

# COMMUNITY HANDBOOK

<LOGO>

1 October 2007

**FORESTCITY**  

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RESIDENTIAL MANAGEMENT

Welcome Home! We are pleased that you have chosen to make NSA Mid-South your home. As a Resident, you will enjoy the responsive service, consistent two-way communication, and professional management and maintenance services offered by Forest City Residential Management, as Agent for the Owner.

We have prepared this Community Handbook to assist you with aspects of your residency. In the Community Handbook you will find helpful information regarding resident and maintenance services, community rules and regulations, your responsibilities in caring for your home and the responsibilities of FCRM. This guide serves as a supplement to your Lease Agreement to enhance the understanding of what is expected of you, your neighbors and Forest City Residential Management during your residency.

At Forest City Residential Management, *Exceptional Service is our Standard*. Our team is dedicated to providing an exceptional level of customer service for you and your family. We will be regularly requesting your feedback to ensure we are delivering the quality of service that you expect and deserve.

We appreciate the pride that you exhibit, not only in your home, as do we, but also in your neighborhood. The well being of your family and your neighbors' is a top priority for your Neighborhood Management Team. Mutual consideration for one another's neighbors will ensure comfortable living conditions for all. Thank you in advance for your cooperation in making this Community a clean, safe, and desirable place to live.

Once again, we value your residency and look forward to serving you for many years to come.

Your Neighborhood Management Team



## IMPORTANT PHONE NUMBERS AND OFFICE INFORMATION

Fire 911

Ambulance 911

Police 911

Management Office  
7749 Singleton Avenue  
Millington, TN 38053  
Phone: 901-872-8905  
Fax: 901-872-8915

Relocation Office

Maintenance

### Department of the Navy, NSA Mid-South

Navy Family Welcome Center

MWR

Military Operator

Fleet and Family Service Center

Website: [www.nsamidsouthliving.com](http://www.nsamidsouthliving.com)

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**PRIVATIZATION**

Navy Region Midwest is one of numerous Navy installations to begin privatizing their family housing communities. As such, Midwest Family Housing, LLC, a private partnership between Forest City Military Communities, LLC (FCMC) and the Navy, is proud to assume responsibility for the military family Residents' housing needs. FCRM as the Agent for Midwest Family Housing, LLC will perform the day-to-day management responsibilities. The FCRM team at the Neighborhood Management Office located at Quarters 71, 3320 Maine Avenue, Great Lakes, IL 66088 in Forrestal Village and at 901 Buccaneer Drive, Glenview, IL 60026 stands ready to assist the Residents in every possible way to offer superior quality housing services while at their installation and make their stay a pleasant and memorable one.

**ACRONYMS**

|      |                                |
|------|--------------------------------|
| GM   | General Manager (1)            |
| NMO  | Neighborhood Management Office |
| NFHO | Navy Family Housing Office     |

**COMMON DEFINITIONS**

|                          |  |
|--------------------------|--|
| Agent/Property Manager = | Forest City Residential Management, Inc.<br>(FCRM) / (PM)          |
| Guest =                  | Guest of Resident  |
| Occupant=                | Children, parent, sibling  |
| Owner =                  | Midwest Family Housing, LLC  |
| Premises =               | Home, garage/carport/designated parking,<br>yard(s), storage sheds |
| Quiet Hours =            | 2200 Hours through 0600 Hours                                      |
| Resident =               | Parties signing the Lease Agreement                                |

## 1. **ALTERATIONS and DECORATING**

Any alterations to the Premises must be submitted to the NMO in writing. This includes interior and exterior, repainting, mechanical, electrical, plumbing, structural equipment, major appliances, configuration of the Premises, use of wallpaper or the replacement of fixtures. Approval must be granted in writing **prior** to starting the work or purchasing materials. The approval will specify the terms and conditions for maintenance and liability. Once approval has been granted, the Resident is responsible for the continued maintenance of the improvement. Resident shall be responsible for all costs for repair or replacement of any removals or changes.

It is understood that when the Resident vacates, walls must be restored to the original color or Resident will be charged for any additional coat(s) of paint required to return the Premises to its original condition.

Small nails may be used for the purpose of hanging pictures unless Property Manager recommends other devices. No spikes or hooks shall be driven into the walls or woodwork. Fixtures used for window covering, shall not be attached to any window frame.

Blinds installed by the Owner may not be removed or replaced except by Owner. Window coverings are to be at least three inches from all registers. Windows may not be covered with aluminum foil or any other type of tinting/darkening product

## 2. **APPLIANCES**

All appliances are provided to the Resident. Appliances owned by Resident duplicating those provided by the Owner may not be substituted and must be properly stored. Resident is not to perform any maintenance on appliances other than normal cleaning with non-abrasive kitchen cleaners. The Resident will be responsible for any damage caused by any attempted repairs. Please contact the NMO for assistance.

### *Dishwasher*

During the Move-In process the NMO will provide instructions on the operation of dishwasher and point out any special features. Following are some suggestions for safe and efficient use of the dishwasher:

- Use dishwashing detergent made only for dishwashers (Electrasol, Cascade, etc.).
- Remove excess food and debris before loading.
- Arrange dishes so water can run off.
- Remove paper labels before washing jars or cans.
- Determine if the glassware, dishes, pots and pans are dishwasher safe.

- Wash **by hand** all hand-painted china, woodenware, colored aluminum or cast iron pots and pans, and plastic or rubber dishes/utensils not specifically labeled 'dishwasher safe'.
- Frequently check/clean the filter in the bottom of the dishwasher.

### *Garbage Disposal*

These units are very handy but must be used with care as they are easily damaged. To properly operate the garbage disposal:

- Keep the drain stopper in when not in use.
- Remove the drain stopper, turn on the *cold* water, and keep it going during the entire operation to thoroughly flush ground waste into the main wastewater lines.
- Turn on the wall switch to start the disposal and feed food waste directly into the disposal.
- *Never* put your fingers or hand or any utensil into a running disposal.
- Run the disposal until food grinding can no longer be heard.
- *Do not* put grease, bones, meat gristle, corncobs, glass, foil, bottle caps, cigarettes or other very hard or fibrous foods down the garbage disposal.
- *Never* put chemical drain cleaners down the disposal, as serious corrosion and damage may result. Resident will be responsible for any damage caused by improper use.

Prior to calling the NMO for service do the following:

- Determine what recently was processed by the disposal before calling. This will help them determine the problem.
- Press the reset button on the bottom of the unit and try the switch again. Refer to the appliance manual or call the NMO and ask for instructions if the reset button cannot be located.

### *Refrigerator*

Routine cleaning of the refrigerator will improve efficiency and sanitation. The exposed sides of the refrigerator should be cleaned frequently with a damp cloth and mild soap and warm water or a spray cleaner. Abrasive cleansing powders should not be used on the refrigerator. Periodic cleaning of the drip pan under the refrigerator is recommended. If the refrigerator coils are accessible without moving it, periodic vacuuming will help its efficiency.

Call the NMO if the refrigerator is not cooling or freezing properly or if any parts are broken. Please do these simple tests before calling the NMO for service:

- If the light is not on, check to see if the power cord is plugged in and check the bulb.
- If the plug is secure and the refrigerator fails to operate, plug another appliance into the same outlet to check for power.
- Check the temperature control dial; it may be turned OFF. If the refrigerator still does not operate properly, call the NMO.

Leave the refrigerator on with the temperature control at its normal position if away from the Premises for less than a month. Turn the temperature control to low during longer periods of absence. Placing an open box of baking soda or used coffee grounds in the refrigerator will help to absorb odors. Be sure to discard perishables such as meats, milk, and produce to maintain proper sanitation while away. Do not leave the refrigerator turned off or unplugged, regardless of the length of time of the absence.

#### *Stoves, Ovens & Microwaves*

The proper use and care of stoves, ovens, and microwaves will not only save utilities and repairs, it will give better results in cooking and baking and may prevent serious injury or fire. Routine cleaning will make preparing for the final inspection much easier. Here are a few pointers that may help:

- Wash drip pans frequently and wipe spilled food from the burners as soon as they have cooled.
- Clean under the stovetop frequently. Spilled grease and food contribute to fires.
- Non- self-cleaning oven - Remove any burned food on the bottom of the oven or on racks with a brush or by soaking in water. Commercial oven cleaners also help. Resident will be charged for any damage to the oven caused by improper cleaning or use.
- Self-cleaning or continuous-cleaning oven - Read the appliance manual for proper use. Call the NMO if the appliance manual is missing. **DO NOT** use oven cleaner or leave racks in the oven during the cleaning process. Resident will be charged for any damage caused by improper cleaning or use. Clean the oven as needed; long-term or accumulated staining and soil is harder to remove.
- Microwaves – Read the appliance manual. **DO NOT** put metal objects in microwave. Supervise use at all times.

#### *Water Heaters*

**Do not** attempt to adjust temperature or any type of setting or valves on the water heater. Tampering with water heater valves can be dangerous. Leaks, breaks or lack of

hot water should be reported to the NMO immediately. NEVER use the space surrounding the water heater for storage; it is a serious fire hazard.

While automotive repairs are not allowed anywhere on or in the Premises or in the Neighborhood, it is vitally important that such work not take place in any area where natural gas water heaters may be located. The results could be deadly.

### **3. CABLE TELEVISION/INTERNET/SATELLITE DISH/ANTENNA**

Resident is financially responsible for all costs incurred for installation of cable TV and/or Internet service or connections. Additionally, all costs for service are payable by the Resident.

Each Premise is equipped with at least one cable TV connection. The names of the cable companies serving the Neighborhood will be provided at move-in. Prior written approval is required for installation of additional hook-ups. Request forms are available from the NMO.

Satellite dishes (18 inches or less) are permitted with prior Owner approval and a completed Satellite Dish Addendum to the Lease Agreement. An antenna or dish may receive but not transmit signals; with the exception of Internet service. Approval is required *before* installation; we strongly recommend seeking approval before signing a contract.

The satellite dish must be installed by a professional installer that has workers' compensation insurance and adequate public liability insurance and in strict accordance with the plans and specifications submitted and approved by Owner. The plans must set forth the precise location of the satellite dish and all wiring including cable raceways and other facilities to be installed.

The satellite dish must be located entirely within the Premises and shall not be installed in any common area. The satellite dish shall not be installed on outside walls, outside windowsills, roofs, balconies or any other area determined by Owner to be a detriment to the Neighborhood. No holes may be drilled through outside walls, glass, window, roofs, balconies, railings or anything else for installation of any components of the satellite dish. The satellite dish must not hang over any patio/balcony or extend beyond the patio/balcony railing line.

Additionally, the installation: (1) must comply with reasonable safety standards; (2) may not interfere with property's cable, telephone or electrical systems or those of neighboring properties; (3) may not be connected to property's telecommunications systems; and (4) may not be connected to the electrical system except by plugging into a 110-volt duplex receptacle. Owner may require reasonable screening of the satellite dish or antenna by plants, etc., so long as it does not impair reception.

The Resident will remove the satellite dish/antenna on or before the expiration or termination of the Lease Agreement and repair all damage caused by the removal and restoration of the Premises.

Please respect your neighbor's right to the quiet enjoyment of their home by controlling the volume of your televisions and stereos. Please note that CB base stations or radio/television aerials and wires are not permitted on any part of the Premises.

#### **4. CHANGES IN STATUS**

##### *BAH Change*

When Resident's BAH rate changes, at any time for any reason, Resident must notify Owner within fourteen (14) business days of the change and complete any necessary documentation. Resident will be responsible for the payment of Rent at the changed rate from the effective day of any change and payable when received by Resident. Resident agrees that the foregoing constitutes effective notice from the Owner of the change in the amount of the monthly Rent, which will take effect upon any increase in Resident's applicable BAH. Failure to notify the Owner of an increase in the BAH does not alleviate Resident responsibility for payment of the changed Rent, and may result in late fees being assessed.

##### *Change in Rank or Family Composition*

When Resident's military rank or family composition changes, (i.e., increase or decrease in dependents or change in marital status), Resident must notify your NMO within fourteen (14) business days of the change.

In the case of the change in family composition, the Resident may move into larger Premises, when available, by getting on the referral list at the NFHO for the larger Premises. Once Premises become available, Resident will be responsible for all costs associated with the move.

In the case of an increase in military rank that allows for larger Premises, the Resident may move to larger Premises, when available, and if approved by Owner by getting on the referral list at the NFHO for the larger Premises. Resident will be responsible for all costs associated with the move.

#### **5. CHILD BEHAVIOR AND CHILD CARE**

Parents are responsible for the behavior, safety, proper discipline and well being of their children, regardless of age.

For safety, as well as the convenience of others, we require an adult to accompany children under the age of ten (10) in the Neighborhood or common area.

According to Illinois Law, if children under the age of 16 are in public places after 2000 hrs and before 0400 hrs, either a parent, or other adult authorized by the parents must accompany them.

Children less than 12 years of age will not baby-sit other children (including their siblings). All prospective babysitters between the ages of 12 and 17 are required to complete the "Babysitting" course, which will be provided by the American Red Cross.

Resident must obtain written approval from the NMO to operate a child care program in the home. Resident may provide in-home childcare ONLY through participation in the Child Development Homes program. Resident must be certified through the DoN sponsored Child Development Program if childcare is conducted in the Premises for more than 10 cumulative hours per week (i.e., Resident cares for three children for four hours is 12 hours of child care). Resident must also comply with all applicable state and local laws regarding childcare. Resident must have appropriate insurance coverage. The Resident will be required to bring appropriate licensing and insurance information to the NMO prior to operating the child care business from the Premises. Resident is responsible for any damages to third parties arising from the in home child care program. Conducting an unauthorized childcare business shall result in an immediate cease of operations and may also result in eviction. Resident is responsible for any damage to the Premises as a result of the in-home child care.

## **6. COMMON AREAS**

All common areas, including but not limited to parking lots, stairwells, breezeways, jogging trails, laundry rooms, courtyard areas, the grounds surrounding the Premises, clubrooms, sport courts, creeks, lakes and pools must be kept clear at all times of trash, refuse and other obstructions. Please be aware that all items left unattended in common areas may be removed and disposed of by the NMO without notification.

Common areas are for the use and enjoyment of all Residents at the Neighborhood. Any Resident, Occupant or Guest(s) behaving in an unreasonable, illegal and/or offensive manner will be required to leave the common areas and such conduct shall constitute a breach of the Lease Agreement.

## **7. COLLECTIONS**

### **Rent Collections:**

Residents who have not paid their rent by the fifth (5<sup>th</sup>) calendar day after the due date will be assessed a fifty dollars (\$50.00) late fee. In addition, a Three or Five Day Notice to Pay Rent or Quit will be served upon the Resident in accordance with the Illinois Landlord Tenant Laws. On the eleventh (11<sup>th</sup>) of the month, a delinquency notice will be sent to Residents in default. On the fifteenth (15<sup>th</sup>) of the month, a summons will be filed against those still in default. The NMO will initiate eviction proceedings against any Resident who has not paid their rent and provide a notice to the NFHO.

In the event that a Resident cancels their Allotment or UDEFT prior to vacating the Premises, a legal notice to pay rent or quit will be served upon the Resident and they will be required to vacate or reinstate their Allotment or UDEFT. Late fees will not be assessed in those cases when the electronic transfers occur after the fifth calendar day after the date rent is due.

Outstanding Charges:

Residents who move-out of a Neighborhood with a balance owing will have thirty (30) days to pay all amounts owed in full. If payment or payment plan is not rendered or established within thirty (30) days of move out, the NMO will initiate collection through a collection agency.

Returned Checks:

Checks returned due to insufficient funds will not be re-deposited. If a check is returned to the Agent, the Resident will be served with a legal notice and assessed a twenty-five dollar (\$25.00) fee. If the bank returns two checks, all future rental payments must be paid by Allotment or UDEFT, cashier's check, certified check or money order only. If the Resident does not redeem the returned check with a money order or cashier's check by the expiration of the legal notice, the Agent will initiate eviction proceedings and notify the NFHO.

**8. NEIGHBORHOOD CENTERS & SERVICES**

Some Neighborhoods will have use of a center(s), for social events, classes, Neighborhood projects and other related events. Owner will offer a variety of programs to the Residents. These programs will be listed in the Resident Newsletter. The following policies are to be followed by the Resident:

- Resident, Occupants and Guests will comply with and obey all safety and posted regulations in the Neighborhood Centers.
- Resident shall immediately report any malfunctioning equipment in the Neighborhood Centers.
- Resident is solely responsible for the behavior and actions of the Occupants and Guests at the Neighborhood Centers.

Please keep in mind that from time to time the Owner may provide various services, equipment and facilities for Resident's use at their own risk. Resident acknowledges that the use of the services or facilities may be canceled or modified at any time, at the sole discretion of Owner, and Resident will not be entitled to any reduction in Rent.

**Deployed Spouse Program:**

Families of deployed service members may visit the NMO to inquire about and enroll in the Deployed Dependent Program. This program will assist the families of those military members who have been deployed with certain tasks, such as assistance with backyard lawn maintenance and snow removal. Spouses and remaining family members acting as the head of household will be offered assistance with, but not limited to, limited toy and furniture assembly and support peer groups.

**Family Leave Program:**

Service personnel and their families who leave their home for up to 30 days at one time may be eligible for the Family Leave Program. Residents may visit the NMO to enroll in the Family Leave Program. This program includes services such as backyard lawn maintenance, snow removal, weekly preventative home visits to determine no emergency situations have occurred, and postal forwarding.

**9. NEIGHBORHOOD POOLS**

All Residents, Occupants and Guests must observe the posted pool regulations as established by the Owner or by the City/County/State. These regulations include but are not limited to the following:

- An Occupant or Guest under the age of 14 must be accompanied and supervised by a parent, guardian or legal custodian, or a suitable and responsible representative over the age of 18, at all times.
- A Resident or Occupant must accompany Guests at all times.
- Radio and CD players may only be used with earphones.
- All Occupants and Guests are to refrain from loud or profane language and are required to conduct themselves in a manner that is not offensive to those around them.
- Only swimwear is allowed in the pool; cutoffs are not allowed.
- Floats (excluding safety floats for children), toys and air mattresses are prohibited in the pool and pool area.
- Pets, other than guide animals, are not permitted in the pool area.
- Glass objects are prohibited in the pool area.
- All other regulations posted in the Neighborhood and at the Pool.

Neighborhood pools will be open from 9:00am to 6:00pm from Memorial Day to Labor Day where applicable. Pools may be closed because of inclement weather or maintenance.

Identification may be requested any time to assure that only Residents/Occupants and their Guests use the pool.

**10. NEIGHBORHOOD SPORTS AND RECREATIONAL AREAS**

Use of sport and recreational areas are at the Residents, Occupants and Guests own risk. Owner and Agent are to be held harmless for any and all injuries, accidents, or losses suffered while using facilities, other than those that may result from the negligence or willful misconduct of Owner or Agent. Owner does not make any warranties concerning the equipment or facilities, and Residents agree representations have not been made regarding the safety, desirability or quality of equipment or facilities. Residents will be responsible for the cost of any repair or service on equipment or facilities due to misuse by Resident, Occupant or Guests. Resident shall notify Owner of any malfunctioning equipment or facilities.

**11. DRUG FREE POLICY**

Resident, Occupants and Guests will not commit any acts or use the Premises or common areas in such a way as to violate any law, ordinance, including laws prohibiting the use, possession or sale of illegal drugs. Violation of the drug policy shall result in immediate eviction.

**12. ENERGY AND WATER CONSERVATION**

The goal of energy and water conservation is two-fold; (1) to ensure the essential need of the Resident is met without wasting our natural resources and (2) to reward Residents practicing energy conservation and educate those Residents who are not yet conserving.

The Resident is responsible for practicing energy conservation and the NMO is responsible for tracking individual usage. Saving energy allows for more resources to be available for Neighborhood services and upgrades to your Premises and common areas. Please help provide improvements to your Neighborhood by saving on individual energy costs. The NMO will strictly enforce any utility usage abuse.

Please review these "Conservation Tips" that offer simple steps that lead to significant energy and water conservation. Once individual metering of your Premises is complete you will be notified of your individual energy consumption to help you monitor your usage from month-to-month. The Resident will then be responsible for utility usage over the Resident utility allowance. The following tips are suggested to conserve and reduce energy consumption without sacrificing comfort:

*Dishwasher*

- Only wash full loads and use the energy-saver setting.
- Allow dishes to air dry.
- If you wash dishes by hand, fill the sink with water instead of letting the water run, and rinse with cold water.

*Heating and Air Conditioning*

- Set thermostat at a comfortable setting without fluctuation to maintain consistent climate control. Turning thermostat to high upon returning home will not heat or cool your home quickly. Resident with day-night set back thermostats should consult the instruction manual or contact the NMO for information on how to obtain the most comfortable and efficient settings.
- If the Premises will be vacant for an extended period of time, (weekends, holidays or vacations) during the heating season, turn thermostat back to the lowest setting, but not lower than 55 degrees to prevent water lines from freezing.
- Keep doors and windows closed whenever air conditioning or heating is in operation.
- Use fans and open windows to create a cross draft to reduce air-conditioning use.

- Keep vents free from obstructions.
- Check HVAC air filter regularly. They will be replaced twice yearly. Should the Resident choose to replace it monthly, please feel free to call the Service Request Line at 847-887-WORK (9675) to obtain replacement filter.

#### *Laundry*

- Wash full loads and use cold water instead of hot water.
- Dry full loads and clean lint filter after each load.
- Most materials only need a 10-15 minute wash cycle to get them clean, over washing and over drying will wear out clothes faster.

#### *Lights and Other Appliances*

- Replace incandescent light bulbs with compact fluorescent lights (CFL's). They use 75% less energy and last up to 10 times longer.
- Turn off lights when not needed, especially in unoccupied areas such as garages and outdoor areas.
- Turn off lights when leaving a room.
- Unplug or turn off appliances when not in use.

#### *Refrigerators*

- Open refrigerator door only long enough to get desired food items.
- Organize food on the shelves for easy access.
- Allow leftovers to cool before storing in refrigerator or freezer. Be sure to follow safe food handling guidelines
- Full refrigerators operate more efficiently.
- Overloaded refrigerators operate poorly.

#### *Stove*

- Defrost foods in the microwave
- Cover pots to shorten cooking time.
- Keep oven and range free of grease and baked-on residue.

#### *Water*

- Check toilets for leaks.
- Make sure faucets are shut off properly.
- Always use flow controlling nozzle/spray head device for outdoor hoses.
- Do not remove or replace devices that have been installed to conserve water such as faucet aspirators and low flow showerheads
- Limit showering time to about 5 minutes.

### **13. EVICCTIONS**

The Owner may take certain actions in the event the Resident, Occupants, or their Guests display disruptive behavior, violate rules, or are involved in misconduct in the Neighborhood or commit Waste (see Section 54) or become a Nuisance (see Section 35). Eviction is for serious offenses.

Depending upon the situation, the following actions may be taken by the Owner:

- The NMO may counsel the Resident(s) and/or issue a warning letter to the Resident of the Premises detailing the violations.
- The NMO may issue an "Intent to Evict Notice" to the Resident(s) with a copy to the Navy Family Housing Office for a serious offense, frequent offenses or continuing noncompliance with the terms of the Lease Agreement, Addenda or the Community Handbook.

### **14. FENCES**

Backyard fencing is provided in many areas. Care and upkeep of the enclosed fenced area is the Resident's responsibility. Installation of a fence on an unfenced backyard by the Resident is considered an alteration. Approval for the installation of a fence must be requested in writing. If approved, fencing must be installed by the Resident and at the Resident's expense with appropriate materials and proper installation. Specifications of the construction will also need to be approved by the NMO.

### **15. FIREARMS/WEAPONS**

The primary concern surrounding weapons in the Premises is the general safety of the Neighborhood. Any violation of firearm regulations will result in a formal review and is likely to result in eviction. All firearms must be registered at the NMO.

- Resident must meet the requirements of all Federal, State, DoD, installation (if applicable), and local regulations, statutes, laws, and ordinances concerning the possession, registration, display, carrying, and use of weapons, including all firearms, knives, and other regulated devices. In cases of contradictory regulations, statutes, laws or ordinances, the most restrictive will apply.
- Concealed weapons may not be carried or discharged on the Premises or the Neighborhood.
- Military weapons may not be stored, carried, or transported on to the Premises or Neighborhood unless authorized by the DoD in the performance of military duties.
- Large caliber and automatic weapons may not be present on the Premises, unless they are part of a legitimate collection and have had the firing or activating mechanisms permanently disengaged.

- Firearms and ammunition must be stored separately from each other in locked cabinets, located out of children's access. Loaded firearms are expressly prohibited on the Premises.
- Storage of black gunpowder is limited to a maximum of 5 pounds and is to be treated as and stored as ammunition in a locked case.
- BB/pellet guns, air rifles, slingshots, arrows, and long or cross bows, are considered firearms. The use of these or any other projectile-propelling device is prohibited on the Premises or in the Neighborhood.
- Knives, swords, and any other harmful devices may not be carried and must be securely mounted, or sheathed and secured.
- Weapons prohibited by Federal, State, and local laws, such as stiletto knives, blackjacks, brass knuckles, switchblades, and zip guns may not be present on or in the Premises or Neighborhood.

Violation of the provisions of this weapons policy is cause for immediate Lease Agreement termination and eviction from the Premises.

#### **16. FIREWORKS**

The manufacturing, sale, storage, possession, transporting and/or use of fireworks and all incendiary devices are expressly prohibited on the Premises or in the Neighborhood. Violation of the provisions of this fireworks policy is cause for immediate termination of this Lease Agreement and eviction from the Premises.

#### **17. FOSTER CARE**

Resident must submit a request for approval to the NMO and receive a written approval prior to becoming a foster parent. All applicable State and Federal rules and regulations regarding foster care will apply.

#### **18. GARAGES/CARPORTS**

See Section 37 PARKING REGULATIONS and Section 52 VEHICLES.

#### **19. GROUNDS MAINTENANCE**

*Owner Responsibilities:*

NMO's will regularly mow and maintain all unfenced grounds around the Premises including common areas, community centers and playgrounds. Yards and greenways,

etc. that are not kept free of toys, trash, abandoned items or debris will not be mowed, trimmed or edged.

Fertilizing and use of herbicides will be done on a periodic basis, *including inside fenced yards*. Resident will be given notice of any upcoming fertilization/herbicide treatment, and must remove pets, children and lawn furniture so the yard can be treated. Failure to comply may result in a charge for a re-visit.

*Resident Responsibilities:*

Mowing, raking, and trimming of shrubs and other routine maintenance in fenced backyards are the Resident's responsibility. Grass should be maintained at a height of two inches, not to exceed five inches. Raking of grass and leaves is to be done as necessary to maintain a healthy and attractive lawn. Shrubs are to be trimmed to maintain their shape and not block windows, doors, sidewalks or parking areas.

Do not use or store fertilizers or herbicides in or on the Premises. Plant food for the indoor plants and seasonal fertilizer for annuals, perennials and fenced backyard areas is an exception to this rule.

Do not create new planting beds on the Premises without written approval.

Annuals may be planted in existing beds. Introduction of perennials or other permanent landscaping requires written approval from the NMO.

Residents are responsible for the watering of their lawns and planter bed areas. Watering should be restricted between the hours of 5:00 pm and 9:00 am. If your home has an automated irrigation system, the lawn and planter bed areas will be automatically watered based on a set schedule. If an irrigation head or other components malfunctions or if there is excessive runoff, please contact the NMO.

**20. GUESTS**

Guests of Resident are welcome in the Neighborhood. A Guest is defined as a relative or friend who is visiting a Resident's home for a few hours up to twenty one (21) days. Guests must comply with all rules and regulations contained in the Lease Agreement, Addenda and Community Handbook. The Resident will be responsible and accountable for the actions and behavior of their Guests. Resident is prohibited from accepting rent in the form of cash or in-kind goods or services from their Guests.

Residents must notify Owner, in writing, within 72 hours of a Guest's arrival if the Guest will be staying more than twenty one (21) consecutive days. Normally Guests may not remain for more than 21 days; however exceptions for family members visiting for extended periods for the purpose of assisting the Resident (i.e., newborn, illness, etc.) may be granted by the NMO on a case-by-case basis, and must be submitted in advance and in writing. It is the responsibility of the Resident to determine if any additional approvals are required. Approval by the NMO does not constitute approval by or for other authority's. The Owner reserves the right to control the entry into the Neighborhood by Resident's Guests, agents, licensees or invitees, furniture movers, and

delivery persons, and may prohibit from the Premises or Neighborhood any Guests or invitees who, in Owner's reasonable judgment, have been disturbing the peace, disturbing other Residents or violating Neighborhood policies.

Residents are not permitted to sublet homes.

## **21. HOLIDAY LIGHTING AND DECORATIONS**

Holiday lighting is authorized for use between the hours of 5:00 p.m. and 10:00 p.m. from Thanksgiving Day until the second weekend in January. Decorative lighting for other time periods may be installed/displayed one week prior to the holiday and removed no later than three (3) days after the holiday. Holiday/decorative lighting is not permitted at any other time. All lighting must be removed from Premises and stored properly. Overloading of circuits and the overuse of extension cords must be avoided. Resident accepts any and all liability for damages to Premises or injuries caused by holiday or decorative lighting and other decorations.

- Lighting may not be left on when there is no one in the Premises.
- Any lights or decorations attached to the Premises must not cause any physical damage. Gutter clips or similar clip devices are required for affixing exterior lighting; nails/screws/tacks are not permitted.
- Resident will be held financially responsible for any incidental damage to the Premises.
- Roof decorations and lighting above the first floor roofline are not permitted. Resident will be required to immediately remove such decorations when discovered.
- Canned "snow" or other similar substances must not be sprayed on windows, siding or brick facades.

## **22. HOME-BASED BUSINESSES/COMMERCIAL ENTERPRISES**

Home based businesses and other commercial enterprises may only be conducted at the Premises in accordance with the following:

- Resident must request, in writing, approval from the NMO and execute a Home Based Business Addendum to the Lease Agreement. The approval will apply to any Resident conducting a private business, including but not limited to selling or attempting to sell goods and/or services, cosmetics, household products, cleaning products, tailoring, tax preparations, and other computer based businesses, dressmaking, etc. See the NMO for the Addendum and details.
- Home-based businesses must be appropriate to and contribute to the family environment of the Neighborhood.

- Signage of any kind is explicitly prohibited.
- Any business that uses or produces hazardous materials is not permitted. Violation of this term is cause for immediate eviction and recovery of damages by the Owner.
- The breeding and/or raising of animals, birds, fish, etc., shall not be permitted.
- Pyramid Sales are prohibited.
- Child Care businesses - See Child Care - Section 5.

All approved businesses must comply with federal, state and local laws regarding licensing, registration, taxes and insurance. Once approved, the Resident will be required to bring appropriate licensing and insurance information to the NMO prior to operating the business from their Premises. The business must operate within the guidelines of the Neighborhood rules and regulations. Resident is responsible for any damages to the Premises or from third parties arising from the conduct of the home based business.

### **23. HOUSEKEEPING**

Proper upkeep of the Premises from the time of move-In will help insure that the move-Out process will go smoothly and that charges for misuse will be kept to a minimum. The following housekeeping suggestions are provided to assist the Resident:

#### *Carpeted Floor Areas*

The following suggestions are offered for maintenance and protection of carpeted areas:

- Do not use cleaning agents that contain bleach or bleaching agents for food or liquids spilled on carpets. They often cause as much or more damage than the original spill.
- Vacuum regularly to keep the carpet in good condition and to discourage dirt build up.
- Resident is advised to encourage young children to eat and drink in non-carpeted areas and over a table to avoid permanent stains caused by Kool-Aid®, and soft drinks. Wine, coffee and tea also contain agents that can permanently stain the carpet.
- Use throw rugs, safely secured; on high traffic areas to prevent heavy soil build -up.
- Use carpet/ floor protectors under chair legs, tables, sofas or any furniture item that may scratch the floor or leave a permanent indentation.

- Resident is encouraged to remove shoes upon entering the Premises to prevent high traffic areas from becoming overly soiled.

#### *Tile, Hardwood, and Vinyl Floors*

The following suggestions are offered to help protect the Premises floors:

- Lift heavy furniture rather than dragging across the floors to avoid marring.
- Never flood the floor with water or let water stand on the surface.

*Do not* apply wax to no-wax floors. The NMO will point out the no-wax floors during Move-In. There are certain products on the market claiming to be shining agents for no-wax floors. Do not use these products, even if specifically made for no wax floors, as they are difficult to remove and sometimes cause damage to the surface during the removal process. Resident may be charged for damages to the floor caused by wax, shining agents, or wax removers.

#### *Walls and Woodwork*

The following suggestions will help protect walls and woodwork:

- Beds, tables, and chairs should not touch the walls.
- Bicycles, large toys, strollers, and such items should be moved through doorways with care.
- Provide children with blackboards or drawing pads to discourage writing on the walls. Resident will be responsible for cleaning all marks from the walls prior to Move-Out.

#### *Countertops*

The following suggestions will help protect the countertops:

- Place a cutting board on the surface before chopping or cutting.
- Do not use an abrasive cleaner. Countertop cleaners are readily available and remove most spills, stains, etc.

#### **24. KEYS/GARAGE DOOR OPENERS/MAILBOX KEYS**

Resident is provided at least two keys to the Premises during the Move-In. The NMO will also provide the Resident with mailbox keys or instructions on where to pick-up the keys during Move-In. Additionally, garage door openers, as applicable, will be issued at that time.

All Premises keys, mailbox keys and garage door openers are to be returned during the Move-Out Inspection Assessment. There is a charge for lost keys, mailbox keys and garage door openers. If a key is lost, and a change of locks is necessary, Resident will be responsible for the charge.

When Owner authorization is given for an additional lock or a change of lock, the Resident agrees to provide the NMO with a copy of the new key(s). Any locks permitted to be installed shall become the property of the Owner and Resident must promptly provide a key to the NMO.

## **25. LAW ENFORCEMENT**

The local sheriff, police departments or other authorities will provide law enforcement. Resident will be instructed who to contact regarding law enforcement at move-in. Place the phone numbers for law enforcement in a handy location that is easily accessible.

Please dial 911 if you need have an emergency.

All life-threatening emergencies such as fire or break-ins should be reported by calling 911. Non-life threatening security concerns can be reported 24 hours a day by calling (847) 887-WORK (9675).

## **26. LEASE VIOLATION NOTICES**

The NMO may issue a Lease Agreement Violation Notice to Residents for excessive noise, littered yards, illegal parking, carport or breezeway clutter or other similar violations. Additionally, unauthorized pets, unauthorized repair of vehicles, failure to observe posted speed limits or 15 MPH, whichever is less, or failure to obey stop signs will also result in Lease Agreement violations.

Resident, Occupants and Guests will not commit any acts or use the home or common areas in such a way as to:

1. Violate any law, ordinance, including laws prohibiting the use, possession or sale of illegal drugs; or
2. Commit property damage; or
3. Create a nuisance by annoying, disturbing, inconveniencing or interfering with the quiet enjoyment, business, or peace and quiet of any other Resident, Neighborhood Management Staff, contractors, or other persons engaged in lawful activity in the area.

## **27. LIVE- IN CARE PROVIDERS**

Permission for live-in care providers must be requested in writing from the NMO. Requests will be evaluated on a case-by-case basis and should be submitted with

documentation for the need for live-in assistance. Approval of a live-in care provider is predicated on specific child-care or health-care issues shown to require full-time, live-in assistance. The NMO will assist in obtaining a larger Premises, if necessary and when available, to accommodate the live-in care provider. The live-in care provider may reside in current Premises until such time as a larger Premises is available. All costs relative to the move are the responsibility of the Resident.

Residents are responsible to make sure live-in care providers and/or nanny comply with all rules and regulations of the Lease Agreement and Community Handbook.

## **28. LOCKED OUT OF RESIDENCE**

Resident who is locked out may contact the Service Request Line at (847) 887-WORK twenty-four (24) hours per day.

Resident will be required to provide proper identification to receive access to the Premises. Resident who calls for lock out assistance more than twice in a calendar year will be assessed a charge. Residents should not take any steps to forcibly open the door.

The NMO will also charge a fee for replacement locks, additional keys and/or damages to the door.

## **29. MAINTENANCE**

The Maintenance Team is responsible for the upkeep of the interior and the exterior of the homes. The team will be in uniform, have identification badges and in easily identifiable vehicles. Maintenance personnel will be available to provide answers to maintenance questions.

A Service Request, (including receipt time and classification) may be obtained by contacting the Service Request Line at 847-887-WORK (9675) by phone, or via the website at [www.nsgreatlakesliving.com](http://www.nsgreatlakesliving.com). Resident will be given a Service Request number for reference. Service Request Dispatchers will receive and respond to calls from 7:00 a.m. – 6:00 p.m. Monday-Friday. A centralized Call Center Operator will receive service calls and dispatch an on-call service technician after hours, weekends, and holidays to provide 24 hour, 7 days a week coverage.

### *Owner Initiated Orders*

There are certain repairs, replacements, inspections, and maintenance that the NMO is required to perform for the Owner. The NMO will contact the Resident, explain the work to be done, and establish a time for the work to be accomplished. Examples of work orders initiated by the NMO are as follows:

- Pest control services
- Scheduled replacement of carpets or appliances
- Interior decorating (i.e., painting, installation of blinds or curtain rods)

Work will be scheduled to cause the least amount of inconvenience to Resident whenever possible. However, Resident may not refuse entrance into the Premises by Owner, the NMO or its contractors when notified at least 48 hours in advance, and the requested time is during reasonable working hours. Owner, NMO or its maintenance contractors may enter Resident Premises when Resident is absent to perform such work.

Preventative maintenance inspections and services will be scheduled at least five (5) days in advance with Resident unless a situation is deemed an emergency.

Service calls will be given a classification of Emergency, Urgent or Routine, depending on the nature of the request and the danger to the safety of the Resident and the Premises.

### **30. MAINTENANCE TIPS**

#### *General Maintenance Information*

Please report any and all needed repairs to the office by phone, e-mail or through Service Track online. For maximum efficiency, report repairs in the morning whenever possible.

In the event your service request is not completed to your satisfaction and the NMO seems unable to provide a solution, please feel free to contact the General Manager's Office at 847-473-4655.

#### ***Emergency Maintenance is provided 24 hours a day.***

*Maintenance* can be reached 24-hours a day at 847-887-WORK (9675) or on our website at [www.nsgreatlakesliving.com](http://www.nsgreatlakesliving.com) for standard service requests.

#### *Access to Premises*

Whenever NMO maintenance personnel or exterminators enter the Premises to perform work, a copy of the service request will be left detailing the work that was performed. Written permission must be supplied from Resident to NMO authorizing NMO to allow entry to the Premises during the Resident's absence for purposes including but not limited to delivery companies, moving van representatives, out-of-town Guests and relatives. Owner reserves the right to enter the Premises under reasonable circumstances. In all but emergency situations, Resident will be notified 48 hours or more (preventative maintenance) before scheduled entry. Permission to enter is not required in an emergency situation.

#### *Peace of Mind*

Please notify the NMO of any burned out exterior or common area lights, faulty locks, lost keys, etc.

Please report immediately to police and then to the NMO or 24-hour Call Center any suspicious persons and any strange or unusual vehicles.

Please request credentials from all maintenance personnel before allowing entry.

### ***General Maintenance Tips***

#### *Smoke Detectors and Carbon Monoxide Detectors*

Resident is required to test both smoke detectors and carbon monoxide detectors on a regular basis and replace batteries. Resident is not to tamper with, or adjust or disconnect any smoke detectors or carbon monoxide detectors. Violation of this is a material breach of the Lease Agreement. Resident shall notify Owner of all repair needs promptly.

#### *Plumbing*

The commodes and other water and sewer apparatus and fixtures shall not be used for purposes other than those for which they are designed. Occasionally there may be a problem with stopped up sewer and plumbing lines. Do not allow objects such as diapers, toys, feminine hygiene products, etc., to be flushed down the toilet. Charges may be assessed for the removal of such objects. If a toilet overflows, first turn the water off at the valve below the flush tank. The NMO will classify the service call as an emergency, urgent or routine service order request. Keep a plunger on hand for use on simple toilet clogs.

#### *Light Bulbs*

Your home is supplied with light bulbs at time of move-in. After move-in, the NMO will replace specialty bulbs (appliance, etc.). The Resident must replace all other burned out light bulbs. Please report unlit bulbs over walkways, halls, or common areas to the NMO.

#### *Central Air & Heat*

Your home may be equipped with individual central heat and air-conditioning. An ideal temperature setting is between 68 for heating and 78 for cooling (please be aware that setting the thermostat to temperature extremes may cause damage to the HVAC unit). The thermostat is factory programmed to standard temperature settings. Should you decide to change the temperature, please allow a minimum of ten minutes for the temperature to adjust (choosing an extreme setting will not bypass this 10+ minute adjustment). The temperature will remain at this setting until the next factory programmed temperature cycle. If at any time you find that your thermostat is malfunctioning or for more detailed operating instructions, please call the Service Request Line at 847-887-WORK (9675). HVAC repairs may take longer than 1 day to be repaired, as specially trained technicians must be called out to perform service on the units. DO NOT turn off heat or air conditioning for a period longer than two weeks. Disconnect all hoses from outdoor faucets prior to the first frost.

### *HVAC Filters*

Air filter(s) will be new at move-in. Your filter is scheduled to be replaced twice yearly. The filter(s) in your home should be cleaned on a regular basis to insure proper performance of heating and air conditioning units. If you would like your filter changed prior to the scheduled filter change, feel free to call the Service Request Line at 847-887-WORK (9675).

### **31. MOVE- IN PROCESS**

After Resident has selected their new home, the NMO will assist with the completion of the Lease Agreement, any applicable addenda and documents for payment of Rent, as applicable. The Resident will be given all necessary telephone numbers for service calls, the NMO and the General Manager as well as contact information for local services, law enforcement and animal control.

The Resident and the NMO will visit the Premises and together go over the Move-In/Move Out Inventory Report. Special features such as no-wax floors will be pointed out to the Resident at that time. Any inoperable appliances, light switches, etc., and any existing damage to the Premises will be noted on the Move-In/Move-Out Inventory Report. The Resident is to complete the Move-In/Move-Out Inventory Report and return to the NMO within five (5) days of Lease Agreement commencement or upon occupancy by Resident. Designated parking will be identified as will the proper storage of refuse and recycling bins.

Premises keys, mailbox keys (or instructions) and garage door openers will be issued at time of move-in.

### **32. MOVE-OUT PROCESS**

Resident must notify the NMO of the intent to move out as soon as possible, but in no event less than thirty (30) days, unless otherwise specified in the Lease Agreement. The NMO will provide an "Intent to Vacate" form, which, when timely submitted to the NMO, fulfills the Lease Agreement requirement to notify the Owner in writing.

Resident will be scheduled for a Pre-Move-Out Inspection appointment to review the condition of the Premises and prepare the Resident for the Final Move-Out Inspection. During this review, the Resident may discuss any concerns about the Pre-Move-Out Inspection, anticipated damage charges or other assessments (if any), the overall process, and any other issues of concern in preparation for the final Move-Out Inspection. Deficiencies identified in the Pre-Move-Out inspection and not remedied by Resident will be remedied by Owner and associated costs will be the responsibility of the Resident. Residents will be given written instructions on cleaning requirements for the Premises (See Exhibit A attached to this Community Handbook), noting any areas needing special attention.

Any alterations made to the Premises must be restored to the original condition or remain in place if previously authorized in writing by the NMO. The Resident shall be

required to pay for such damages not corrected. If the Resident moves out prior to paying for the damages, Property Manager will actively pursue payment through all appropriate means under federal, state and local laws.

It may be determined during the Pre-Move-Out Inspection that Residents who own or have owned animals may have to have their home professionally treated for fleas if the home has carpeting. If required, they must provide proof of treatment to include a 30-day warranty at final inspection. This proof can be a payment receipt or contractual agreement. If the home does not have carpet or only the stairway is carpeted, the use of foggers is acceptable. Residents with pets are also responsible to eradicate tick problems or any other infestation caused by the animal (s).

At the time of the actual move-out, the NMO and the Resident or a Resident appointed representative will again jointly assess the condition of the Premises, sign the Move-out Inspection Report, and return all keys and other access devices to the NMO. The NMO will assist Resident in completing any paperwork associated with the Move-Out procedures.

### **33. MOVE-OUT PROCESS FOR EARLY TERMINATION**

Resident that is a service member shall have the right to terminate the Lease Agreement if: (i) the Resident is required to move pursuant to permanent change of station orders; (ii) the Resident receives temporary duty or deployment orders equal to or in excess of three (3) months' duration to depart thirty-five (35) miles or more (radius) from the Premises' location; (iii) the Resident is discharged or released from active duty with the armed forces of the United States or the Coast Guard; or (iv) the Resident dies during active duty (in which case an adult member of his or her immediate family or personal representative of the estate may exercise this right). In addition, a Resident that is a service member shall have the right to terminate the Lease Agreement as provided in the Servicemembers' Civil Relief Act, as shall Resident's dependents as provided in the Servicemembers' Civil Relief Act.

In order to terminate the Lease Agreement, Resident (or, in the case of death, an adult member of his or her immediate family or personal representative of the estate) shall provide Owner a written thirty (30) day notice of intent to vacate (accompanied by appropriate forms/documents evidencing the circumstances giving rise to such right). The foregoing thirty (30) day period can be reduced or waived by Owner under special circumstances. The terminating Resident(s) will not be assessed a penalty for early termination. However, Resident is still responsible to turn over the Premises in accordance with the terms of the Lease Agreement.

If two Residents are service members and only one Resident terminates the Lease Agreement as outlined above, the remaining Resident will not be required to terminate the Lease Agreement. The remaining Resident has the option to do so by providing Owner a written thirty (30) day notice of intent to vacate. If the senior service member is the early terminating party, then upon the senior service member's early termination date the remaining Resident shall be considered the senior service member and will pay Rent equal to Paragraphs 4 and 5 of the Lease Agreement. All other terms and conditions of the Lease Agreement shall remain in full force and effect.

If only one Resident is a service member and if that Resident terminates the Lease Agreement for reasons outlined above, the remaining adult family member/Occupant shall not be required to terminate the Lease Agreement, but has the option to terminate by providing a written thirty (30) day notice to the Owner. Renewals or extensions of the Lease Agreement are subject to Owners approval. In the event such non-military adult family member/Occupant continues to occupy the Premises under the Lease Agreement, the monthly Rent for the remainder of the then current term shall continue to be the monthly Rent immediately prior to termination by the military Resident.

Resident may terminate the Lease Agreement prior to the Lease End Date if Resident is buying a house. Resident will not be assessed a penalty for early termination if Resident provides a thirty (30) day written notice and a copy of the signed Purchase Agreement to Owner.

Resident has the option to terminate this Lease Agreement prior to the Lease End Date for any reason not specified herein. Resident must submit to Owner at least 30 days prior to the early termination date, a request in writing, a \$250 Early Termination Fee, together with any outstanding Rent or other amounts owed to Owner pursuant to the terms of this Lease Agreement.

#### **34. NEIGHBOR RELATIONS**

Resident is reminded that living in close proximity to other families poses certain challenges and opportunities to build life long relationships.

Following a few simple rules will help ensure a positive living environment for everyone.

- Keep household noise to a minimum and follow guidelines on quiet hours (quiet hours are between 10:00 PM and 6:00 AM). Please remember neighbors often work different shifts.
- Keep the Premises, including the yard, clean and free of any unsightly refuse.
- Know where Occupants and Guests are at all times.
- Make neighbors aware of private gatherings, BBQ's or parties that may cause parking difficulties or noise.
- Difficulties with a neighbor must be settled peaceably. If all efforts meet with failure, file a complaint **in writing** with the NMO. A phone call will not suffice. If it is serious enough to warrant action on the part of the NMO, it is serious enough to be put in writing. The NMO will investigate and attempt to gain resolution to the problem. The complaint, investigation performed, results, and action will be made a matter of record and placed in the file of the Resident filing the complaint and the Resident named in the complaint.

#### **35. NUISANCE (DISTURBANCES and NOISE)**

Resident, Occupants and Guests are expected to conduct themselves and their pets at all times in a manner that will not offend or disturb other Residents, Guests, NMO staff, or other visitors to the Neighborhood. Any activity causing extreme or excessive noise, excessive traffic, repetitive or excessive disturbance of any kind, or disturbing or threatening the rights, comfort, health, safety or convenience of others in or near the Neighborhood is a lawful cause for eviction. This includes, but is not limited to, behaving in a loud or obnoxious manner, excessive noises by pets, or destroying any part of the Premises or Neighborhood. These actions are considered a "Nuisance" and a serious violation of the Lease Agreement.

Owner has the right to bar individuals from the Premises. Resident must inform Guests of all Lease Agreement provisions regarding use of the Premises and all rules and regulations contained in the Community Handbook. Resident's Guests that violate these provisions may be barred and/or arrested for criminal trespassing, after they have received a barred notice and placed on a barred list by Owner. If Resident or Occupant allows a known barred person onto the Premises, it will be considered a material breach of the Lease Agreement and may result in immediate eviction from the Premises

### **36. OCCUPANCY LIMITS**

Occupancy is limited to the Residents and Occupants identified on the Lease Agreement.

### **37. PARKING REGULATIONS**

A carport/garage and/or designated parking spaces have been provided for most Premises. Residents who keep more than two (2) vehicles on the Premises may be required to remove the excess vehicles if conditions become too crowded and/or complaints are received.

Undesignated parking spaces may be utilized on a "first come-first serve" basis; however, cars must be moved on a regular basis and not parked in the same undesignated spaces habitually. Common courtesy to neighbors takes precedence. Owner reserves the right to issue parking stickers if necessary.

Resident will keep all vehicles in good operating order with valid and current inspection/safety sticker, if applicable, state tags and insurance.

Under no circumstances shall any vehicle be parked or driven on lawn areas or parked in front of mailboxes. Mail will not be delivered if the box is blocked.

Resident is responsible for keeping assigned parking area/carport or garage clean of oil and debris. Oil drippings shall be removed using absorbent materials (kitty litter or oil absorbents) and not washed into the drainage system, with or without detergent. Because vehicle fluid loss must be hazardous and damaging to the parking lot surface, vehicles experiencing fluid loss must be repaired or removed from the premises as soon as detected. Owner will contact the Resident for vehicle removal upon instances of fluid loss. Resident is responsible for any damage caused to asphalt or concrete surfaces resulting from their vehicle's fluid loss.

Resident shall not store vehicles for other people or grant permission to others to park in the Neighborhood.

Resident shall not park in driveways or carports of any other residence.

All motorcycles must be parked in a garage or use a kick plate. Motorcycles are not permitted on sidewalks, in landscaped areas or in the home.

Boats, trailers, recreational vehicles, and oversized vehicles are not permitted in the neighborhoods at any time unless NMO has granted written permission.

Guests who intend to stay longer than 48 hours must register their vehicles with the NMO.

Residents, Occupants, Guests and invitees must adhere to posted speed limit signs and notices to vacate any parking areas for maintenance of facilities.

Owner shall not be responsible for any theft or damage to vehicles parked in the Neighborhood.

Vehicles found in "No Parking" areas, red zones, blocking access, without current registration, inoperable, stationary for extended periods of time, or in Handicapped spaces (without a permit) will be towed at the vehicle owner's expense and risk. Residential garages must be used for vehicle parking.

### **38. PERSONALLY - OWNED PLAY EQUIPMENT and NEIGHBORHOOD PLAYGROUNDS**

Personally owned play equipment is discouraged. Personally owned play equipment shall be kept in good working order, and will not be secured to the ground using concrete anchors. Play equipment should be limited to toddler plastic swing sets and sliding boards

Playgrounds are provided throughout the Neighborhood for Resident, Occupant and Guest use and enjoyment. Although the playgrounds and common areas are cleaned and mowed on a schedule by NMO, Resident is responsible to police the area and supervise children such that the area is clean when the Resident, Occupant and/or Guest leave. No children under ten (10) years of age are allowed in the playgrounds without the Resident or other adult supervision.

### **39. PERSONAL PROPERTY INSURANCE**

The Owner has obtained personal property insurance in the amount of \$10,000 for the benefit of Resident. The personal property insurance policy provides replacement costs coverage, but not covering high value items such as jewelry, silverware, antiques, etc. and has a \$250 deductible by the Resident. Resident acknowledges being advised to obtain liability insurance and additional personal property insurance at Resident's

expense if the anticipated loss of Resident's personal property is expected to exceed this amount.

Residents will be provided with the Renter's Insurance Certificate, Policy and Claims Instruction upon move-in.

Waterbeds and aquariums in excess of thirty-five (35) gallons are not permitted without providing Owner with acceptable liability insurance.

#### **40. PEST CONTROL**

Routine control of normal household pests, along with keeping all pets free of fleas and ticks, is a Resident responsibility. The use of non-residual insecticides labeled for safe application by the general public, such as household spray insecticides, is expected of the Resident. Resident must contact the NMO for assistance for infestations of pests that are beyond Resident capabilities and require professional control measures.

As a general rule, poor housekeeping is the main factor in cockroach infestation. Roaches and mice thrive on leftover food placed on sinks, counters, in cupboards, on unwashed dishes, and on food left out for pets. Roaches may also feed on paper and glue products, including shelf paper. Some things the Resident can do to control roaches, mice and other household pests are:

- Deposit garbage in trash cans in plastic bags.
- Wipe up spilled foods or drinks immediately.
- Do not keep empty soft drink cans or bottles under the sink, and rinse them well before placing in recycling bins.
- Keep soiled clothing in a clothes hamper or other container. Wash clothes frequently enough that clothing does not pile up all over the floor.
- Store leftover food in airtight containers.

In the event the Premises require extermination, call the Service Request Line at 847-887-WORK (9675). Please prepare for extermination services as follows:

- Remove all items from under kitchen and bathroom sinks.
- Pick up toys or other objects that may interfere with application.
- All persons and pets should vacate the premises during treatment and should not re-enter the home until treated floors, carpets and rugs are thoroughly dry. Under normal conditions, this may take 1 - 3 hours (4 hours are recommended).
- Remove pet birds from the house, or if the bird(s) cannot be removed, place in a ventilated room that will not be serviced.

- Turn off aquarium air pumps and cover tanks and pumps with plastic wrap. Pumps can be restarted about 3 hours after treatment.

After service, it is common to see an increased amount of insect activity as the specially formulated applications disrupt nesting and hiding sites.

#### **41. PET POLICIES**

Birds, fish, hamsters and guinea pigs will be permitted in all Communities. Exotic animals, such as reptiles, rodents (other than the hamsters and guinea pigs), ferrets, hedgehogs, skunks, rats, raccoons, rabbits, pot-bellied pigs, monkeys, arachnids, or any farm animals are prohibited in all Communities. The following breeds of dogs and dogs that have any of the breed lineages will not be permitted to be moved into the home or neighborhood: Pitt Bulls, Rottweilers, Chow Chows, Doberman Pinschers, German Shepherds, Siberian Huskies, Perro de Presa Canarios, and Wolf hybrids. Animals prohibited in the Illinois and/or Federal laws are not permitted. Pets are permitted subject to registration and an annual update.

Animals that assist the Residents or Occupants with special needs are excluded from the pet policy. Residents shall certify and Owner will verify the following:

- The Resident or Occupant has special needs.,
- The animal has been specifically trained to assist persons with that specific need
- The animal actually assists the Resident or Occupant with the special need. .

However, the keeping of cats and dogs is a conditional privilege extended to the Resident exhibiting responsible behavior and in control of the cat and/or dog. Resident is financially and legally responsible for all pets. Resident must comply with state and local laws governing pet ownership, including laws regarding licensing and vaccinations. The local municipality is responsible for enforcing animal control ordinances in the Neighborhood. Additionally, the Resident must execute a **Pet Addendum** to the Lease Agreement.

All dogs four months of age or older must be licensed and wear a collar with the city and county dog tag attached. Licenses must be renewed on or before expiration date of current tags. Applications for the license may be obtained from the Humane Society or any Satellite City Hall. Please contact the NMO to obtain the location and telephone number. All cats are required to have an identification tag on their collar. Dogs and cats must wear tags with owner identification and house number. Free ID tags are available at the Humane Society.

The pet(s) must have current inoculations and Resident shall submit records of inoculation upon Owner's request. Rabies immunizations are required for dogs and cats and must be documented with tags on the pet's collar.

The limit is two pets per Premises, (i.e. 2 dogs or 2 cats or 1 dog and 1 cat). Pets registered with the NMO may be cared for in the homes of others in the Neighborhood, provided the visiting pet does not cause the two-pet per Premises limit to be exceeded for more than 48 hours without Owner approval.

Dog houses are allowed, once approved by Owner, but Resident must remove dog house at move-out and repair any damages to the lawn prior to move-out.

Pet owners, while not required, are encouraged to consider obtaining liability insurance, as the pet owner will be liable for damages and/or injuries caused by a pet.

Resident's liability includes, but is not limited to, property damages, cleaning, deodorization, flea or other pest extermination costs, carpet or other flooring replacement, and/or personal injuries. Resident will be liable for the entire amount of any injury to the person or property of others caused by such pet(s).

All approved animals except dogs and cats must be kept in cages or tanks at all times. Dogs must be confined to the Premises or restrained by a leash or fence in the back yard of the Premises (see Tying of Pets). Restraint shall include leashing or chaining the animal to a stationary object to preclude the animal from running free or interfering with the normal flow of pedestrians and traffic.

All dogs must be on a leash upon leaving the house and while on Neighborhood grounds. Both dogs and cats must be appropriately and effectively restrained and under the control of an individual while on the Premises and in the Neighborhood. No pets are permitted to walk in Neighborhood center rooms or offices.

If a Resident is unable to care for the pet and abuse or neglect of the pet occurs, Owner will first contact the designated point of contact. In the event the point of contact person is not of assistance, Owner will report the incident to the Animal Protective Shelter or appropriate authority for action.

On the occasion of a loose or unattended pet, Owner will contact the Resident pet owner. The Resident must immediately come and get the animal. If the animal remains loose, Owner will contact the Animal Protective Shelter or other appropriate authority to pick up the animal and take it to the Animal Protective Shelter.

Where a "doggie walk" has been designated, dogs are to be walked in that particular area of the Neighborhood. If the dog deposits waste, the Resident must pick up and remove it from the property immediately.

Disposal of pet waste droppings are to be handled as follows:

Cats: Cat must have a litter box. Litter should be cleaned daily and changed and removed twice weekly. The litter must be wrapped and sealed before being disposed of in the trash.

Dogs: Dog owners are not permitted to leave pet waste droppings anywhere in the Neighborhood. Dog owners must carry a “pooper scooper,” disposal bag and clean up after their animal. The picked up droppings must be wrapped and sealed before being disposed of in the trash.

Other Pets: Droppings and cage litter must be frequently and regularly disposed of in wrapped and sealed bags. These bags are then disposed of in the trash.

#### PET CARE:

Tying of Pets: Pets may not be tied to common area trees, porches or any common area in the Neighborhood.

Noise and Odors: Pet owners are responsible to control pet noise and odor.

Pet Food: Food for pets cannot be left in the feeding dish on the floor, counter or anywhere in the Premises for an unreasonable period of time

Residents may not breed animals on the Premises.

Owner will have the right to inspect the Premises, upon notice to the Resident, if written complaints have been received or upon demand (after a 24-hour notice) if Owner has reason to believe the pet is a threat to the health and safety of other Residents or the Neighborhood.

Owner and their Agent have the right to enter a Premise and remove a pet that has become vicious or is a threat to other Residents if the Resident refused to remove the pet or cannot be contacted.

Absence of Owner under Emergency Situations: Resident will contact the identified emergency contact or those parties identified to assist with a pet in the case of an emergency. In the event that the emergency contact cannot be contacted or does not respond within 24 hours, Owner will report the situation to the Animal Protective Shelter, local dog catcher or other appropriate authority. Such circumstances shall be deemed an emergency for the purpose of Owner's right to enter the Resident's premises with such Agent to allow the authority to remove the animal from the Premises. The cost of the care facility will be borne by the Resident.

Owner Intervention: Owner exercises the right to act immediately if a Resident fails to properly care for said pet and the pet is an aggressive animal, sick, injured, or deceased. . Owner will contact the Resident's designated point of contact upon determination of inadequate Resident response to such problems. If the designated point of contact is of no assistance, Owner will contact the Animal Protective Shelter or other appropriate authority to remove the pet at the pet owner's expense.

Owner Liability: Owner and/or its Agent are absolved by the Resident or designated point of contact of any or all liability, financial or otherwise, for actions

taken on behalf of the Resident pet owner or the well-being of the pet as may be permitted by state or local law.

Failure to comply with the Pet Policy contained in the Community Handbook and the Pet Addendum may result in the removal of the cat(s) or dog(s) from the Premises and/or eviction of the Resident from the Premises. Any Resident who has been required to remove a cat or dog due to violations of the Pet Policy or the Pet Addendum will not be permitted to have any cats or dogs on the Premises.

Owner reserves the right to establish non-pet Neighborhoods and to amend the restricted breeds of dogs listed in the first paragraph of this section 41. **For additional information, refer to the Pet Addendum.**

#### **42. REFUSE COLLECTION AND RECYCLING**

##### *Refuse*

The Owner provides refuse collection in all Communities at no additional cost to the Resident. The following policies are to be followed:

- Resident will be issued trash/refuse bin(s) during Move-In.
- Resident is responsible for the refuse bin(s) and will be charged for replacement if damaged, lost or stolen.
- Resident will be responsible for regular cleaning of the bin(s).
- Refuse bins must be at the curb before 7:00 a.m. on the scheduled pick-up days, unless otherwise instructed by the NMO. If desired, Resident may place the refuse bins at curbside after 6:00 PM the day proceeding the collection day.
- The bins must be returned to proper storage by 8:00 PM on the day of collection.
- Plastic liners and covered trash bins minimize odor and pest control problems.
- Toys and bicycles left within close proximity of the refuse bin may be accidentally picked up.
- Large, bulky items such as mattresses, furniture, and appliances will not be picked up with regular trash pickup. Bulk pickup will be available in all Neighborhoods. Contact the NMO for schedule.
- Recyclable paper bags are to be used for grass clippings. Do not exceed the "test" strength of the bag.
- Car batteries must be disposed of through a local battery recycler. The disposal of automotive fluids (e.g., oil, grease, brake fluid, radiator coolant, hydraulic fluid, etc.) or any other toxic or hazardous substances onto the ground or into the storm water drainage system or sewage collection system is strictly prohibited. Propane tanks must not be disposed of in trash receptacles or in any dumpster. Please contact the NMO if you have questions on correct disposal procedures.

##### *Recycling*

Recycling is strongly encouraged, and is mandatory in most Neighborhoods. Recycling containers must be properly stored with trash bins. A schedule for recycling and a list of procedures outlining the items to be placed in the containers will be provided by Owner. Recycling bins will not be provided by the Owner.

### **43. RELOCATION PROCESS**

Relocation due to construction or for maintenance reasons may be necessary during a Resident's occupancy in the Neighborhood. Resident shall be required to sign a Relocation Rider Addendum to the Lease Agreement, either at the initial Lease Agreement signing or at the time the Owner selects the Premises for demolition or major renovation. Along with the Addendum the Resident will be given the Termination Moving Rules and Guidelines.

- **Construction and Planned Renovations.** The Neighborhood in which Premises is located may be undergoing an extensive rehabilitation process, which may involve demolition of existing homes and common areas and construction of new homes and common areas, as well as renovation of existing homes. Construction is ongoing and Owner makes no warranty regarding the date of completion of such construction and renovations.
- **Absence of Amenities, Neighborhood Services/Facilities.** Information provided to the Resident regarding the property and the Neighborhood may refer to amenities, Neighborhood services/facilities that may be affected by the rehabilitation. Resident is aware that certain amenities are being demolished and/or constructed and may not be accessible to Resident until conclusion of their construction, or not at all. Such amenities include but are not limited to parking lots, driveways, landscaping, playgrounds, tot lots and guest parking. Owner makes no representations or warranties regarding the availability of any amenities to Resident.
- **Construction Noise and Inconvenience.** There may be times when construction specified in the above, utility interruptions, construction debris and noise including safety feature testing (such as fire or burglar alarms). The inconvenience associated with the construction shall not entitle Resident to any offset to Rent obligations, or form the basis for a complaint against Owner, its Agents, employees or assigns for Rent relief, or any other claim, right, or remedy against Owner, including constructive eviction.
- **Maintenance Relocation.** There may be situations where the Owner may require Resident to vacate the Premises because of a condition or location found to be for further occupancy or to make unusual or extensive repairs. Resident may be reassigned to the Premises after the above situation or conditions have been rectified.
- **Lease Agreement Termination.** During the term of the Lease Agreement, Owner may terminate the Lease Agreement upon giving forty-five (45) days written notice to Resident to vacate (hereafter referred to as "Construction Termination" or Maintenance Termination"). Construction Termination or Maintenance Termination shall be at the sole option and discretion of the Owner; Resident shall not have the right to give a Construction Termination or Maintenance Termination notice to vacate. After the initial term of the Lease

Agreement has expired, the Owner may terminate the Lease Agreement upon the service of a thirty (30) day notice or any other notice allowed by law.

- **Assistance Provide to Resident Upon Termination.** If the Lease Agreement is terminated due solely to “Construction Termination”, or “Maintenance Termination”, Owner will provide Resident with (A) personal property moving assistance and (B) relocation assistance, as set forth below.
  - **Personal Property Moving Assistance.** If the Lease Agreement is terminated due to “Construction Termination” or “Maintenance Termination”, the Owner will move the Resident’s personal property in accordance with Construction-Maintenance Termination Moving Rules and Guidelines then in effect. The Construction-Maintenance Termination Moving Rules and Guidelines may be amended from time to time at Owner’s sole discretion. Resident may obtain copies of the current Construction-Maintenance Termination Moving Rules and Guidelines at the NMO upon request. Owner reserves the right to deny personal property moving assistance or relocation assistance to Residents who fail to comply with the Construction-Maintenance Termination Moving Rules and Guidelines then in effect.
  - Resident is aware that a moving company, when applicable, is handling the physical move of personal property. Owner’s responsibilities with respect to the personal property moving assistance shall be limited to paying the moving company for its services. Resident releases and discharges Owner and its agents, employees and assigns from all debts, liens, claims, rights, demands, actions, causes of action, known or unknown, by reason of any losses, damages or injuries whatsoever sustained by Resident arising from the personal property moving assistance.
- **Relocation Assistance.** Owner will assist the Resident’s relocation for terminations due to “Construction Termination”, or “Maintenance Termination”, by:
  - Providing Resident with reasonable information about replacement housing available to Resident within one (1) commuting hour of the Premises location:
  - When Resident delivers to Owner a copy of an executed lease Agreement for replacement housing (on terms mutually agreed upon between Resident and the Owner if the replacement property is in another Neighborhood owned by the Owner), the Resident will be provided a relocation allowance by the Owner which is intended to offset certain costs associated with relocation.
- **Damages Caused by Relocation Delay.** The owner will have extremely tight construction deadlines to meet, and any delay by Resident in relocating could cause significant damage to owner for which Resident may be liable. Failure by the Resident to comply with your responsibilities to move as provided in the

Construction Termination or Maintenance Termination notice will entitle the Owner, in addition to the daily rental value of the Premises, at its option, to impose either liquidated damages of fifty dollars (\$50) per day or to seek actual damages. Resident should be aware that actual damages could be extremely costly.

If you have questions, please contact the NMO.

#### **44. RESIDENT INQUIRIES AND CONCERNS**

The Owner's goal is to provide affordable and well-maintained Premises for an exceptional quality of life for all Residents. Resident inquiries or concerns that have not been addressed in the manner that is satisfactory have several alternative avenues for resolution.

First, make sure the inquiry or concern has been clearly stated and delivered to the NMO. The NMO will respond in a timely manner to the inquiry or concern in accordance with the terms of the Lease Agreement, the Community Handbook and any Addenda executed by the Resident. In the event the NMO has not responded in a manner consistent with the Resident inquiry or concern, the Resident should complete a pre-paid postage Instant Feedback Form and mail to the address listed. The Instant Feedback form is another source for the Resident to receive a response to an inquiry or concern not adequately addressed by the NMO or the General Manager. Instant Feedback forms will be available at all NMOs.

#### **45. SAFETY**

**"Emergency numbers are provided on page 1. A Resident Safety Pamphlet is included as Exhibit C to this Community Handbook."**

Safety on the Premises and in the Neighborhood is the responsibility of each Resident, Occupant and Guest. Below are a few policies and guidelines to be followed to help assure a safe environment for all:

##### *Bicycle/Skating/Skateboard*

Bicycle helmets are required in all Communities for all cyclists, including children in safety seats, regardless of age. Helmets and other protective gear are also strongly encouraged for skaters and skateboarders.

##### *Children's Safety*

Resident is responsible for the safety, care and actions of Resident's own children and children in Resident's care. Please instruct children not to play in the streets, alleys or parking lots.

##### *Disaster*

Residents should familiarize themselves with the area local shelters and evacuation routes and plans. Should severe weather conditions ever arise, please listen to local radio or television stations for shelter designations and instructions set forth by Civil Defense and your local law enforcement agency.

The Federal Emergency Management Agency recommends that each family have an emergency kit readily available for transport in case of severe weather, hurricane, earthquake or other emergency. A Disaster Supply Kit list is attached as Exhibit B to this Community Handbook

### *Fire Protection*

The Resident is responsible for ensuring their Premises compliance with all applicable fire and life safety standards. For further information regarding questions on fire prevention, please contact the local Fire Department.

Suggested tips in case of fire in your home:

1. DO NOT PANIC! KEEP CALM.
2. DO NOT TRY TO PUT THE FIRE OUT BY YOURSELF.
3. LEAVE THE ROOM WHERE THE FIRE HAS STARTED AND CLOSE THE DOOR.
4. HAVE ALL THE OCCUPANTS VACATE THE HOME
5. CALL 911 FROM YOUR NEIGHBOR'S HOME IMMEDIATELY
6. AFTER YOU HAVE LEFT YOUR HOME, DO NOT RETURN UNTIL THE FIRE HAS BEEN PUT OUT AND APPROVAL HAS BEEN GIVEN BY THE FIRE DEPARTMENT.

### *Alternate Plan:*

If you cannot leave your home:

1. If door is hot, or smoke is seeping in, cover cracks and vents around door with wet towels.
2. Go to a room with an outside window; close all doors between you and smoke or fire.
3. Open window for air and hang sheet or blanket out to signal for help.

### *Fire Prevention*

Following are suggested tips for fire prevention:

1. Locate all possible exits from a room and/or floor and discuss escape routes with family members. Select a meeting place for all family members once they are clear of the home. Hold a fire drill for your home to practice the family escape plan.
2. The telephone number of the fire department and all emergency services should be readily available by your phone.
3. If you are aware of a Resident who is an invalid or is confined to a bed, please contact emergency services if you suspect there is a fire.
4. Do not smoke carelessly.
5. Do not put food on the stove to cook and go to sleep or leave your home.
6. Do not overload your electrical outlets. If any appliance or TV starts smoking, pull out the plug and call the Fire Department.
7. When you leave your home for any length of time, make sure that the stove, TV or any other electrical appliance is turned off.
8. Do not try to remove a burning pan of grease or food from the stove. First, turn off the burner beneath the pan. Then smother the fire by using a cover or baking soda. Wait for the pan to cool before removing. It would be helpful to keep a large box of baking soda open and near your stove.
9. Cover unused outlets with outlet covers so that children cannot place items into them.
10. Do not leave electrical cords where children can reach them or use extension cords as a permanent connection. Electrical and extension cords should not be run under carpets, tacked to the wall or run between doorways or through door holes in the walls.
11. Dryer lint traps should be cleaned before each use of the dryer.

### *Fireplaces*

Resident is responsible for the safe operation of interior gas fireplaces. The Property Manager will instruct the Resident on the safe and proper use of the fireplace at Move-In. Contact the NMO if not comfortable with the operation of the fireplace.

### *Garage Doors*

Garage door springs, cables, brackets and other hardware attached to the springs are under very high tension and if handled improperly, can cause serious injury. We recommend that you report all malfunctions to the NMO so qualified professionals can make the necessary repairs/adjustments. A few simple precautions can protect family and friends from potential harm. Please take a minute to read the following safety tips:

- Do not stand or walk under a moving door.
- Do not let children play with or use the transmitters or remote controls.
- Teach children about garage door and opener safety; explain the danger of being trapped under the door.
- When using the pushbutton or transmitter, keep the door in sight until it completely stops moving.
- Teach children to keep their hands and fingers clear of section joints, hinges, tracks, springs and other door parts.

Should the power fail, you will not be able to open or close the door using the pushbutton or wireless transmitter (if equipped). Instead, you will have to pull the *Emergency Release Latch* to allow the door to be manually lifted or lowered. It is recommended that the latch be pulled when the door is closed. Use caution when using this release with the door open. Weak or broken springs may cause the door to fall rapidly causing severe injury or death.

If the wireless transmitter (if equipped) needs service, please drop it off at the NMO. A service technician will repair and/or replace the transmitter within 24 hours.

#### *Hazardous Materials/Waste*

It is critical that hazardous materials not be included in trash or recycling. Contact the NMO for information on suitable locations to store or dispose of household hazardous waste. Common hazardous household products include, but are not limited to:

- Paint/thinner
- Turpentine and other spirits
- Glue
- Gasoline and other petroleum products
- Batteries
- Pesticides, herbicides, fertilizers, soil additives
- Common household chemicals, including bleach
- Fluorescent light bulbs

#### *Personal Safety Reminders*

- Take responsibility for personal safety. Know your local emergency phone numbers.
- Verify the identity of anyone at your front door desiring entry. If the person claims to be an employee of the NMO and you do not recognize them, call the NMO for verification.
- Always use the main Neighborhood entrance when entering late at night.
- Be observant and always be aware of your surroundings and the people in the area.
- Do NOT display house keys in public or leave them in the mail area, at the pool, or places where they can easily be stolen.
- Do NOT affix identifying tags with your address on your key chain.

- Keep a complete list of the serial and identification numbers of all appliances, computers, television, VCR, stereo, etc. This will greatly aid in recovering stolen goods.
- DO NOT confront suspicious persons loitering around the property, but report them immediately to the proper authorities and the NMO.
- Vehicles should remain locked at all times with items stored out of sight.
- Doors and windows should be locked at all times. Please contact the NMO immediately if any locks are inoperable.
- Registered Sex Offenders Notice: Illinois Compiled Statutes (730 ILCS 152/115 (a) and (b)) mandate that the Illinois State Police establish and maintain a statewide Sex Offender Database, accessible on the Internet at [WWW.ISP.STATE.IL.US/SOR](http://WWW.ISP.STATE.IL.US/SOR), identifying persons who have been convicted of certain sex offenses and/or crimes against children and must register as a Sex Offender.

#### *Smoke and Carbon Monoxide Detectors*

Smoke and carbon monoxide detectors have been provided to comply with local safety ordinances, and should not be deactivated or removed. Resident is responsible for checking and maintaining all smoke and carbon monoxide detectors, and must immediately notify NMO, of any problem, malfunction or damage to the detectors. Replacement of batteries is the Resident's responsibility. Any questions about operation or performance can be directed to the NMO. NMO recommends checking the monitors monthly. Disconnection and/or disabling a smoke detector is a violation of the local and State ordinances and will be cause for eviction.

#### *Welding*

Welding is prohibited at the Premises and in the Neighborhood at all times.

#### *Window Safety*

Children often climb on furniture and push against windows and/or screens, tumble out and suffer severe injuries or even death. To avoid such hazards, beds, tables, chairs and other furniture should not be placed in close proximity to windows.

Lock all windows.

Do not leave young children unsupervised in rooms with open windows.

#### **46. SERVICES - OTHER**

Services provided as a courtesy or convenience for the Residents and Occupants, exclusive of utilities and trash removal described in Section 8, Page 1 of the Lease Agreement, are provided at the discretion of the Owner and NMO. Reduction or elimination of any or all of the other services does not result in reduced Rent or allow for early termination of the Lease Agreement.

**47. SIGNS**

Yard sale, patio sale or any other sign or banner advertising an event can only be posted on authorized bulletin boards or areas specifically designated by the NMO. Signs are not to be attached to utility poles, mailboxes, signposts, trees, etc.

**48. SNOW and ICE REMOVAL**

Resident is responsible for snow removal on driveways and individual entry walks in front of and around their Premises within 12 hours of completion of storm. Resident may be liable for injuries incurred due to failure to keep areas of responsibility free of snow and ice. The NMO will take care of all other areas.

**49. SOLICITATIONS**

Door-to-door sales, surveys, and/or solicitations of any sort are not permitted. Likewise, commercial advertising or flyers of any kind may not be posted or distributed. It is a Federal offense to attach anything to mail boxes.

**50. TELEPHONE LINE MAINTENANCE**

Information concerning telephone service in the Neighborhood will be provided during Move-In. Resident is responsible for all costs incurred with the exception of maintenance to the one telephone line supplied by the Owner. Report any line problems as shown below. If the problem is with the telephone, and not the telephone line, the Resident will be responsible for all charges.

Additional phone outlets and/or lines are allowed at Resident expense. Resident is limited to one (1) additional hookup installed per room with prior written approval. Resident will not be responsible for the removal of the additional hook-ups or subject to an additional charge at Move-Out as long as prior approval was obtained from the NMO. Request forms are available from the NMO.

**51. TEMPORARY ABSENCE FROM PREMISES**

Contact the NMO prior to leaving the Premises vacant for more than fourteen (14) days. The Resident must leave an emergency contact number at the NMO. It may be necessary to contact the Resident in the event of an emergency or if an unexpected issue arises. In addition, please take the following actions prior to leaving the Premises:

- DO NOT turn off heat or air conditioning for a period longer than two weeks.
- Disconnect all hoses from outdoor faucets prior to the first frost.
- Lock all doors and windows.
- Lower, but do not completely close blinds, shades or curtains.
- Place timers on a few lights or a small radio.

- Stop deliveries of newspapers, mail, and other routine deliveries.
- Arrange for any items in the yard to be moved or removed for lawn care services to mow the lawn.
- Make arrangements to have any fenced areas mowed. Resident is responsible for the cost of any required yard maintenance in the fenced area that must be completed by the NMO.
- If absent for longer than 30 days, make arrangements to ensure timely Rent payments.

## **52. TRAMPOLINES**

Trampolines are not permitted on Resident's Premises unless previous approval from NMO was obtained. Use is at Residents' risk.

## **53. VEHICLES**

Repair of automobiles, parking, and the storage of recreational vehicles are a few of the topics that must be addressed in order to maintain a desirable Residential family environment. Following are rules and regulations for the Neighborhood:

### *Automotive Maintenance and Policies*

- All vehicles must: (1) be operable and road-worthy, (2) display a current installation decal, if applicable, (3) display current tags, (4) display a current inspection sticker (if applicable in their State of registration), and (5) have current insurance as required by the State where the vehicle is registered.
- Commercial vehicles may not be kept in the Neighborhood or Premises unless they are of a size/type to fit completely in the Premises garage with the door closed. Resident may not park commercial vehicles in the street or driveway except when actively loading or unloading the vehicle.
- Due to environmental and safety concerns, automobile/vehicle maintenance shall not be performed by Resident, Occupant or Guest anywhere in the Neighborhood or Premises including garages, carports, parking spaces, or street. Additionally, vehicles may not be on jacks, jack stands, or ramps *at any time*. Prohibited maintenance includes, but is not limited to:
  - ⇒ Repairs such as transmission repairs, engine overhauls, and bodywork (sanding and painting).
  - ⇒ Engine cleaning.
- Vehicles shall not be in an inoperative status in excess of 72 hours. All inoperable vehicles must be removed from the Neighborhood and Premises. Resident may request exceptions to this policy on a short-term basis through their NMO.

### *Garages/Carports/Sheds*

Garages are intended for parking vehicles, to provide auxiliary storage of personal effects, and storing recycle and refuse bins.

The following policies apply to the use of the garage/carport:

- Storage of flammable liquid, such as gasoline, is restricted to 1 gallon and should be stored in a secure area.
- Garages shall not be used for living spaces, and shall not be altered or modified for such use.
- Pets shall not be kept in garages or sheds.
- Do not block or barricade garage doors.
- Do not store items near or block water heaters located in garages.
- Oil or gas space heaters shall not be used in garages or sheds.
- The Resident, Occupant or Guest may not alter electrical wiring in garage or shed spaces or any other area of the home.
- A garage or carport is considered a “designated parking space”. No additional parking will be allocated for vehicles displaced by storage of personal goods.

#### *Recreational Vehicles and Other Vehicles*

Recreational vehicles, utility trailers, boats, campers, snowmobiles, ATV's, and jet skis must be parked in authorized designated areas, and are prohibited in the Neighborhood unless the item fits into the garage with the garage door completely closed. The only exception to this rule is when the vehicle is being made ready for use or storage. This approved exception period may not exceed 48 hours. Proper storage of recreational vehicle or other vehicles in a garage will not justify improper parking of vehicles.

The following rules apply:

- Automotive maintenance polices apply to RVs, boats, campers, snowmobiles, ATV's, and jet skis; therefore, oil changes, engine repair and bodywork are not allowed.
- Interior repairs of such vehicles shall not be made in the Neighborhood without prior approval from the NMO.
- RVs must not be plugged into any Neighborhood or Premises utilities.
- Flammables, such as paints, thinners, and gasoline may not be stored in vehicles.

- Guests' RVs may not be parked in the Neighborhood.
- A RV may be parked in the garage if it fits completely within the garage, the door is kept closed, and there is adequate parking remaining available for vehicles without impacting other Residents of the Neighborhood. RV's may NOT be parked in carports, driveways or designated parking spaces.

Contact your NMO for appropriate storage locations. Violation of these RV and other vehicle policies shall result in the removal of the RV or other vehicle from the Neighborhood at the Resident's expense.

#### **54. WADING POOLS/ HOT TUBS**

Use of small wading pools, not exceeding (18) inches in height, is authorized under the following guidelines:

- The water must not exceed 12 inches in depth, and will be emptied on a daily basis.
- Wading pools are to be constantly monitored by an adult during use, and must not be left unattended while holding water.
- Pools are to be emptied and turned over when not in use and properly stored.
- Grounds damaged by the pools must be restored.
- Wading pools must be kept in backyard areas.
- Residents are responsible for supervision of any person using the pool and liable for all injuries resulting from the pool, whether the Resident is present or not at the time of injury.

Installed or portable hot tubs are not permitted. Medical exceptions will be reviewed on a case-by-case basis.

#### **55. WASTE**

All Residents, Occupants and Guests are forbidden from creating any Waste (unacceptable care of or damage to the Premises or Neighborhood). Resident is responsible for the cost of repairing Waste.

#### **56. WATERBEDS**

Waterbeds are allowed, but the Resident must provide acceptable liability insurance policy. Resident is responsible for all damages caused by the waterbed. Resident is advised that renter's insurance provided to Resident does not cover waterbeds.

#### **57. WEBSITES**

**Neighborhood Website:** [nasmidsouthlliving.com](http://nasmidsouthlliving.com)

Owner's Neighborhood website is located at [www.nsgreatlakesliving.com](http://www.nsgreatlakesliving.com). Residents will be able to use this website to inquire about and access information regarding upcoming events and activities in their Neighborhood.

#### **Service Request Website-**

Owner's website for service requests is located at [www.nsgreatlakesliving.com](http://www.nsgreatlakesliving.com). Residents may be able to input and view the progress of their maintenance requests by accessing this website. A "tracking" number will be provided to Residents for all service requests received, with which Residents can obtain updates by phone or by checking the local website.

#### **58. WILDLIFE/BIRD FEEDING**

**To prevent the local wildlife in the Neighborhood from becoming a pest, or danger, the following rules and regulations must be followed:**

- Resident shall not feed feral animals or wildlife other than birds. Do not put food scraps outside or throw food scraps into the woods.
- Trash bins must be properly stored with lids securely closed.
- Birdfeeders are not to be hung over patios or from balconies interfering with other Residents. Any birdseed remaining on the ground must be cleaned up daily.

#### **59. YARD AND GARAGE SALES**

All yard and garage sales will be limited to Friday, Saturday and Sunday only. Items are not allowed to be left outside the Premises overnight. Signs may be posted only on Neighborhood bulletin boards or small stick-in-ground signs in the Premises yard. Signs may be posted no sooner than the day before the sale and must be removed by the end of the day of the sale. **Do not place signs on road signs, telephone poles, mailboxes, trees, etc.**

#### **60. YARDS –PROHIBITED ITEMS**

Dog runs and storage sheds are prohibited unless provided by the Owner.

Patios, balconies, and front yards must be neat and clean at all times. Bicycles, motorcycles, boxes and/or equipment may not be stored on patios or balconies. Towels and laundry may not be hung within patios, balconies, or from balcony railings. Furniture, other than acceptable lawn furniture, shall not be kept on balconies, or patios. Carpeting is prohibited. Exterior window sills must be kept clear at all times.

Toys and bicycles are not to be left on the lawn areas or in common areas, but should be stored in the Resident's garage or carport. Toys or bicycles should not be left in a Resident's lawn when not in use.

Tree houses and tree swings are not permitted on Resident's property, in common areas or in any tree on Neighborhood grounds.

Outdoor grills are permitted only outside the home no closer than ten (10) feet to the house or fence. Barbeque grills should not be left unattended when in use or while still hot. Cooking food in the front yard or on covered balconies, and/or patios using hibachis, grills, etc. is prohibited.

Burning of rubbish or bonfires is not permitted.

## **EXHIBIT A CLEANING REQUIREMENTS FOR MOVE-OUT**

### **GENERAL**

- Completely remove all personal items from the home, storage area(s) and garage.
- Clean front and back yards from all rubbish, garbage, animal feces, etc., and remove all personal items.
- Any items requiring disposal or recycling must be removed from the Premises in an appropriate, proper, and approved manner.
- Any equipment or feature delivered as part of the Premises, (including appliances, appliance parts, fixtures, hardware, etc.), must be returned intact and in proper working order.
- Original wall color is not altered or changed unless previous written approval was obtained from the Owner.
- Remove all graffiti, markings, and stickers from ceilings, walls and window sills.
- All windows must be closed and locked with window covering left in the 'closed' position.

### **KITCHEN**

- All kitchen surfaces – Remove all grease build-up and wipe down.
- All appliances – Remove all grease and food particles from exposed fixtures, wipe down inside and out.
- All floors - Sweep and wet mop all floors.

### **BATH**

- All bathroom fixtures and surfaces- remove all excessive soap scum, mold, mildew and other dirt build-up.
- Shower curtain - Remove.

### **BEDROOM/LIVING ROOM/DINING ROOM**

- All floors - Sweep or vacuum as appropriate to the surface.
- All closets -Sweep and/or vacuum.

### **GARAGE/CARPORT/SHED/EXTERIOR**

- Floors - Free of grease, oil and paint.
- Clean trash containers and recycle bins.
- Clean exterior doorways, porches and patios.

## **FENCED YARD**

- Mow, trim and edge grassy areas.
- Remove weeds; patch bare spots.
- Police grounds, rake leaves, trim bushes.

## CLEANING CHECK-LIST

### Floors/Rugs/Carpet:

- Sweep and mop all vinyl/tile flooring so that surface is free of dirt or debris
- If home is carpeted, you must use a steam cleaner to clean the carpets or have them professionally cleaned
- Floor should be free of wax and have an even finish
- Hardwood floors should be damp mopped. DO NOT STRIP

### Walls/Ceilings:

- Remove all dirt, cobwebs, crayon marks, pencil marks, food, etc.
- Remove all nails, picture hangers and hooks
- Patch holes with spackling compound and wipe all excess patching materials with a damp sponge

### Windows/Window Tracks:

- Clean all windows & tracks inside and out
- Clean windowsills, curtain rods and blinds
- Remove screens, brush and wash to remove lint and dust and reinstall

### Doors/Door Frames:

- Remove all dirt and stains from both sides of doors
- Clean all tops of doors and frames

### Light Fixtures:

- Be sure that all lights have working light bulbs
- Clean all cobwebs and make sure all fixtures are clean of any debris.
- Clean all globes inside and out

### Cabinets/Closets/Drawers/Shelving:

- Remove all shelving paper, staples, etc.
- Remove all dust, food particles, personal items, debris, etc.
- All should be clean of stains, adhesive, grease and caked on food
- Clean and wash all counter tops

### Radiators:

- Dust and remove cobwebs from surface

### Mirrors:

- Surface should be cleaned and wiped

### Refrigerator:

- Defrost the freezer and wipe clean
- Interior should be clean and free of food, stains, mold, food particles, personal items, etc. to include all racks, shelving, drawers, etc.
- Seal around all doors should be clean and free of mold, stains, etc.
- The condensation (drip) pan underneath the refrigerator should be clean
- All appliance bulbs should be working

- Clean surface beneath, above and behind appliance
- Leave the refrigerator on and turn to the lowest setting

Range:

- Surface of the range should be free of crusted/baked-on food on all accessible surfaces. Be sure to lift the top and clean underneath
- Entire range should be wiped clean and be free of grease inside and out
- Clean underneath as far as can be reached
- Replace appliance bulbs if not working
- All drip pans must be cleaned and free of crusted /baked on food
- Do not disassemble range components that require tools.

Ventilation /Air Vents/Range Hoods:

- All surfaces should be clean of dust, food particles and grease
- Clean or replace filters

Dishwasher:

- All interior and exterior surfaces should be free of soap, soap residue and food particles
- Exterior surfaces should be wiped clean of all dirt, stains and food particles to include the door seals

Kitchen/Bathroom/Toilet:

- Clean and remove all stains, dust, lime, mineral deposits and soap

residue from all equipment – including bathtubs, toilets, sinks, showers, mirrors, medicine cabinets, shelving, towel racks, faucets, etc.

- Clean wall and floor tile

Garbage Disposals:

- Should be odor free and clean of all food particles
- Remove the splashguard and clean. If not removable, be sure that the guard is clean inside and out

Trash Cans:

- Empty and remove all garbage
- Wash and ensure that can is free of odor and crusted on garbage

Outside Area:

- Sweep and clear all debris from garages, carports patios, and walks
- Remove oil and grease from paved areas
- Accomplish normal yard maintenance. Mow, edge back lawn
- Sweep exterior storage shed
- Remove all crayon marks and dirt spots within normal reach (Do not use pressure washer or hose to accomplish this)

## EXHIBIT B DISASTER SUPPLY KIT

The Federal Emergency Management Agency (FEMA) recommends each family keep the following items readily available for transport in case of severe weather, earthquake or other emergency: **Be prepared in advance and have emergency materials on hand.**

- Flashlight/Batteries
- Battery operated Radio with extra batteries
- **Water** – at least 1 gallon daily per person for 3 to 7 days
- **Food** – enough for 3 to 7 days
- Non-electric can opener
- Non-perishable and canned foods
- Food for infants or elderly
- Snack foods
- Cooking tools, fuel
- Paper plates, roll of paper towels, plastic utensils
- Blankets, Pillows
- **Clothing** – seasonal, raingear, sturdy shoes
- First Aid kit, Prescription Medicines
- Toiletries
- Cash
- Keys
- Tools
- **Important Documents** (keep in a waterproof container)
- Special needs for Infants or Elderly
- **Pet Care Items** (food, water, carrier/cage, medicines)

**Disaster Services**  
American Red Cross  
FEMA  
Salvation Army



Every day we encounter natural or man-made situations that can easily become disasters if we are not mindful and observant in our reactions to them.

There are already many safeguards in place for the protection of you and your family. However, there are some precautions only you can take to help protect against fire, and injury to your family at home, work, or school. This brochure is a brief guide to some of those safety precautions that you may not think of as often as you could or should. Take a few minutes to look it over. Then look around your home and the areas in which you find yourself most often. If there is something else you can do to make your areas safe, please do not put it off. If you discover an smoke condition in your home that is beyond your control, please inform your Building Manager.

#### Personal Safety

##### When You Are At Home

- Lock your doors and windows at all times, even when you are home.
- Use dead bolt locks, if available, on doors at all times.
- When answering the door, first check who is there by looking through a window or peephole. If you do not know the visitor, get some information about him/her before you open the door (ask to him/her, ask for ID, etc.). Do not let him/her in if you have any doubts.
- Be careful about giving out keys, gate cards, or lock combinations.
- Do not put your name, address, or phone number on your key ring.
- If you are concerned because you have lost a key, or because someone you mistrust has a key, ask the management to re-key the lock. We will be happy to do so at a nominal cost to you.
- Dial 911 for emergencies. If the 911 number does not operate in your area, keep emergency numbers handy for the Police, Fire Department, and EMS. If an emergency arises call the appropriate governmental authorities first, then call the management office. **Nothing** can take the place of the police. Call them directly and immediately if you see any suspicious activity. As concerned citizens, we can help reduce crime.
- Check your door locks, window latches, and other safety devices regularly to be sure they are working properly.
  - Immediately report the following to management:
    - any needed repairs to locks, latches, doors, windows, smoke detectors, and alarm systems
    - any malfunction of safety devices outside your dwelling, such as broken gate locks, broken car lights in stairwells and parking lots, blocked passages, broken mirrors, etc.
- Close curtains, blinds, and window shades at night.
- Match or engrave identification on valuable personal property.
- Use only your first initial and last name on name directories and labels for your mailbox.
- Never give your phone number or address to an unknown phone caller. Never mention you are alone.

#### Personal Safety

##### When You Are Not At Home

- Lock your doors when you are not at home. Lock your door handle locks, keyed dead bolt lock, sliding door pin lock, sliding door handle lock, and sliding door security bar.
- Leave a radio playing softly while you are gone.
- Close and latch your windows.
- Tell your roommate or spouse where you are going and when you will be back.
- Do not walk alone at night. Do not allow your family to do so.
- Do not hide a key under the doormat or a nearby flowerpot. These are the first places a burglar will look.
- The lamp timer when you go out in the evening or away on vacation. These devices can be purchased at most hardware stores.
- Let the manager and your neighbors know if you will be gone for an extended time. Ask your neighbors to watch your dwelling (the management cannot assume this responsibility).
- While on vacation, have your newspaper delivery stopped or have a friend pick up your newspaper daily.
- While on vacation, have your mail held by the post office or picked up regularly by a friend.
- Carry your door key in your hand, whether it is day/night or dark, when walking to your entry door. You are more vulnerable when looking for your keys.

#### Personal Safety And Your Car

- Keep your car doors locked while driving. Lock up the windows and lock your car doors when leaving your parked car.
- Do not leave valuable items exposed in your car (such as cassette tapes, CD's, wrapped packages, your briefcase or purse).
- Carry your key in your hand when walking to your car whether it is day/night or dark and whether you are at home, school, work, or other.
- Always park in well lit areas.
- Check the back seat before getting into your car.
- Do not leave packages or items with your name and/or address on them in view.
- Do not stop at gas stations or automatic wiper machines at night or any other time when you suspect you may be in danger.
- If you believe you are being followed, do not drive home. Drive to the nearest police station or a brightly lit, heavily occupied area.

#### Fire Prevention

- Notify the Building Manager immediately if you discover any fire hazards.
- Do not overload electrical outlets. Have any defective electrical appliances repaired or replaced.
- Do not use an oven or stove to heat your apartment.
- Do not smoke in bed or when drowsy.
- Use only deep, large ashtrays. Never empty them into wastebaskets without first dousing them in water.
- Do not wear flaily or loose clothing when cooking.
- Never leave a lit stove unattended.
- Always check to see that burners and oven are shut off after use. Check to see that pilot lights on gas appliances remain lit.
- Keep smoke detectors in working order and test often. Replace batteries when needed.
- Turnup your television when going away for an extended time.
- Do not burn candles near curtains/drapes. Do not leave lit candles unattended. Do not use a bed and/or fall asleep with candles lit.
- Do not store combustible materials in or near a furnace, water heater, or in any closed-in area.
- It is a good idea to have an all-purpose (ABC type) home fire extinguisher accessible to extinguish small fires.

#### In Case of Fire

- Call the Fire Department before attempting to extinguish the fire. Then notify the Building Manager.
- Do not use water to extinguish a grease or electrical fire.
- Do not panic. If you must leave the building, do so in a calm and orderly manner.
- Do not use elevators as a means of escape. Seek an alternate route through the use of stairwells, fire escapes, etc.
- Stay low. Remember, smoke and toxic gases rise. The air near the floor is clearer.
- If you are near the fire, maintain contact with a wall. Feel if doors are hot before you open them. Be prepared to close doors immediately if smoke or flames come in. Confine the fire by closing all doors behind you as you exit.
- Should your clothing catch fire... **STOP! DROP! and ROLL!** Upon exiting the building, move away from it so allow easy access for the firemen.