home to ensure it meets safety standards. During these visits, the team will follow up on routine work orders, conduct preventative services including HVAC filters, and will address maintenance needs from top to bottom.

Regular Work Orders

Residents should continue to report regular maintenance issues as they arise. Non-urgent repair requests will be scheduled for completion.

Emergencies and life-threatening repairs are a priority and will be addressed promptly.

Access and Scheduling

You do not need to be home during work order completion.

For the safety of all residents and staff, any occupant under the age of 16 must be supervised by an adult during maintenance visits. If no responsible adult is present, the appointment may be rescheduled, which could delay completion of the requested work.

Animals should be contained during maintenance work.

19. EXTERMINATION AND PEST CONTROL

These measures ensure effective pest control, protect the property, and maintain a safe and sanitary environment for all residents.

Extermination Services

Initial extermination is provided by Property Management at no cost to the resident as part of routine maintenance. However, if additional treatments are required due to conditions resulting from resident behavior or lack of housekeeping, those costs may be charged to the resident.

Residents will receive notice before scheduled extermination services.

Resident Responsibilities

Reporting Issues

Suspected pest activity must be reported promptly to the maintenance team during normal business hours so that treatment can be scheduled without delay.

Preparation

Prior to any extermination service, residents are required to follow the pest control preparation checklist, which will be provided and may include clearing specific areas of the unit.

Unit Cleanliness

Residents are expected to maintain their units in a manner that helps prevent infestations. This includes proper housekeeping and prevention practices to reduce the risk of pests such as cockroaches, fleas, bed bugs, ants, and rodents.

Health Considerations

If a resident has known allergies or sensitivities to pest control products, they must notify Property Management in advance so accommodations can be made where possible.

Additional Extermination Services

Property Management reserves the right to schedule additional extermination services as needed to ensure units remain in a decent, safe, and sanitary condition.

Prohibited Actions

Extermination services must be coordinated through Property Management. Residents should not attempt to treat infestations themselves or engage third-party pest control providers without prior written approval. This ensures proper treatment, documentation, and compliance with property standards.

Failure to Maintain

If an exterminator reports that a unit is not maintained in a decent, safe, and sanitary condition, management staff will take appropriate action. This may include issuing a written notice to correct the issue, scheduling follow-up inspections, requiring additional pest control preparation, or charging the resident for related services if the infestation is due to poor housekeeping or resident-caused conditions.

Continued failure to maintain the unit in accordance with health and safety standards may result in lease enforcement actions, up to and including termination of tenancy.

Denial of Access

Refusing entry to the pest control vendor or failing to cooperate with pest management efforts is considered interference with Property Management's ability to maintain the unit in a decent, safe, and sanitary condition. Such actions are considered lease violations and may result in enforcement measures, up to and including termination of tenancy.

20. BED BUG PREVENTION AND ERADICATION

To keep apartments clean and safe, residents must help prevent and address bed bugs. Property Management follows Colorado laws and keeps up with any future updates when responding to bed bug related issues.

Resident Responsibilities

Residents are expected to follow all instructions from management or licensed pest control professionals. This includes cooperating during inspections and properly preparing their homes for treatment. Cooperation is essential to ensure effective treatment and minimize the risk of re-infestation.

Reporting Suspected Bed Bugs

If a suspected bed bug is found, it should be carefully sealed in a Ziploc bag, placed in the freezer, and reported to Property Management right away. Property Management will schedule an inspection with a licensed exterminator. For health and safety reasons, residents must never bring bugs or infested items into the office.

Treatment Process

If bed bugs are confirmed, Property Management will explain eradication requirements and schedule treatment with a licensed exterminator.

Residents are required to fully and properly participate in eradication process, including preparing their apartment home according to all provided instructions. Residents are responsible for cleaning personal

belongings and replacing any items that must be discarded as part of the treatment process. Rental insurance is strongly recommended for all households to help cover the cost of personal belongings that may be damaged or discarded during treatment.

Property Management will cover the cost of the initial treatment, provided the resident promptly reports the issue and complies with all eradication procedures.

Non-Compliance Consequences

Failure to promptly notify property staff of a suspected infestation or to fully take part in the pest treatment process may result in lease enforcement actions, including possible termination. Residents may also be held financially responsible for costs, including pest treatments and any damages to their unit, neighboring units, or common areas caused by the infestation. The pest treatment process means preparing your home and following all steps needed to fully remove the pests.

Repeated Infestations

If a licensed exterminator determines repeated infestations are caused by the resident, their guests, or their service providers, the resident will be charged for all eradication costs, including damages to other units and common areas.

Used Furniture

Secondhand furniture can carry bed bugs. Residents should avoid bringing any used items into their homes unless they come from a trusted source. **Furniture or household items found near dumpsters or trash areas is strictly prohibited** under all circumstances, as these items are often discarded due to damage or pest infestation.

If an infestation is linked to such items, the resident will be responsible for all costs to remove the pests and repair any damages, including treatment of their unit, neighboring units, and common areas.

Guests

If a guest or service provider repeatedly causes infestations, the resident must prevent future visits. Continued issues from the same source will result in the resident being held financially responsible for treatment and any related repairs, including damages to common areas and other units.

21. MOLD PREVENTION AND REMEDIATION

To maintain a safe and healthy living environment, Property Management follow a proactive approach to prevent, identify, and address mold related concerns. Residents are expected to report signs of moisture, mildew or mold promptly so that appropriate action can be taken.

Resident Responsibilities

Residents must make every effort to prevent conditions that contribute to mold growth, particularly those involving excessive moisture or poor ventilation. Examples include:

- Promptly reporting leaks, water intrusion, or plumbing issues
- Using exhaust fans or opening windows when showering or cooking
- Avoiding the use of unvented space heaters or humidifiers for extended periods
- Keeping furniture and belongings away from walls to allow airflow
- Regularly cleaning and drying areas prone to moisture, such as bathrooms and windowsills
- Not overwatering indoor plants or allowing standing water in trays

Maintaining proper airflow and addressing moisture early helps protect both your home and your health.

Report Issues

Residents must promptly notify Property Management in writing of any actual or potential moisture or mold problems, regardless of the cause. This can also be done with a maintenance work order submission.

Remedy of Resident-Caused Issues

If mold or moisture problems are determined to be caused by a resident, their guests, or their actions, the resident is responsible for correcting the condition that led to the issue. This may include improving housekeeping practices, adjusting ventilation habits, or making other necessary changes to prevent recurrence.

Temporary Relocation for Repairs

If Property Management determines that remediation requires temporary relocation, the following will apply:

- Property Management will arrange and cover the cost of temporary housing for the duration of the remediation.
- Residents are required to comply with relocation instructions to ensure the remediation process can be completed safely and without delay.

When a Resident Does Not Follow the Rules of Relocation

If a Resident Refused to Temporarily Move Out

To keep everyone safe and allow important repairs to be completed, some residents may need to temporarily move out of their apartment.

If a resident does not move when asked, it can delay the repairs and create safety concerns. This may be considered a **violation of the lease**. Not following this request could lead to **lease enforcement**, which might include a warning or, if not fixed, possible eviction.

Interference with Remediation

Property Management must be able to safely and quickly fix any mold problems. If a resident does something that blocks or delays this work, it may be considered a lease violation and could lead to lease enforcement actions.

Liability

Property Management is not responsible for damages or issues resulting from the actions or negligence of residents or their guests that contribute to or worsen mold growth.

22. DAMAGE AND MAINTENANCE

This standard ensures that residents maintain their units in a safe and undamaged condition, helping to protect both the property and the overall integrity of the living environment.

Residents are expected to:

- Keep floors, walls, and surfaces free from damage or excessive wear
- Promptly report leaks, pest activity, or maintenance issues
- Avoid blocking vents or tampering with smoke detectors
- Refrain from altering or removing fixtures without written approval
- Maintain general cleanliness to prevent mold, odors, and pest infestations

Regular care and timely reporting help maintain a safe and comfortable community for all residents.

Resident Liability for Damages

Residents may be held financially responsible for reimbursing Property Management for the cost of restoring the apartment to the condition it was in at the time of move-in, excluding normal wear and tear. This may include, but is not limited to:

- Wall, floor, or ceiling repairs
- Cleaning beyond standard turnover
- Removal of unauthorized modifications or fixtures
- Replacement of damaged appliances, doors, or fixtures
- Pest control related to resident-caused infestations

Maintaining the apartment in good condition throughout tenancy helps ensure a smooth move-out process and preserves the quality of the community.

Damages from Assistance Animals

Residents may need to pay for any damage caused by an assistance animal, beyond normal wear and tear. Any charges will be assessed in accordance with the law, the lease agreement, and fair housing rules for reasonable accommodation.

Payment of Damage Charges

- **Payment Timeline:** Charges for damages are due within 30 days of notice or assessment.
- **Security Deposit Usage at Move-Out:**
 - Security deposits will first be applied to unpaid rent.
 - Remaining deposit amounts may offset damage charges.
- **Pet Deposit Usage:** Where applicable and permitted under state law, pet deposits may be used to offset damage caused by pets.

Enforcement

Residents failing to comply with these requirements may be held responsible for additional costs and corrective actions necessary to restore the unit to its original condition.

Vehicles and Parking

1. PARKING AND VEHICLE REGISTRATION
2. TOWING
3. GARAGES
4. BICYCLES, SCOOTERS, STROLLERS, WAGONS, CARTS, AND SIMILAR ITEMS
5. MOBILITY AIDS AND MOTORIZED CONVEYANCES

This requirement ensures a safe, organized, and well-maintained parking environment for all residents and visitors. Non-compliance may result in fines, towing, or additional actions as deemed necessary by management.

1. PARKING AND VEHICLE REGISTRATION

Vehicle Registration and Documentation

To help maintain a safe and orderly parking environment, all vehicles parked on the property must be registered with Property Management and meet the following requirements:

- Must have current registration and insurance as required by state law
- Must be operated by a person holding a valid driver's license
- Must be legally registered to the resident, an approved caregiver, or live-in aide unless prior written approval is obtained

Residents must provide the following documentation when registering a vehicle and during annual certification, or upon request:

- Valid driver's license
- Proof of vehicle registration
- Proof of insurance

These requirements apply to all residents and guests. Property Management will consider reasonable accommodations for residents with disabilities—for example, when a vehicle is owned by a resident but operated by a licensed caregiver or aide.

Guest and Service Provider Parking

Guests and service providers may park on the property only while visiting the resident. Residents must notify the property manager if an unregistered vehicle will remain on the property for more than two consecutive nights.

Vehicle Condition Requirements

To help keep our community safe, clean, and accessible for everyone, and to follow Colorado vehicle laws and the lease, all vehicles parked on the property must meet the following standards :

- Must have valid registration and license plates
- Must be fully operable and capable of being driven
- Tires must be intact and properly inflated
- All windows must be present and unbroken
- Must be used regularly and not remain unused for more than two consecutive weeks
- May not be used for storage or covered with vehicle tarps
- Must be free of fluid leaks (excluding normal air conditioner condensation)

- Must fit entirely within a single designated parking space
- The parking area is designated solely for the parking of vehicles.
- Must not be used to shelter animals
- Must not be used for picnicking, recreational activities or entertainment purposes
- Must not be used for camping, sleeping, or living at any time
- It is strictly prohibited to connect any vehicle to electricity, gas, propane, or any other external energy source
- Truck beds or other vehicle cargo areas may not be used for storing personal belongings or household items unless fully enclosed with a secure hard cover (tarps are not permitted)
- **Prohibited Content:** Explicit sexual imagery, threats of violence, or harassing language targeting protected classes are prohibited if visible from common areas. Content creating a hostile housing environment may result in lease enforcement.

Failure to comply with these standards may result in a warning, possible fines where allowed, or vehicle removal at the owner's expense in line with community parking enforcement procedures.

Parking Availability

When assigned parking is not provided, spaces are available on a first-come, first-served basis.

Accessible parking spaces are open to any vehicle displaying valid handicap plates or placards and are not reserved for individual residents. If a resident requires a designated accessible parking space due to a disability, additional accommodations may be available upon request through the reasonable accommodation process.

Prohibited Vehicles

The following types of vehicles are not permitted to be parked or stored anywhere on the property at any time:

- Recreational vehicles (RVs)
- Trailers of any kind (including utility, travel, or cargo trailers)
- Boats or watercraft
- Storage containers or portable moving units (e.g., PODS)
- Commercial vehicles (except authorized emergency response vehicles)
- Box trucks, tractor-trailers, semis, or similar oversized vehicles

These restrictions are in place to maintain safety, aesthetics, and access within the community.

Any prohibited vehicle may be towed at the owner's expense immediately upon discovery and without prior notice, or in accordance with applicable local and state laws.

Temporary Parking for Moving Vans

Moving vehicles may park on the property for a maximum of 48 hours before or after a scheduled move-in or move-out. Storage containers (e.g., PODS) are permitted for a maximum of 48 hours before or after move in. Residents must notify Property Management in advance to coordinate placement and ensure they do not obstruct access or violate fire lanes.

Improper Parking

Vehicles found in violation of parking rules are subject to immediate towing at the owner's expense, without prior notice, or as permitted under local and state law.

Examples of parking violations include, but are not limited to:

- Parking in loading zones, fire lanes, or emergency access areas
- Parking in accessible (handicap) spaces without a valid placard or permit
- Parking over lines, double parking, or occupying multiple spaces
- Parking on curbs, grass, sidewalks, or in any area not designated for vehicle use
- Blocking sidewalks, driveways, building entrances, or amenity access
- Back-in parking is prohibited—vehicles must be parked head-in, with the license plate clearly visible from the driving lane or lot

Vehicle Storage

The parking lot is intended for active, regularly used vehicles and may not be used for long-term storage. Vehicle covers are not permitted and will be considered a form of permanent storage.

Any vehicle left unmoved for more than seven consecutive days may be considered abandoned and subject to towing at the owner's expense, unless:

- The resident has notified Property Management in advance of an extended absence, **or**
- A reasonable accommodation has been approved through the appropriate process

Prohibited Activities

Parking lots, carports, and garages are for vehicle use only and may not be used as social gathering spaces.

Major vehicle maintenance or repairs are not permitted anywhere on the property. This includes, but is not limited to:

- Oil changes
- Engine repairs
- Vehicle washing

Only temporary roadside assistance services (e.g., AAA) are allowed.

To ensure a peaceful living environment, excessive noise from vehicles—such as loud music, engine revving, or repeated horn use— is strictly prohibited.

Residents are expected to use all parking and common areas responsibly and in a manner that does not disrupt others or negatively impact the community.

Unsafe Driving

Residents must drive safely within the property parking lot. Unsafe driving behaviors include:

- Accelerating excessively, making tires squeal, or jumping curbs.
- Driving on sidewalks, colliding with vehicles, or striking people.
- Failing to obey stop signs, speed limits, or crosswalk regulations.

Parking privileges may be revoked for unsafe driving. Vehicles registered to a resident with revoked privileges must be removed within 72 hours or will be towed at the owner's expense.

Non-car vehicles are not permitted to be driven on property in parking lots or on sidewalks.

Liability and Enforcement

Vehicles that do not meet the above requirements are subject to towing at the owner's expense.

Property Management is not responsible for any damage, theft, or destruction of vehicles or their contents while parked on the property. All towing and related costs resulting from non-compliance with parking rules are the sole responsibility of the vehicle owner.

Residents are not responsible for patrolling or enforcing parking rules. Any parking-related concerns should be reported to Property Management, and they must relate directly to the resident's ability to park on the property.

2. GARAGES

Garages are intended primarily for vehicle parking and must remain clear enough to accommodate a vehicle at all times. While minimal storage is allowed, items should be kept organized and not stacked in a way that creates a fire hazard or blocks access and ventilation.

Storing excessive personal belongings, furniture, or flammable materials in the garage is strictly prohibited due to fire safety concerns. Property Management may inspect garages periodically to ensure compliance with safety standards.

3. TOWING

These guidelines promote fair and consistent handling of parking and towing procedures to support safety, order, and accessibility throughout the community.

Authorized Parking

All vehicles parked on the property must be properly registered with Property Management and must comply with all community parking guidelines.

Residents and guests are required to park only in designated parking areas. Parking in reserved spaces, accessible (handicapped) spots without proper permits, fire lanes, or clearly marked no-parking zones is strictly prohibited.

Prohibited Parking

Vehicles may be subject to towing at the owner's expense if they meet any of the following conditions:

- Parked in unauthorized areas, including fire lanes, loading zones, or spaces designated for another resident.
- Blocking driveways, dumpsters, garages, or emergency access points.
- Lacking proper permits (if required) or unregistered with property management.
- Abandoned, inoperable, or visibly damaged and left on the property for more than 72 hours without approval.
- Oversized vehicles, trailers, or other prohibited types of vehicles

Towing Procedure

Notification

When possible, Property Management will attempt to notify residents before initiating towing. However, vehicles may be towed without notice in cases involving emergencies, safety hazards, blocked access, or repeated violations of parking rules.

Towing Authorization

Only authorized Property Management personnel or contracted enforcement agents may order the towing of a vehicle.

Towing Company

The name, address, and contact information of the towing company will be posted in a visible location, such as near the entrance or in the leasing office.

Resident Responsibilities

Residents must ensure their vehicles and those of their guests comply with parking regulations. It is the resident's responsibility to inform guests of community parking rules to avoid violations.

Fees and Liability

Vehicle owners are responsible for all towing and storage fees incurred. Property Management is not liable for damages or losses resulting from the towing or storage of vehicles.

Emergency Towing

Vehicles posing an immediate threat to safety or access (e.g., blocking fire hydrants or emergency routes) may be towed without prior notice.

Contact Information

For questions about towing or parking policies, residents may contact the Property Manager.

4. BICYCLES, SCOOTERS, STROLLERS, WAGONS, CARTS, AND SIMILAR ITEMS

This requirement ensures the safe and orderly use of bicycles, strollers, and other items while maintaining accessibility, aesthetics, and safety throughout the property.

Bicycle Registration

Residents are required to register bicycles, e-bikes, and scooters with property staff.

Appropriate Parking

Bicycles may be parked in designated areas provided they are not blocking walkways. Bicycles should be properly secured and should not be left in common areas, community amenities, or in stairways of entry areas.

Strollers, wagons, carts, and similar toys must be stored inside the resident unit or designated storage area when available.

Prohibited Parking Locations

Bicycles may not be stored or left in the following areas, as they can obstruct access or pose safety hazards:

- Hallways, stairwells, or under exterior stairs
- Lawns, sidewalks, driveways, parking areas, patios (shared), or landscaped areas

Bicycles in good working condition may be stored on balconies or patios designated for the resident's exclusive use **only** when no bike racks are available. All bicycles must be kept in a neat and orderly manner to maintain the appearance and safety of the community.

Safe Operation

Residents and guests are responsible for operating bicycles, scooters, skateboards, and similar wheeled devices in a safe and respectful manner when in common areas.

- Use of these devices on sidewalks is prohibited.
- All riders must follow posted property signage, including stop signs, yield notices, and any other safety instructions.
- Local laws regarding helmets and other safety equipment must be followed at all times.
- Riders must always yield to pedestrians, including individuals using wheelchairs or other mobility devices.

Liability and Responsibility

Residents are encouraged to use appropriate locks to secure bicycles and similar items to prevent theft.

Property Management and property staff are not responsible for:

- Injuries sustained while using bicycles or similar items.
- Damage to or theft of these items.
- Residents will be charged for any damage caused to property, including common and public areas, due to the use or improper parking of such items.

5. MOBILITY AIDS AND MOTORIZED CONVEYANCES

To promote accessibility and maintain a safe, orderly environment for all residents and visitors, mobility aids must be used safely and responsibly at all times.

Safe and Courteous Operation

Residents must operate mobility aids in a safe and courteous manner in public and common areas. Operators must always maintain full control of their mobility aid, ensuring they do not endanger themselves, other residents, staff, or visitors.

Parking Restrictions

Mobility aids must not be parked in hallways, sidewalks, or parking lots where they could obstruct emergency exits or pose a danger to others.

Mobility aids may only be parked in authorized areas.

Speed and Usage Guidelines

Motorized conveyances must be operated at safe speeds, defined as no faster than the average walking speed, when used within the facility or on property grounds. Only one person is permitted on a motorized conveyance at a time.

Pedestrian and Vehicle Etiquette

Motorized conveyances must yield to pedestrians and follow rules similar to those for operating a car, including yielding appropriately to other conveyances.

Avoiding Damage

Operators must avoid contact with fixed or movable objects. Residents are responsible for the cost of repairing any damage caused by their mobility aid to apartment homes or common areas.

Maintenance and Hygiene

Mobility aids must be kept in good working order and maintained in a safe and hygienic condition. Charging of motorized conveyances is permitted only in individual apartments or designated areas.

Liability Disclaimer

The owner/agent and property staff are not responsible for theft or damage to a resident's mobility aid or other personal property.

Pets and Assistance Animals

1. ANIMAL REGISTRATION AND APPROVAL
2. PERMITTED PETS
3. NUMBER OF PETS
4. PET DEPOSIT AND FEES
5. VACCINATIONS AND LICENSING
6. PET BEHAVIOR
7. SUPERVISION AND LEASH REQUIREMENTS
8. WASTE REMOVAL
9. DAMAGE RESPONSIBILITY
10. PROHIBITED AREAS
11. EVICTION OF PETS
12. ASSISTANCE ANIMALS
13. SPAY/NEUTER REQUIREMENTS
14. ANIMAL CARE AND MAINTENANCE
15. CAGED ANIMALS

These standards establish the requirements for registering and housing animals, including pets and assistance animals, to ensure compliance with property standards while promoting responsible ownership and a safe, harmonious, and clean-living environment.

1. ANIMAL REGISTRATION AND APPROVAL

Pre-Approval Required

All animals, including pets and assistance animals, must be registered and approved before being housed in the unit. Registration is managed through Pet Screening, a third-party service ensuring compliance.

Pet Screening processes reasonable accommodation requests for service and emotional support animals.

Required Documentation

- Animal description (species, breed, size, and weight).
- Proof of vaccinations and health records, if applicable.
- A photo of the animal or enclosure setup (for caged animals).

Unapproved Animals

Unregistered animals must be removed within 72 hours of notice. Non-compliance may lead to animal control intervention at the resident's expense.

2. PERMITTED PETS

Only domestic pets such as dogs, cats, fish, and small caged animals are allowed. Exotic animals, farm animals, or wildlife are strictly prohibited.

3. NUMBER OF PETS

A maximum of **two pet per apartment home** is allowed, excluding fish tanks, which may not exceed 20 gallons. A resident may request a reasonable accommodation to this standard in the event more than two assistance animals are needed to support a disability.

This restriction is in place to support the safety and health of all of our human and animal residents and their guests, as well as the physical condition of the building and units.

4. PET DEPOSIT AND FEES

- There is a one-time refundable pet fee of \$300.
- There is a \$25 monthly pet rent for approved pets.

- Pets that live in cages or tanks and stay in their enclosures (like fish or hamsters) do not have to pay this pet rent.

5. VACCINATIONS AND LICENSING

Pets must be vaccinated in accordance with all state and local requirements, licensed, and spayed/neutered, with proof provided upon request.

6. PET BEHAVIOR

Pets must not display aggressive behavior, cause excessive noise, or disturb other residents.

7. SUPERVISION AND LEASH REQUIREMENTS

Animals must not be left unattended in common areas, balconies, or outdoor spaces.

Leash Requirements:

- All animals must be leashed, harnessed, or otherwise restrained in common areas.
- Free-roaming animals will be considered stray and reported to animal control.
- Cats must remain confined within the unit.

8. WASTE REMOVAL

Please be reminded that all residents are expected to clean up after their animals immediately and dispose of pet waste in the designated trash areas. For the health and comfort of all neighbors, animals are not permitted to use patios or balconies as waste areas. We appreciate your help in keeping our community clean and safe for everyone.

Penalties for Non-Compliance

Residents are responsible for immediately removing pet waste and disposing of waste in designated trash areas. Failure to do so may result in charges to cover cleanup and any associated damages. Additionally, repeated violations may be documented and could lead to further action under the lease agreement.

9. DAMAGE RESPONSIBILITY

Residents are responsible for any damage caused by their animals, including pets, emotional support animals (ESAs), and service animals, to the unit or common areas.

10. PROHIBITED AREAS

Pets are not allowed in playgrounds, pools, or other restricted areas.

11. EVICTION OF PETS

Property Management may require the removal of an animal violating standards or posing a safety risk.

12. ASSISTANCE ANIMALS

Assistance animals, including service and emotional support animals, are not classified as pets and are exempt from pet fees and deposits.

Reasonable Accommodation Process

Residents requesting a Reasonable Accommodation for an assistance animal must submit a formal request, which may require supporting documentation from a licensed healthcare professional. This documentation must verify the existence of a disability and establish the nexus between the disability and the need for the assistance animal.

Approval must be obtained **prior** to the animal being brought onto the property. All requests must be processed through PetScreening.

13. SPAY/NEUTER REQUIREMENTS

All pets must be spayed or neutered. Absolutely no breeding of any animal shall be permitted.

14. ANIMAL CARE AND MAINTENANCE

Residents are responsible for:

- Feeding, grooming, and maintaining the health of their animals.
- Cleaning enclosures and disposing of bedding/waste in sealed bags.

Animals must not emit strong odors or cause disruptions such as excessive noise.

Animal neglect may be reported to local enforcement authorities.

15. CAGED ANIMALS

Caged animals, including birds, reptiles, rodents, amphibians, and fish, must be housed in clean, structurally sound enclosures appropriate for their size and needs. Animals must remain in enclosures

unless temporarily removed for cleaning or handling within the apartment. **A maximum of ONE cage or aquarium per apartment is allowed.**

Understanding Your Lease

1. ENFORCEMENT OF THE LEASE, COMMUNITY HANDBOOK, PET RULES, AND OTHER POLICIES
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20. REMOVAL OF PERSONAL PROPERTY IN THE EVENT OF DEATH, ABANDONMENT OR INCARCERATION
21. FAILURE TO FULLFILL THE INITIAL LEASE TERM
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23. NOTICE TO VACATE
24. MOVE-OUT REQUIREMENTS
25. RESIDENT CERTIFICATION

1. ENFORCEMENT OF THE LEASE, COMMUNITY HANDBOOK, PET RULES, AND OTHER POLICIES

All residents must understand that the enforcement of the lease, Community Handbook, pet rules, and other property policies is the sole responsibility of Property Management and property staff.

Reporting a Concern or Policy Violation

If a resident sees or believes that someone is not following the rules in the Community Handbook or Lease, or if they have a complaint, they should:

- Fill out a **Housing Catalyst Incident Report** with as much detail as possible.
- Turn in the report to the property manager during normal business hours.

Incident Report forms are available at the **Property Management Office** or can be **requested by email**.

All reports will be kept confidential. However, if the situation goes to court, the resident who reported the issue **may be asked to speak or provide testimony**.

Responsibility of Property Staff

Enforcement of lease terms, property rules, and community standards is the exclusive responsibility of property management and staff. Property staff are trained to handle all reports and complaints professionally and impartially.

Property management is prohibited from sharing specific actionable steps or outcomes with residents who report non-compliance by others. While immediate changes may not always be visible, appropriate corrective actions will be taken as necessary.

The confidentiality of all residents is maintained to foster trust and respect within the community.

Prohibited Actions

Under no circumstances should a resident confront or approach another resident to address suspected violations. Harassment, threats, or confrontations between residents related to enforcement matters will not be tolerated and may result in disciplinary action, including termination of tenancy.

Residents are strictly prohibited from approaching other residents to enforce the lease, Community Policies and any other property rules and regulations. Any attempt to self-police the property is considered a violation of community policies and may result in a lease violation up to and including eviction action.

2. RENT & OTHER PAYMENTS

Unless modified by law, a resident's obligation to pay rent is independent, absolute, and not subject to setoff, offset, or deduction—including for any claimed breaches by Property Management or its agents.

Clear expectations are established regarding rent payment deadlines, acceptable payment methods, and how payments are applied. Multiple submission options are available to support timely and consistent rent payments.

When Rent is Due

- Rent is due on or before the 1st day of each month.
- If rent is not paid by 11:59 p.m. on the 1st, it is considered late.
- Late fees will not be charged unless rent is still unpaid by the 8th day of the month.

Payment Methods

Payments can be submitted through the following channels:

Online: Resident Portal

The Rent Café Portal has an online payment system for your rent.

In Person: Leasing Offices

You can pay rent directly to property staff during business hours.

In Person: Community Drop Box

If the Community has a Dropbox, lockbox, or any other unattended rent drop (collectively “Dropbox”) for rent payments:

- The Dropbox is for Resident's convenience only.
- Any payment placed in the Dropbox is not delivered to Property Management unless it is in the Dropbox when opened by Property Management.
- Residents bear the risk of loss, including by theft, for payments placed in the Dropbox until delivered to Property Management.

In the event of stolen payments delivered to Property Management, regardless of fault, the resident agrees to cooperate with Property Management in tracing or replacing the stolen funds.

Accepted Payment Methods

- Personal check
- Cashier's check

- Bank check
- Money Order
- Online Payments

Cash is not accepted under any circumstances.

Property Management reserves the right to limit acceptance of personal checks when rent is considered late or if there are non-sufficient fund fees on the resident ledger.

Application of Payments

All resident payments will be applied to the oldest outstanding charge on the account ledger first. This includes rent, late fees, utilities, maintenance charges, and any other amounts owed.

Applying payments in this manner ensures accurate accounting and helps prevent the accumulation of delinquent balances.

Residents are encouraged to review their ledgers regularly and contact Property Management with any questions about their account.

3. LATE FEE

This standard ensures timely rent payments and supports the financial management of the community. If you have any questions or need assistance, please contact the management office.

Late Fee and Late Rent

Rent is due on or before the **1st day of each month**.

If Property Management does **not receive full rent payment by the end of the 7th day**, a **\$25 late fee** will be charged on the **8th day of the month**. This fee only applies to unpaid rent.

A late fee does **not** mean there is a grace period, and it does **not** change the rule that rent is due on the 1st.

If rent is paid late, the resident agrees to pay both the rent **and** any late fees owed at the time of payment, even if a written reminder was not sent.

4. PARTIAL PAYMENTS

Non-Acceptance of Partial Payments

Partial payments will only be accepted if the resident's ledger has a zero balance and the payment results in a credit on the account.

Once rent is billed on the first of the month, the full amount is due as outlined in the lease agreement. If a resident submits a payment that is less than the total amount owed, Property Management reserves the right to reject and return the payment.

Residents are encouraged to review their account balance regularly and ensure that all payments are made in full and on time.

5. RETURNED CHECK

Returned Check Fees

Dishonored payments include checks that are not paid upon presentment for any reason and electronic payments that are not paid or credited for any reason.

Payment Requirements

Upon demand, the resident must immediately replace any dishonored payment with certified funds.

The resident agrees to pay Property Management the actual cost charged to Property Management by the financial institute, or the maximum amount allowed by law for each dishonored payment, in addition to applicable late fees.

Returned Payments

If **two (2) checks or online payments** are returned for non-payment within **12 months**, the resident will no longer be allowed to pay by personal check or online through the resident portal.

From that point on, rent and other charges must be paid using one of the following:

- Cashier's check
- Certified bank check
- Money order

Please note: **Online payments may be disabled** for residents who have had two returned payments.

6. DEMAND FOR RENT

Late Rent and Eviction Notices

If a resident does not pay rent on time, Property Management may issue a written **10-Day Demand for Compliance (Residential Eviction Notice)**. This notice will state the amount owed and give 10 days to pay in full. It may be issued any time after the 1st of the month if rent has not been received.

For properties covered by federal law (such as the CARES Act or HUD programs), Property Management must provide at least **30 days written notice to vacate** before starting eviction proceedings for nonpayment.

All notices will follow both state and federal requirements and will be served properly.

Example: If rent is not paid by the 1st, you may receive a notice after that date giving you 10 days to pay the full amount before further legal action can be taken.

If the Rules are Not Followed

If a resident does not follow the **Demand for Compliance** by the deadline given, **Property Management may take legal steps**, which could include **eviction** as allowed by the **CARES Act and state law**.

The resident may also have to pay **extra costs** like court fees, attorney fees, and other related expenses.

Additional Provisions

If Property Management gives a **Demand for Compliance**, it does **not** mean we are giving up the right to charge late fees or to ask for full rent on time in future months.

Also, if a **partial payment was accepted**, it does **not** mean the rest of the rent is forgiven. Property Management still has the right to ask for the **remaining balance**.

7. RESIDENT'S RIGHT TO PAY PRIOR TO JUDGMENT

Statutory Right

Pursuant to Colorado law, resident has the right to pay all amounts due prior to a court entering a judgment for possession if Resident is being evicted for non-payment of rent.

Conditions for Property Management to Accept Payment

Property Management is only required to accept Resident's payment if Resident fully pays all amounts due as stated in the eviction notice, as well as any additional rent or amounts that remain due under this Agreement.

Payment Requirements

If Resident exercises this right to pay, Resident agrees to pay in certified funds. Payment must be made during business hours at the leasing office.

8. VISITORS/GUEST

Definition of Visitors/Guests

A guest is any person not listed on the lease, or an approved live in aide regardless of their age or relationship to the resident.

Length of Stay

Guests may stay no more than 7 cumulative overnights within a 6-month period. Visitors exceeding these limits must be communicated to and approved by property staff.

Minors that do not reside in the unit at least 50% of the time are not considered household lease members. They can be approved by property staff to exceed the guest standard. This would apply to custody or parenting plan, where a minor may not reside or on the lease but may visit frequently due to parental arrangement.

Visitors/guests are welcome as long as they:

- Abide by the property lease and community rules.
- Comply with federal, state, and local laws.
- Do not pose a threat to other residents or property staff.
- Do not disturb the peace and quiet of the community.
- Do not interfere with management or maintenance operations.

Prohibited Guests - Exclusion

Property Management has elected to exclude from Resident's Premises or the Community:

- Former Residents who were evicted, barred or breached their lease.
- Guests or others who, in Property Management's reasonable judgment:
 - Violate the law.
 - Violate the terms of this Agreement
 - Disturb or threaten other Residents, neighbors, visitors, or Property Management, including Property Management's employees and agents.

Identification Requirement

Property Management may also exclude any person from Resident's Premises or the Community who:

- Refuses to show photo identification.
- Refuses to identify themselves as a Resident, occupant, or guest of a specific Resident in the Community.

Guest Access to Common Areas and Facilities

Guests may access community rooms and common areas only when accompanied by the resident.

Resident Responsibility for Guests

Residents are fully responsible for the behavior and actions of their guests while on the property.

9. LIVE-IN AIDES

These requirements ensure that live-in aides meet eligibility criteria, comply with property rules, and provide essential care to residents while upholding the integrity of the housing program.

Definition of a Live-In Aide

A live-in aide must meet the following definition, which includes:

- Being essential to the care and well-being of the resident.
- Not being dependent on the resident for support.
- Residing in the unit solely to provide essential support and not being considered a part of the household.

Verification and Approval

The need for a live-in aide must be verified through third-party documentation.

Questionnaire and Screening

Anyone applying to be a live-in aide must fill out a **Live-In Aide Application**.

- Their information will be reviewed following the rules in the Resident Selection Plan.
- Live-in aides are not screened for income, since they are not responsible for paying rent.
- However, they will be screened for criminal background using the same standards as those used

Approval Requirements

The live-in aide must be approved before moving in and sign **The Live-in Aide Agreement**.

Live in aides do not have residency rights in the unit. They must vacate immediately with the lease holders upon move out, eviction, or death.

Non-Compliance

If a live-in aide moves in prior to completing the screening process and signing required forms, Property Management will issue a notice of lease violation. Possible actions include:

- Eviction of the live-in aide

- Termination of tenancy

10. OCCUPANCY STANDARDS AND UNAUTHORIZED OCCUPANTS

Occupation of the Premises is subject to applicable occupancy standards as determined by law and Property Management. Only authorized occupants may occupy the Premises.

Two-Heartbeats-Per-Room Standard

Occupancy is limited to two individuals per unit bedroom.

Newborn Allowance

An additional heartbeat is permitted for a newborn child up to one year of age. After the child's first birthday, the household must comply with the two-heartbeats-per-room standard.

Examples of Maximum Occupancy

- **One-Bedroom Apartment Home:** Maximum occupancy: Two individuals plus one newborn (up to 1 year old).
- **Two-Bedroom Apartment Home:** Maximum occupancy: Four individuals plus one newborn (up to 1 year old).
- **Three-Bedroom Apartment Home:** Maximum occupancy: Six individuals plus one newborn (up to 1 year old).

Indications of Occupancy

A person is considered to occupy the unit if they reasonably appear to be using it as a place to live.

Indications of occupancy include but are not limited to:

- Using a key to enter and leave the Premises.
- Representing the Premises as their address.
- Receiving mail at the Premises.
- Keeping clothes or personal property at the Premises.
- Regularly being present in the Premises or common areas.
- Frequently parking a vehicle at the Premises for extended periods or overnight.

Approval of Occupants

Property Management must approve any change in authorized residents in writing before occupancy, except for children born or adopted during the Lease term, who remain subject to applicable occupancy standards.

Children born or adopted during the lease term are required to be communicated to property staff.

A person occupying the Premises for more than seven (7) days without Property Management's consent is considered an unauthorized guest. Property Management may approve or deny occupancy at its sole discretion and may condition approval on:

- Completion of the standard residency application process, including a rental application.
- Payment of application fees when required of new Residents.

Resident Obligations Regarding Unauthorized Occupants

Upon request, the resident must provide the name, phone number, and a copy of a photo ID of any person occupying the unit for more than seven (7) days in Property Management's reasonable judgment.

Burden of Proof

If Property Management claims a person residing at the apartment home is an unauthorized occupant, Resident bears the burden of proving that the person does not reside at the apartment home.

Property Management Obligations

Property Management is not obliged to provide an apartment transfer to households that exceeds the occupancy standard.

11. HOUSEHOLD COMPOSITION & RESIDENT STANDARD FOR LIHTC PROPERTIES

This standard ensures proper adherence to Low-Income Housing Tax Credit (LIHTC) guidelines, maintains program compliance, and upholds the integrity of the community while addressing changes in household composition.

Purpose

This standard ensures compliance with LIHTC program regulations, maintains eligibility and program integrity, and protects the rights of both residents and property managers.

Initial Certification and Household Composition

At Move-In:

- All household members must be disclosed and listed on the Tenant Income Certification (TIC).
- Income, assets, and eligibility for each household member must be verified prior to moving in.

Ongoing Compliance:

- Residents must notify property management of any changes to household composition, such as adding or removing members.
- Changes require prior written approval from the property manager.

Initial Six-Month Period Restrictions

Changes to household composition within the first six months of tenancy are not allowed unless there are documented extenuating circumstances, such as:

- Marriage, birth, or adoption of a child.
- Court-ordered guardianship or unavoidable situations.

Adding a household member during this period may require approval from the property manager to ensure compliance with all program requirements. If qualification is not met, the household will either be required to vacate, or the additional household member will be denied.

Adding Household Members

New household members must meet the following criteria:

- LIHTC income restrictions for the unit designation.
- Screening criteria, as detailed in the Application Criteria, including criminal background and credit checks.
- Verification of legal identity and legal residency (if required).

Required Documentation:

- Proof of income, assets, and legal identity.
- Government-issued ID and certification of legal immigration status (if required).
- Any required signed documents.

Approval Process:

- A revised TIC must be completed, approved, and signed before the new household member moves in.

When Someone Moves Out of the Household

When someone moves out of the apartment home, the household must fill out a **Change of Household Form**, and all adult residents must sign it. If possible, the person moving out should also sign the form.

If the departing member **cannot** sign (for example, due to safety reasons, no contact, or other special circumstances), please let Property Management know. We will work with the household to properly complete the process.

Acceptable documentation for Verification of Departure includes:

- USPS verification of no mail delivery to the unit.
- Government-issued ID or utility bill showing an alternative address.
- Lease or proof of residence at another location.
- Death certificates.
- Abandonment certification.

Remaining household members must continue to meet LIHTC eligibility requirements. At least one member of the original qualifying household must remain in the LIHTC unit to maintain eligibility under program guidelines.

Children and Minors

Newborns, adopted children, or children under legal guardianship must be added to the household within 30 days.

Required documentation includes:

- Birth certificate or proof of legal custody.
- Social Security Number (SSN) or proof of SSN application.

12. INVOLUNTARY REMOVAL OF HOUSEHOLD MEMBER

This standard ensures compliance with lease agreements, community policies, and HUD regulations while safeguarding the rights of residents and protecting victims under VAWA.

Violence Against Women Act (VAWA) Protections and Safety Rules

The Violence Against Women Act (VAWA) protects residents who are victims of domestic violence, dating violence, sexual assault, or stalking.

If someone in the household is causing harm, Property Management may “bifurcate” the lease. This means the person who committed the violence may be removed from the lease and evicted, while the rest of the household can stay.

If a person is removed from the household under VAWA, they may be barred from returning to the property. Residents must not invite or allow that person back into the unit or onto the property. If you know that someone who has been removed is on site, please tell Property Management right away.

VAWA protections are provided without requiring proof such as a police report, though documentation may be requested to confirm eligibility for these protections.

13. LOW-INCOME OR SUBSIDIZED TENANCY TERMINATION

Good Cause for Eviction

Housing Catalyst is committed to providing stable, quality housing. In accordance with affordable housing program requirements and applicable Landlord-tenant laws, residents may only be evicted for "good cause." Good cause for eviction includes, but is not limited to, the following:

- Failure to pay rent or other required charges.
- Repeated late payment of rent.
- Serious or repeated violations of the lease or community policies.
- Failure to recertify income or household composition as required under program rules.
- Material noncompliance with affordable housing program obligations.
- Criminal activity that threatens the health, safety, or right to peaceful enjoyment of the property by other residents or staff.
- Damage to the apartment or community property beyond normal wear and tear.
- Unauthorized occupants or subletting in violation of the lease.
- Providing false information during the leasing or recertification process.
- Other substantial or repeated acts that interfere with the health, safety, or peaceful enjoyment of the property by others.

Residents will be provided with proper written notice of any lease violation or termination action, as required by law and program regulations. Housing Catalyst will make every reasonable effort to resolve issues before pursuing eviction, consistent with our commitment to fair and equitable treatment of all residents.

Qualification and Compliance

If it is discovered at any time after the execution of this Agreement that Resident:

- **Failed to initially qualify**, or
- **Fails to continue to qualify** under the income computation and certification requirements of the Internal Revenue Code or any applicable governmental law governing the Property,

Property Management may terminate this Agreement with thirty (30) days' written notice to Resident.

Termination Regardless of Reason

Resident specifically agrees and acknowledges that Property Management has the right to terminate this Agreement regardless of the reason Resident does not qualify or meet program requirements, including but not limited to:

- Material misrepresentation made by the Resident.
- Any mistake regarding Resident's qualification, regardless of cause or who made the mistake.

This requirement ensures compliance with program requirements and protects the Community's tax credit or subsidy eligibility.

14. SEX OFFENDER

Property Management has implemented a more restrictive standard, prohibiting any **sex offender registrant** from living on the property.

- Residents or others are prohibited from registering the address of the apartment home or property on any registered sex offender or similar lists.
- Failure to disclose criminal acts, past or unresolved, or registering the address as described, constitutes a material and incurable breach of this Agreement.
- Resident waives the right to require Property Management to serve a compliance or possession demand before initiating eviction for violating this section.
- Upon violation, Property Management may terminate the resident's right to occupancy without ending the lease or the resident's obligation to pay rent.

Procedures for Addressing Sex Offender Registrants

If a household member is identified as a registered sex offender and was admitted in error:

- Property Management and/or property staff will immediately pursue termination of tenancy.
- The household will be given the option to remove the ineligible (sex offender) family member.

If the household refuses to remove the sex offender, termination of tenancy will be pursued for the entire household.

Screening and Monitoring

Sex offender screenings are conducted periodically and during each annual certification.

If a resident is found to be subject to registration on a **state sex offender registry**, Property Management and/or property staff will immediately notify the household of their options.

The household must either:

- Remove the sex offender within the specified timeframe, or
- Face termination of tenancy.

Good Cause for Additional Screening

If Property Management has good cause (e.g., notification from a state registry or law enforcement), sex offender screening may be conducted at any time by Property Management.

This standard ensures compliance with HUD regulations, protects community safety, and upholds the integrity of the housing program.

15. PARTNERSHIP WITH STRATEGIC OPERATIONS GROUP OF FORT COLLINS

Housing Catalyst Partners with the Strategic Operations Group (SOG) of Fort Collins

Housing Catalyst is proud to announce an exciting partnership with the Strategic Operations Group (SOG) of Fort Collins Police Services. This collaboration represents a shared desire to foster safe, welcoming, and thriving communities for all residents.

About the Partnership

The partnership will focus on enhancing community safety, addressing persistent criminal activity, and improving the quality of life for residents in Housing Catalyst properties and surrounding areas. Through this collaboration, we aim to:

- **Improve Safety:** Leverage data-driven policing strategies and SOG's expertise to address safety concerns in Housing Catalyst communities.
- **Build Stronger Communities:** Work alongside residents to promote trust, security, and meaningful partnerships.
- **Enhance Communication:** Provide a direct line of support between Housing Catalyst, residents, and the dedicated officers of SOG.

Key Goals

- **Proactive Crime Prevention:** Use data analysis and community insights to identify and address high-crime areas.
- **Community Collaboration:** Partner with residents, property managers, and other stakeholders to develop effective, long-term solutions for ongoing issues.
- **Support for Residents:** Offer resources, workshops, and opportunities to engage with SOG officers and Housing Catalyst staff.

What Residents Can Expect

- Increased police presence in areas identified for strategic focus.
- Ongoing communication regarding safety initiatives and updates.
- Community events and opportunities to build relationships with law enforcement and Housing Catalyst teams.

Housing Catalyst remains dedicated to providing safe, affordable housing options for Fort Collins residents. By partnering with SOG, we reinforce our commitment to creating a better future for our communities.

16. DISTURBANCES/INQUIRIES INVOLVING LAW ENFORCEMENT

This approach ensures compliance with legal standards, promotes safety within the community, and provides a fair approach to addressing disturbances and law enforcement-related incidents.

Resident Responsibilities

Residents should contact law enforcement if they witness illegal activity or require intervention or protection.

Law Enforcement on Property

Authority

State and local law enforcement agencies have the right to enter the property and make arrests as permitted by law.

Jurisdiction

The property is governed by the laws of the State of Colorado.

Property Management Investigation

Incidents Caused by Residents or Guests

If law enforcement is called to the property due to an illegal disturbance or criminal violations caused by a resident or guest, Property Management and property staff will investigate the incident.

Such incidents are considered lease violations.

Incidents Where Residents or Guests Are Victims

If the resident or guest is the victim, Property Management will investigate the circumstances and determine if a lease violation occurred and whether termination is appropriate.

Termination of Lease

Lease termination will be conducted in accordance with:

- The terms of the lease agreement.

- Local, state, and federal laws.
- Provisions provided under the Violence Against Women Act (VAWA).

Mutual Rescission of lease may be offered as an alternative to eviction.

17. CRIMINAL ACTIVITY

Summary of Resident Obligations and Restrictions

Prohibition of Criminal and Unlawful Activities

Residents must not engage in, facilitate, or permit criminal or unlawful acts in or near the premises. Activities include but are not limited to violent acts, drug-related crimes, and hate-related crimes.

Responsibility for Conduct of Others

Residents are responsible for the behavior of their family members, guests, or anyone they allow on the property. If those individuals break the rules, the resident may be held accountable.

Notification Requirements

Residents must inform Property Management within five days of committing or being charged with a criminal act. Not all criminal acts are considered Lease violations.

Prohibition of Hazardous Materials

Residents are prohibited from bringing or storing toxic or hazardous substances on the property.

Sex Offender Registration

Residents and their affiliates are prohibited from registering the premises' address on any sex offender or similar registry.

Waiver of Defense

Residents cannot claim ignorance of others' violations as a defense in eviction actions.

Property Management's Rights and Enforcement

Material Breach of Agreement

Any violation of this section constitutes a substantial, material, incurable breach of the lease. This breach justifies immediate action, including eviction, without requiring prior notices beyond statutory minimums.

Notice Requirements for Eviction

A three-day notice to quit may be issued for substantial violations. A 10-day demand for Compliance may be issued for violations that are curable.

No Requirement for Criminal Conviction

Proof of violation can be based on a preponderance of evidence and does not require a criminal conviction.

Criminal Activity and Lease Violations

If a resident is removed from the unit, they are **still responsible for paying rent** under the lease until it ends.

If Property Management finds out that a resident **did not tell the truth about their criminal history** during the application process, we will review the situation and take the necessary steps to keep the community safe.

Property Management will also look into any **criminal activity** that happens on or near the property. If a **resident, guest, or service provider** is involved in criminal actions that affect the **safety, health, or peaceful living** of others, the lease may be ended.

All actions will be handled in line with the Violence Against Women Act (VAWA) to protect the rights of survivors. (See section in the Handbook that details VAWA protections on page 78 for more information.)

Investigation of Criminal Activity

Process

Property Management will investigate allegations of criminal activity and determine the resident's knowledge or involvement. Residents must participate in the investigation and provide necessary documentation.

Resident Notification

If a criminal record is used, residents will be informed of the findings and how to obtain a copy. The household may be given the option to remove the household member

15. LEASE VIOLATIONS

Property Management and property staff are responsible for monitoring residents' adherence to lease terms. Violations are classified as **material** or **minor**, with corresponding consequences.

Material Lease Violations

Material violations that significantly impact health, safety, or community well-being may result in the immediate initiation of tenancy termination procedures, including eviction. All actions will follow applicable due process requirements, ensuring residents are informed and given the opportunity to respond.

Examples of material violations include, but are not limited to:

- Criminal activity on or near the property
- Threats or acts of violence
- Possession, manufacturing, or use of illegal substances within the unit, including but not limited to methamphetamine, fentanyl, or crack cocaine
- Intentional damage to the unit or property
- Unauthorized occupants posing safety risks
- Misrepresentation of eligibility status (e.g., income, age, criminal history, or prior property management history)
- Failure to pay rent as agreed
- Failure to provide verification of another residence when unauthorized residency is suspected
- Verified criminal activity by a resident or guest
- Inclusion of any household member on a state lifetime sex offender registry
- Verified fraud by any household member related to the LIHTC program
- Acts covered under the Violence Against Women Act (lease bifurcation may be pursued to protect the victim)
- Discovery that a live-in aide or household member is on a sex offender registry
- Any act defined as “substantial” under §13-40-107.5 of the Colorado Revised Statutes, as amended
- Smoking in proximity to oxygen tanks

Each situation is reviewed on a case-by-case basis, and Property Management will ensure all actions comply with applicable local, state, and federal laws.

Minor Lease Violations

Less severe violations are typically addressed through written **Demands for Compliance**, giving residents an opportunity to correct the issue within a specified timeframe.

Examples of minor violations include:

- Smoking violations
- Unit, balcony, or patio cleanliness and condition concerns
- Late rent payments
- Failure to comply with animal rules, including unauthorized animals in the unit
- Disruptions that interfere with the peaceful enjoyment of the community

- Any other violations outlined in the lease, addendums, community policies, or animal agreements

Property Management will provide clear guidance and support to help residents resolve minor violations and remain in compliance with community standards.

Repeat violations of the lease can be escalated to Notice to Quit and termination of the lease.

16. EXTENDED ABSENCES FROM THE APARTMENT

Residents must adhere to the following guidelines regarding extended absences from their apartment.

Absence Duration

Residents may be absent from their apartment for **no more than 30 consecutive days**, except for medical reasons.

For a sole household member, absence due to illness or confinement in a hospital/nursing care facility is permitted if a licensed medical professional familiar with the resident's condition verifies when the resident will return to the unit.

Requests for Exceptions

Property Management/agent will review requests related to:

- **Reasonable Accommodations:** In accordance with applicable laws and policies.
- **VAWA Status:** To accommodate victims of crimes covered by the Violence Against Women Act.
- **Extenuating Circumstances:** Cases involving unique or unforeseen situations.

Occupancy During Absence

The unit **may not be occupied by any person** not listed on the lease during the resident's absence unless Property Management provides written permission under limited circumstances, such as:

- Compliance with the Sailors and Soldiers Act.
- A request by local law enforcement.
- A reasonable accommodation or other extenuating circumstances.

This standard ensures the responsible management of unit occupancy while supporting residents' rights to medical care, protection under VAWA, and consideration of extenuating circumstances.

17. ABANDONMENT OF APARTMENT

A unit is deemed abandoned if:

- Rent is overdue by **30 days** without communication.
- Evidence suggests the unit is no longer occupied.

18. HANDLING THE DEATH OF A SOLE HOUSEHOLD MEMBER

In the event of the death of a sole household member, the following procedures will be followed in accordance with Colorado law. Property Management will coordinate with the appropriate legal representative or next of kin regarding access to the unit, removal of personal belongings, and termination of the lease.

No one may occupy the unit without prior written approval from Property Management, and unauthorized occupancy may result in legal action. Rent will continue to accrue until proper notice and documentation are received and possession of the unit is returned to management.

Lease Termination

The resident's estate or next of kin must notify Property Management of the resident's passing to initiate lease termination. If not contacted, property staff may investigate available information to initiate lease termination.

The lease may be terminated following receipt of notice, and Property Management will make reasonable efforts to re-rent the property to mitigate damages.

Rent and Financial Obligations

Outstanding Rent

The resident's estate is responsible for settling any unpaid rent up to the date the lease is terminated.

Market Rent

If personal belongings remain in the apartment beyond the lease termination, the resident's estate may be charged the current market rent until the property is vacated.

Security Deposit

The refundable security deposit, minus lawful deductions for unpaid rent or damages, will be returned to the estate of the deceased Resident within the timeframe specified under Colorado law.

Handling Personal Belongings

Responsibility

The Resident's estate is responsible for removing personal belongings from the unit within an agreed-upon timeline.

Securing the Property

Property Management will secure the property only for the agreed-upon amount of time to protect the resident's belongings until the estate can take possession.

Unclaimed Items

If belongings are not removed within the agreed timeframe, Property Management will follow Colorado law to dispose of or consolidate the property.

Property Management's Responsibilities

Property Management will communicate directly with the resident's estate, executor, or next of kin regarding the removal of personal belongings and outstanding financial matters.

19. INCARCERATION

If Property Management or property staff is informed that a resident has been incarcerated, appropriate actions will be taken in accordance with property screening criteria. This includes investigating the circumstances surrounding the conviction and determining if tenancy termination is warranted.

If the resident is convicted of a crime that meets the criteria for lease termination, Property Management will initiate the process to terminate tenancy.

Victims of VAWA

If the crime involves a **VAWA-protected offense**, the lease may be bifurcated to remove the perpetrator while allowing the victim and other eligible household members to remain.

Minors as Remaining Household Members

If the remaining household members are minors:

- Property Management/agent will comply with local laws regarding child abandonment.
- This may include contacting child protective services to ensure the well-being of the minors.

Incarceration of more than 30 days of a Sole Resident

If the incarcerated resident is the sole household member and is convicted of a crime warranting lease termination, Property Management will initiate procedures for handling an abandoned unit in compliance with local laws.

This standard ensures compliance with HUD regulations, protects the rights of household members, and maintains community safety while addressing situations involving incarcerated residents.

20. REMOVAL OF PERSONAL PROPERTY IN THE EVENT OF DEATH, ABANDONMENT OR INCARCERATION

Changing Locks

Upon notification of the death or incarceration of a sole household member, or in cases of abandonment, all locks providing entry to the apartment will be changed.

Property Management reserves the right to initiate eviction proceedings, as required, to take legal possession of the apartment home.

Authorization for Property Removal

Unless previously established, Property Management and property staff will require notarized authorization before allowing the removal of unit contents by family or representatives.

Responsibility for Loss, Damage, or Infestation

Storage Liability

Property Management and/or property staff is not responsible for any loss or damage to property during the transfer to storage facilities or for any loss or damage in the event of eviction and removal of property.

Infested Property

If the contents of the unit are infested (e.g., lice, bed bugs, fleas):

- The items will be removed, treated, or disposed of following guidance from a licensed pest control provider.
- The cost of treatment, disposal, or damage caused by the infestation will be charged to the resident or the resident's estate.
- The cost of moving and storage will also be charged to the resident or the resident's estate, if permitted under Applicable State Laws.

This standard ensures compliance with legal requirements while protecting the rights of all parties involved in managing the personal property of a deceased, incarcerated, or absent resident.

21. FAILURE TO FULLFILL THE INITIAL LEASE TERM

In the event a resident household moves out before the completion of the initial lease term, the following provisions apply:

- Any outstanding balances must be paid in full within 30 days of the move-out date.
- Resident will not be eligible to reside at any Housing Catalyst property for 12 months.
- The Security Deposit will be utilized to cover any unpaid balance due.
- The household will also be charged rent for the duration of the 30-day notice period.

22. SECURITY DEPOSIT

This standard ensures the responsible management of security deposits while adhering to applicable laws and providing transparency to residents.

Compliance with Applicable Laws

All provisions regarding the security deposit (“Security Deposit”) are subject to **Applicable State Laws**, which shall govern in case of any conflict with these Community Policies.

Property Management will comply with any laws or ordinances requiring interest to be paid on the Security Deposit, if applicable.

Permissible Uses of the Security Deposit

Property Management may retain all or a portion of the Security Deposit for the following purposes:

- **Nonpayment of Rent:** To cover any unpaid rent.
- **Repairs:** For repairing damages to the apartment unit or community common areas.
- **Replacement:** For replacing damaged or missing items in the apartment unit or community common areas.
- **Cleaning:** For cleaning the apartment unit or community common areas beyond normal wear and tear.

Restrictions

The resident may not elect to apply the Security Deposit as payment for the last month’s rent.

Return of Security Deposit

Any remaining amount of the Security Deposit, along with a written accounting of any portion retained, will be returned to the resident within **60 days** after the lease term ends.

The return or accounting will be mailed to the resident's **last known address**. For this reason, residents should provide a forwarding address to Property Management at moveout.

For households with multiple residents, Property Management may provide the refund or accounting to the head of household.

In the Event of Death

Refundable amounts will be issued to the estate of the deceased resident, unless legal documentation specifies otherwise.

23. NOTICE TO VACATE

Required Notice to Vacate

Resident must provide Property Management with a 30-day prior written notice to terminate the Lease.

The notice must specify the vacate date, which:

- Shall not be less than 30 days from the date the notice is given.
- Shall not be earlier than the end of the Lease term, including any extension or renewal.

Effective Date of Notice

The 30-day notice period begins the day the notice is given. Resident must vacate the Premises on or before the specified vacate date.

Invalid Notice

If a Resident moves out after providing notice but before the 30-day period is complete the household will not have fulfilled the 30-day requirement and may be charged rent for the full 30 day notice period.

Any notice given by Resident that does not comply with these requirements is invalid and without legal effect.

Withdrawal of Notice

Resident may not withdraw the notice to vacate without Property Management's written consent.

Rent Obligations

Resident is liable for rent for the entire 30-day notice period, regardless of whether Resident occupies the Premises during that period.

If the notice period includes a partial month, Property Management agrees to prorate the rent for that portion of the month for which Resident has not already paid.

Signatures on Notice

Property Management may, at Property Management's sole discretion:

- Require the notice to vacate to be signed by all Residents who executed this Lease.
- Accept a notice signed by Head of Household as effective for all Residents.

Delivery of Notice

Resident's notice of intent to vacate is only effective on the date it is received or receipted by Property Management. **To ensure the effective date is honored, residents must personally deliver their notice to Property Management.**

If a resident is unable to deliver the notice in person, they should contact the Property Manager directly to discuss alternative arrangements. Any remaining outstanding balances must be settled by the household.

Failure to Provide Notice

If resident vacates without providing notice in compliance with this Section, resident is liable for Property Manager's actual costs and losses, less any rent already paid for the 30-day notice period.

Costs and losses include, but are not limited to:

- Advertising and marketing costs.
- Showing the premises to prospective residents.
- Utility costs for showing the premises.
- Office overhead and locator service fees.
- Future or past-due rent.
- Repayment of concessions or discounts.
- Charges for cleaning, repairs, repainting, unreturned keys, and other sums due.

Additional Resident Liabilities

Resident shall pay all amounts described in this Section, in addition to any other amounts owed under this Lease Agreement.

24. MOVE-OUT REQUIREMENTS

Cleaning Obligations

Resident must thoroughly clean the apartment, including but not limited to doors, windows, closets, bedrooms, bathrooms, kitchen appliances, patios, balconies, garages, carports, and storage rooms.

Resident must fully comply with Property Management's written move-out and cleaning policies, which are incorporated by reference.

Failure to comply with move-out and cleaning policies will result in Resident being liable for reasonable replacement, maintenance, and cleaning charges, including but not limited to carpet, drapery, and wall cleaning.

The apartment unit must be returned in the same condition as when it was first leased, excluding **ordinary wear and tear**.

Charges for Repairs and Cleaning

Resident shall pay Property Management the amount set forth in the **Resident Damage Charge Schedule** for any repair, replacement, or cleaning.

If not addressed in the Addendum, Resident shall pay Property Management's reasonable cost for such services.

Smoking Damages

Resident agrees that smoking damages to the unit is not considered ordinary wear and tear. Resident is liable for all costs associated with smoke damage.

Pest-Free Requirement

Resident agrees to leave the premises pest free. To the extent permitted by law, resident is responsible for reasonable extermination charges if the Premises are not pest free upon move-out.

Security Deposit Application

Property Management may apply any Security Deposit to cover costs, damages, expenses, or sums owed by Resident. Resident agrees to pay any amounts owed in excess of the Security Deposit upon demand.

Keys and Surrender of Premises

To avoid disputes about the date of vacating and surrendering the Premises, Resident must return all keys, access fobs, and garage remotes to the onsite management office.

- Resident has not vacated and surrendered possession until either:
- All keys in their possession are returned and acknowledged by Property Management.
- Resident abandons the unit as determined by Property Management’s reasonable judgment.

If the resident fails to return keys, the resident is liable for:

- Costs associated with replacing, rekeying, or recoding keys and locks.
- Rent and damages in accordance with the Lease until the Premises are deemed vacated.

The date the resident vacated and surrendered possession will be determined by Property Management in Property Management’s reasonable judgment if keys are not returned.

This standard ensures a clear, fair, and efficient move-out process while protecting both Property Management’s and resident’s interests.

24. COLLECTION AFTER MOVE-OUT

Payment of Outstanding Balances

The household is required to pay all outstanding balances within **30 days** of receiving the final bill.

Property Management may disclose the following information, provided an appropriate release of information has been signed:

- Payment history.
- Timeframes and terms of payments.
- Lease termination.
- Balance owed.

This standard ensures clarity on payment responsibilities after move-out and outlines potential consequences of non-payment, including credit and leasing implications.

25. RESIDENT CERTIFICATION

Acknowledgment of Policies

The resident acknowledges that they have read and understand all the rules, regulations, and policies and agreements outlined in the lease and Community Policies. The resident agrees to abide by all terms and conditions set forth in this lease and Community Policies.

Default for Violations

A violation by the resident or any resident guest of any term or condition in these Community Policies shall constitute a default by the resident under the lease agreement.

Modification of Community Policies

The resident acknowledges that the Community Policies may be amended by Property Management from time to time. Any changes to the Community Policies will be provided to the resident with advance written notice.

This certification and acknowledgement ensure the resident’s understanding and education of the agreement to comply with the Community Policies, while maintaining Property Management’s ability to make amendments as needed.

_____	_____	_____	_____
Resident Signature	Date	Resident Signature	Date
_____	_____	_____	_____
Resident Signature	Date	Resident Signature	Date