



Community Guidelines

Apartment Alterations

Holes should not be drilled in your apartment without our prior written consent, nor should any nails, hooks, or screws be used on any floors, doors, windows, tub, shower, appliances, or fixtures in the apartment.

Nothing should be fastened to the floors, doors, windows, walls, appliances, or fixtures in the apartment, the exterior walls, or porches of the buildings.

Please refrain from hanging signs, advertisements, or notices on the outside or inside of any apartment or building.

Locks on the doors leading to the apartment should not be altered without our consent. We must have a key to every lock at all times, and every lock must be compatible with the master key system for the building.

Equipment Use

All equipment located in your apartment or community should be used in a reasonable and careful manner. Equipment includes such things as toilets, sinks, electrical, plumbing, heating, ventilating, air conditioning, building access system, elevators, appliances, or other facilities. If you or your family, guests, or visitors use any equipment in a manner that causes damage to the equipment, you could be held responsible for the costs of repairing or replacing it.

Facilities

If your community has a pool, you must pay any required fees prior to usage. For your safety, please obey all pool rules and regulations.

Games, sports, and other recreational activities are permitted only in designated areas. All rules and regulations must be obeyed including the days and hours that recreational facilities may be used.

We may at any time discontinue any recreational services or close down facilities either temporarily or permanently.

Heavy Items

Items which weigh more than we determine is reasonable for the floor loading of the apartment are not permitted. You must check with us before bringing heavy items (i.e., waterbeds, safes, etc.) into the apartment.

Motor Vehicles

Please keep in mind we may remove any vehicle at the owner's expense if it appears abandoned, inoperable, does not display an inspection sticker and/or license plates, or the inspection and/or registration is expired.

We apologize, but due to local water restrictions and hazardous substance ordinances, we cannot allow residents or their guests to work on their vehicles in the community parking areas. Vehicles may be washed only in designated areas. If there is no designated area, then washing vehicles is not allowed.

Peaceful Enjoyment

All residents, their family, and guests should conduct themselves in a manner that will not disturb their neighbors or community staff. Noise, odors, or any other actions that cause a disturbance are not permitted. Please do not interfere with the rights, comforts, or convenience of other residents or community staff.

Remember you are responsible for the conduct of your family, friends, guests, and anyone you invite into the community.



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We will make reasonable efforts to stop neighbors from disturbing your peace, but we cannot be responsible for controlling their actions. If you are seriously disturbed by activities at your neighbor's apartment, please call the police.

Parking

Residents are responsible for ensuring a valid, unexpired parking decal is visibly displayed in their vehicle at all times when parked or stopped on community grounds.

Residents are also responsible for obtaining and ensuring their guests or visitors display a valid parking hang tag at all times.

A general parking decal entitles you to only park in any of the general parking lots in the community.

Vehicle owners must provide a valid Maryland registration in order to receive a permanent parking decal.

Vehicle owners must register vehicles with the Leasing Information Center and must also register immediately vehicle or license changes .

Invalid, expired, altered, or unauthorized decals will result in vehicle towing and impounding at the owner's expense.

Vehicles must be in operable condition and cannot display "For Sale" signs.

Vehicles may not be parked or stopped on landscaping or over the lines of a valid parking space.

Vehicles may not be parked on community grounds taking up more than one space.

Unauthorized vehicles parked in Reserved Parking Areas are subject to immediate towing and impounding at the owner's expense.

Residents of Reserved Parking Spaces reserve the right to request the towing and impounding of any vehicle parked in a Reserved Parking Space.

Neither management nor towing agent are responsible for the towing and/or impounding fees or damages which may arise as a result of towing or impounding.

A limit of one guest parking hang tag per apartment/townhome is available at the Leasing Information Center during regular business hours only (daily charge may apply).

Vehicles not in compliance with Community Parking Policies may be towed and impounded at the vehicle owner's expense without prior notice.

Please obey all parking and traffic regulations posted on any private streets, roads, or drives.

Parking areas are to be used only to park, load, and unload motor vehicles.

Please note that there are handicapped parking spaces that have been designated by the community. Please do not park in these spaces without a handicapped permit or your vehicle will be towed.



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Your vehicle may be towed without notice at your expense if you:

- Park in a fire lane
- Park in a no parking area
- Block a fire hydrant, refuse container, another vehicle, sidewalk, or lawn

Oversized vehicles, commercial vehicles, recreational vehicles, boats, or trailers may not be parked in the community without our consent.

Recycling

The State of Maryland and Montgomery County require mandatory refuse recycling. Residents must ensure all waste is disposed of with the proper recycling completed prior to placing trash into appropriate bins or containers. Residents can be cited for non-compliance and fines begin at \$500.00.

Glass jars and bottles - Only unbroken green, brown, and clear glass bottles and jars without lids can be placed in recycling containers. No other types of glass can be placed into recycling containers. You must rinse the bottles or jars first. Labels do not need to be removed. No plastic lids or bags.

Plastic bottles with necks - Only plastic bottles with a “neck” can be placed into recycling containers. Bottles must be rinsed first. Labels do not need to be removed. No other plastics, including plastic bags.

Cans - Only uncrushed aluminum, aluminum foil products, steel, and bi-metal cans can be placed into recycling containers. Uncrushed cans and foil must be rinsed first. Labels or attached lids do not need to be removed. No other types of metal or plastic bags.

Mixed Paper - Newspapers, including inserts or flyers removed from plastic bags, cereal boxes, telephone books, magazines, any type or color office paper, envelopes, cardboard boxes (must be broken down), etc. must be placed into recycling containers. These items may also be placed into paper grocery bags or bundled with twine and placed in, next to, or on top of the mixed paper recycling containers. No plastic bags.

Yard Trimmings - Yard trimmings or brush must be placed into paper grocery bags or bundled with twine and placed into recycling containers. No plastic bags.

Others - Unwanted items that must be recycled directly at the Montgomery County Transfer Station located in Rockville include clothing, drapes, towels, shoes, sheets, handbags, bicycles, computers, hard drives, monitors, keyboards, printers, vehicle batteries, vehicle tires, motor oil, antifreeze, aluminum lawn chairs, etc.

Trash

A large, oversized trash container is available on the North side of the community for all furniture, brush, electronics, or other non-recyclable or household refuse.

All trash should be placed in plastic bags and disposed of in the appropriate waste containers. Bulk items should never be disposed of outside of waste containers or left on community grounds. Please do not place any trash in halls, stairways, balconies, or laundry rooms.



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Rent

Rent is due on the first of every month. Residents have until the close of business on the tenth day of every month to pay rent without late fees. Rent may be paid in the form of certified funds, personal check, and VISA or MasterCard online through eRentPayer.

Pets

Pets are not allowed in the apartment without our prior written consent.

Dogs or cats must be licensed and registered including rabies tags in Montgomery County. Pets must also be registered with the Leasing Information Center.

Pets must be on a leash at all times.

Pet owners are responsible for removing all pet waste immediately.

Lock-outs & Lock Changes

There is no charge for obtaining your master set of lock-out keys during regular business hours. There is a \$35.00 lock-out fee after hours.

There is a \$35.00 fee for changing your locks.

Additional keys may be made upon request at a fee of \$2.00 per key.

There is a \$15.00 fee to replace mailbox locks.

Estimated Replacement & Repair Costs

The following is a list of estimated costs of damages as a result of negligence beyond normal wear and tear. Listed repair/replacement costs may reflect estimates. Actual costs may be subject to contractor costs.

- Stove drip pans - \$2.25 - \$7.00 each
- Oven cleaning - \$35.00
- Refrigerator cleaning - \$25.00
- Replace kitchen counter tops - \$170.00 - \$320.00
- Replace kitchen light fixture/cover - \$8.00 - \$30.00
- Replace kitchen vinyl or floor tiles (materials & labor) - \$35.00 - \$250.00
- Excessive nail holes or repairs to walls/ceilings (materials & labor) - \$50.00 - \$70.00 minimum
- Replace interior door - \$60.00 each
- Replace door frames/jambs - \$90.00 each
- Remove wall border or wallpaper - \$75.00 minimum
- Painting - two coats to cover damages/colored paint - \$110.00 - \$340.00
- Removal of toilet with foreign objects (materials & labor) - \$85.00
- Replace medicine cabinet - \$90.00
- Replace bath light fixture/covers - \$8.00
- Re-glaze bathtub/wall tiles - \$45.00 - \$205.00
- Replace or repair ceramic wall or floor tiles - \$80.00 minimum
- Replace toilet seat - \$35.00
- Replace toilet tank lid - \$52.00
- Replace missing or damaged window screens - \$15.00 each
- Replace broken or cracked window - \$150.00 each



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- Replace or repairs patio/balcony screen - \$90.00
- Replace vinyl mini-blinds - \$7.00 - \$21.00 each
- Replace hall light fixture/cover - \$8.00 - \$20.00 each
- Replace ceiling fan - \$60.00 each
- Replace ceiling fan light covers - \$10.00 each
- Shampoo carpet (excessive/heavy stains) - \$135.00
- Replace carpet (expected 5 years life/pro-rate) - \$700.00 - \$1100.00
- Replace entry door (materials & labor) - \$700.00
- Replace smoke detector - \$13.00 - \$27.00
- Trash removal - \$75.00 minimum
- Replace mailbox lock/keys - \$15.00
- Change apartment door locks/keys/lock-outs - \$35.00
- Additional keys - \$2.00 each

Safety

Please do not bring anything into your apartment or the community that increases the risk of fire. Things that could cause an increased risk of fire include flammable oils, fluids, propane, benzene, gasoline, kerosene, or other hazardous materials.

Please refrain from cooking or barbequing on a porch, patio, balcony, or within 15 feet of any building, except as expressly permitted by your community.

Balcony/Patio/Terrace

Please do not use the balcony, patio, or terrace of your apartment to store personal property.

Additionally, no towels, rags, rugs, laundry, or other items should be hung from any balcony or terrace, nor should anything be thrown or dropped from the windows, balcony, or terrace.

Please refrain from cooking or barbequing on a porch, patio, or balcony.

Common Areas

Common areas, sidewalks, entrances, lobbies, hallways, elevators, or stairways of the community should not be used for any purpose other than entry and exit. Please do not place or store furniture, equipment, or personal articles in any common areas for any period of time. We may remove any such items at any time, at your expense, including any storage costs.

SmartCards

You will be issued one SmartCard per leaseholder. Laundry costs are \$1.50 per load. The Value Transfer Machine is located at the rear of Leasing Information Center and is accessible 24 hours. Value can be added to your card in increments of \$5, \$10 or \$20 and a maximum in the amount of \$40. There is a \$15 fee for lost, broken, damaged, missing, or stolen SmartCards. Balances cannot be transferred or refunded at the time of move-out. You will need your SmartCards to access all clothes care centers and the fitness center.

Adding Value to your SmartCard

- Insert SmartCard into the Cash Service Center, with the chip facing up towards the machine.
- The balance on your card will show on the electronic display.
- To add value on to your card, with the card already in the Cash Service Center, insert \$5, \$10, or \$20 into the bill acceptor.



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- Wait for the card to be updated and remove the card.

Use in Laundry Machine

- The price of the cycle is displayed on the electronic display.
- To start the machine, insert SmartCard into the card-reader slot with the chip facing up towards the machine.
- Select the cycle desired. The length of the cycle will be displayed after the machine has started.
- After your cycle selection, wait until the machine starts and the display on the machine says to “Pull Card.”

General Care of SmartCard

- Store card in a safe place away from magnetic fields such as microwaves, computers, other credit cards, and electronic equipment.
- Do not bend.
- Do not insert card in anything but the laundry machines and the Cash Service Center.
- The information may be erased if inserted in any other card reader.
- Keep card and chip clean from any grease, film, or laundry soap.
- Keep card and chip dry and free from scratches.
- Do not put wet clothes on the SmartCard readers.

Stop by the leasing office during normal business hours if you have any questions regarding your SmartCard.

Satellite Dishes

Satellite dishes one meter or less in size are permitted for townhomes only upon your signing a Lease Addendum – Satellite Antenna and Dishes.