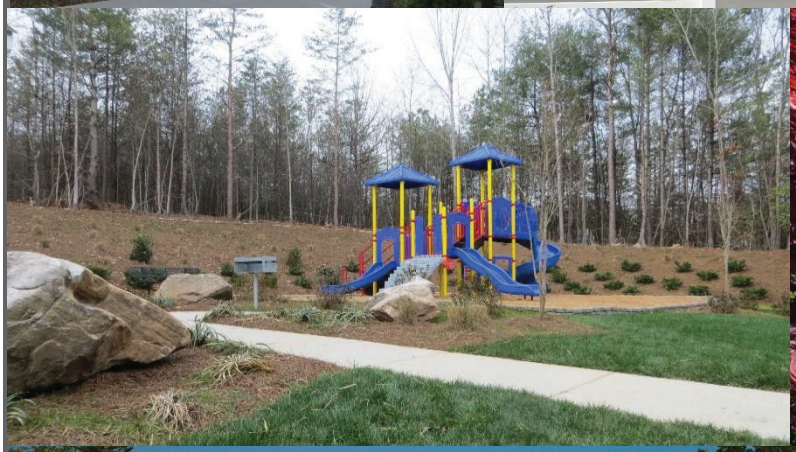
PARTNERSHIP

PROPERTY MANAGEMENT

RESIDENT RESOURCE & SAFETY GUIDE

WELCOME HOME



Be Informed, Live Safer, & Protect your Health

Rev. 12/2024

RESIDENT RESOURCE & SAFETY GUIDE ACKNOWLEDGEMENT

To Our Residents from Partnership Property Management:

Partnership Property Management hopes that you enjoy your apartment. We are proud of your apartment community and we certainly hope that your experience here is a good one. We would like to remind everyone of several basic expectations you should have of Partnership Property Management and our management staff.

- Reasonable concerns and constructive criticism are always welcome. Written concerns/criticism can be addressed to your property manager and submitted by mail to our corporate office.
- Retaliation against you for making a complaint is strictly prohibited.
- All members of the Partnership Property Management team should always treat you with courtesy and respect, regardless of the situation.
- Your apartment is your home, and our staff should never enter your home without consent or at least a 24-48 hour notice, and a valid reason of why entry is necessary (except in emergencies such as fire, sewer backup, flood, etc.).
- Written maintenance requests should be addressed and repairs made in a timely manner.
- Our Site Manager should always be available during posted office hours, unless otherwise noted on the door of our office.
- Partnership Property Management is committed to the letter and spirit of the Fair Housing Act, which among other things prohibits discrimination against persons with disabilities. In accordance with our statutory responsibilities and management policies, we will make reasonable accommodations in our rules, policies, and practices when such accommodation may be necessary to afford persons with disabilities an equal opportunity to use and enjoy their housing communities. Please see your Site Manager if you would like to request such an accommodation, or contact our 504 Coordinator at our Corporate Office at 336-544-2300.
- ***"This institution is an equal opportunity provider and employer."***

USDA Non-Discrimination Statement ■ Applies only to USDA Properties Only

In accordance with Federal civil rights law and the U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expressions), sexual orientation, disability, age, marital status, family/parental status, income derived from public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.) should contact the responsible Agency or USDA's Target Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English. To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at http://www.ascr.usda.gov/complaint filing cust.html and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

1. mail: U.S. Department of Agriculture - Office of the Assistant Secretary for Civil Rights
   1400 Independence Avenue, SW
   Washington, D.C. 20250-9410;
2. fax: (202) 690-7442; or
3. email: program.intake@usda.gov

We believe that improvements in communication cannot help but make your apartment community an even better place to live. We hope that most concerns and questions can be resolved and answered by our on-site management staff, but everyone should feel comfortable in calling our Corporate office for assistance if the need arises. To improve communication and awareness regarding polices, expectation, and general safety we have developed this resource that we hope you find helpful.

We appreciate your residency, and as always, we're glad to have you living with us!

PARTNERSHIP PROPERTY MANAGEMENT – Managing Agent

I received the Partnership Property Management Resident Resource & Safety Guide, as well as HUD's "Healthy Home" Booklet.

Lessee Name	**Date**	**Apartment Site and Unit Number**

Attached - HUD Booklet, "Help Yourself To A Healthy Home".

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PARTNERSHIP
PROPERTY MANAGEMENT

WELCOME HOME

To Our Valued New Resident(s),

On behalf of the staff at Partnership Property Management, we would like to welcome you to your new home. We know that moving and becoming acclimated to a new environment can be a stressful experience, so we have put together this quick reference resource guide to assist you during your transition. Please familiarize yourself with the topics throughout this guidebook and if you have any questions, please do not hesitate to call on the management team to assist you. For your convenience, contact information for our corporate and branch offices is provided below. Also, be sure to check out our Company website at: http://www.partnershippm.com/ for additional information.

We're Glad to Have You Living With Us!

EQUAL HOUSING OPPORTUNITY

Sincerely,

Partnership Property Management

Partnership Property Management

"This institution is an equal opportunity provider and employer."

CORPORATE OFFICE | PO Box 26405, Greensboro, NC 27404-6405 p: 336 544-2300 f: 336 544-2301
BRANCH OFFICE | 1831 W. Evans St. Suite 230, Florence, SC 29501 p: 843 662-1771 f: 843 665-0555
www.partnershippm.com | email: info@partnershippm.com

Table of Contents

RESIDENT INFORMATION

HOW TO:

- Pay Rent ..... Page 1
- Report Maintenance Issue ..... Page 2
- Report Emergency Maintenance Issue ..... Page 3
- Clean your Floors ..... Page 3
- Operate your Heating Ventilation and Air Conditioning System ("HVAC") ..... Page 4

POLICIES:

- Smoking Policy ..... Page 5
- Bedbugs ..... Pages 6-7
- Renters Insurance ..... Page 8-9
- Satellite Dishes, Internet, and Phone ..... Page 10
- Exercise Equipment Policies ..... Pages 11-12
- Parking Policy ..... Page 12
- Price List ..... Page 13

FAIR HOUSING:

- Basic Fair Housing - Sexual Harassment - Hostile Environment ..... Page 14
- Language Assistance Plan ..... Page 15
- Violence Against Women Act ("VAWA") ..... Pages 16-17

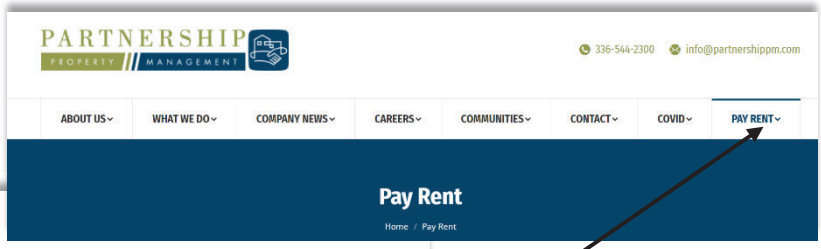
HEALTH & SAFETY:

- Fire Extinguishers ..... Page 18
- Fire Prevention ..... Page 19
- Grills ..... Page 19
- Lithium Ion Batteries ..... Page 20
- SmartBurners ..... Page 21
- Smoke Detector & Carbon Monoxide ..... Page 22
- Call for Aid - Pull Station ..... Page 22
- Don't Block Windows ..... Page 22
- Mold, Mildew, and Moisture Prevention ..... Page 23
- Grease Disposal & Plumbing Issues ..... Page 23
- Safety Disclosures – Asbestos, LBP, Radon, etc. ..... Pages 24-25
- Slips, Trips, and Falls ..... Page 26
- Trash Disposal ..... Page 26
- Crime ..... Pages 27-31
- Child & Playground Safety ..... Page 32
- Hurricane Preparedness ..... Pages 33-35
- HUD Healthy Homes Handout ..... ENCLOSED

How to Pay Rent – **Rent is due on the 1ST day of each month**

PAY ONLINE - Go to -

http://www.partnershippm.com/



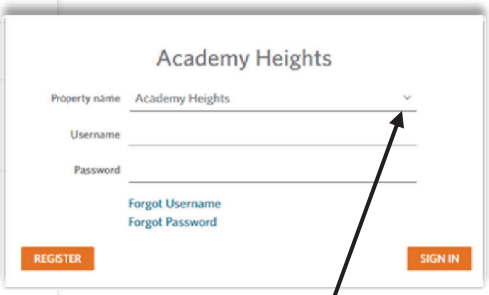
Partnership Property Management accepts rent in the following ways:

- Mail a check or money order to our Greensboro office:
  PO BOX 26405
  Greensboro, NC 27404-6405
- Set up a Bill Pay account with your bank. Your bank will send PPM a check. This option is usually free.
- Pay online through ResMan by credit card, debit card or check.
  Choose your apartment community below to be redirected to your properties payment portal.
- Set up Auto Pay through ResMan. Rent will be automatically drafted each month from your bank account or charged to your credit card.

Rent Payments for all sites are now handled through our new ResMan portal. This portal will allow you to pay rent, view your account balance and history, and submit work orders.

Click here to go to the ResMan Portal landing page. From the dropdown, you will need to choose your Apartment Community.

CLICK HERE



Choose your community in the drop-down list and then "Sign In" or "Register" your account

PAY BY MAIL – Mail Check or Money Order to:

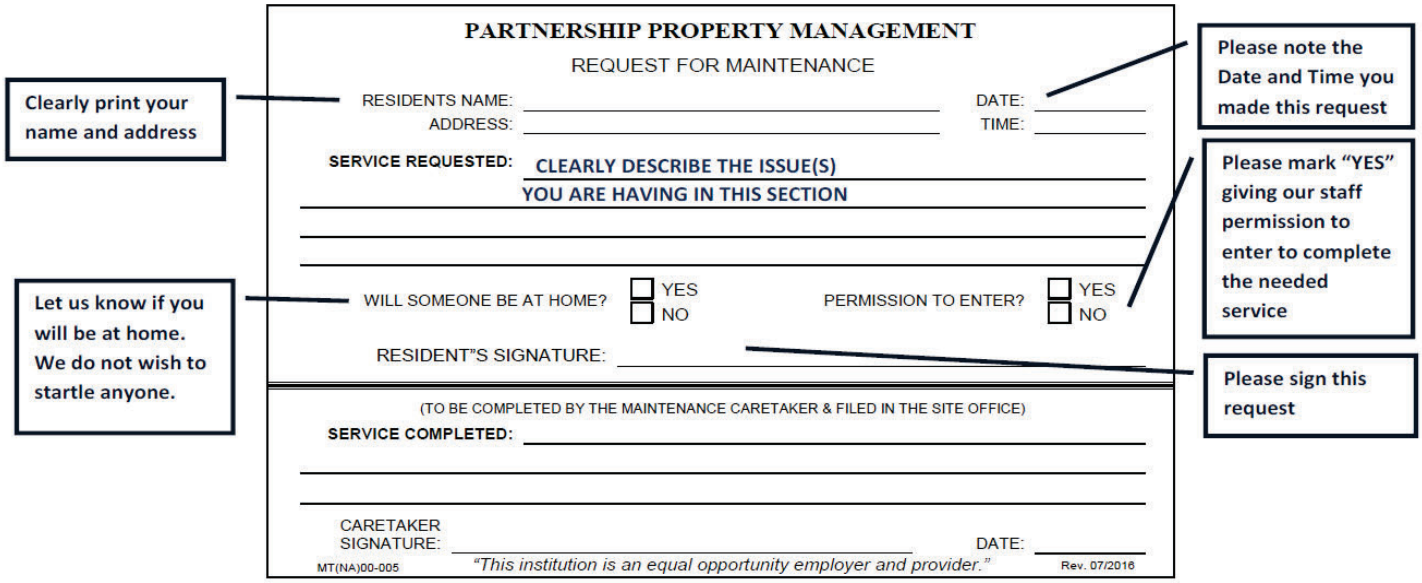
Site Manager Notes:

- ☐ Provide resident with 8-10 prefilled out envelopes
- ☐ Fill out sample envelope to the left with your site information and the specific unit number

Resident Notes:

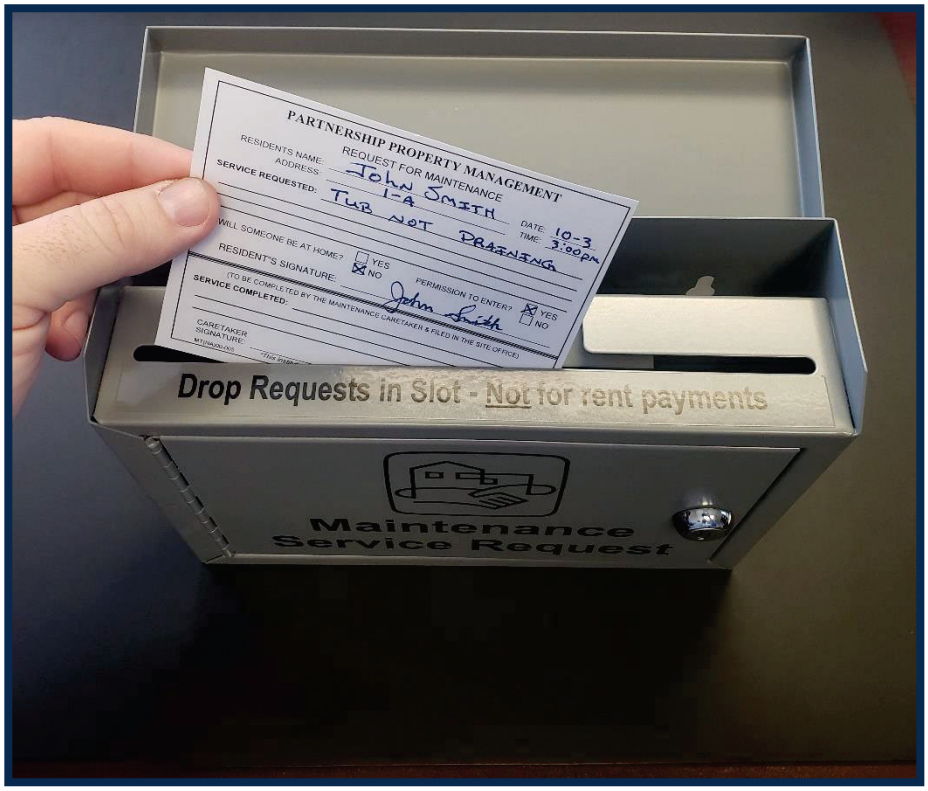
- ☑ Rent is due on the 1st.
- ☑ You should mail your rent several days early to ensure it arrives in our office on time.
- ☑ Checks should be made payable to your apartment community, not Partnership Property Management.

How To Report A Maintenance Issue



Request for Maintenance Forms can be located in the gray box at the site office. Completed Request for Maintenance Forms should be dropped off in the slot in the same gray box. The top of the box opens for the request to be inserted. We will make every effort to complete your maintenance needs in a timely manner.

<u>If you have a disability and are unable to come to the site office, please contact the on-site manager for assistance with obtaining and completing a Request for Maintenance.</u>



How to Report Maintenance Emergencies After Hours

EMERGENCY MAINTENANCE CONTACT NUMBER

(_____) - _____ - _____

(Site Managers, please print the emergency number for your property in the space above)

Emergency Maintenance Items are issues that cannot wait until the next business day.
Examples of such items are:

- ☐ Flood/water leak (pipes or natural)
- ☐ No AC when daily high is 80 degrees or above
- ☐ No heat when low is below 45 degrees
- ☐ No hot water
- ☐ Major electric - lights flashing, exposed wires etc…
- ☐ No AC/heat on weekend
- ☐ Toilet clogged – If apartment only has one bathroom
- ☐ Sewer back up
- ☐ Tenant locked out – this service will result in a charge
- ☐ Refrigerator/stove not working - weekend
- ☐ Exterior door will not latch/lock
- ☐ Window not opening and/or locking
- ☐ Lift station alarm sounding

Our company is committed to providing quality and timely maintenance service. For non-emergency items, please complete a maintenance service request and drop it in the box at the site office. Please respect your maintenance caretaker's personal time by not calling them for non-emergency matters after hours. If you feel your maintenance needs are not being met in a timely manner, please contact our office.

How to Clean Your Floors

Keeping your entire apartment clean, safe and sanitary should be one of your top priorities. The flooring throughout your home is one of the largest and most expensive building components within your apartment. If you fail to properly care for the flooring, serious damage can result. Below are some tips for care:

CARPET

- Vacuum carpet regularly. Having your carpet professionally cleaned at least annually is a good idea.
- Only use products designed for carpet when spot cleaning carpet.
- Accidental spills should be soaked up immediately and completely.

VCT 12"x12" Tile – (Typically found in bathrooms and kitchens)

- Do not use wax strippers, Clorox, ammonia, or other solvents that will remove the wax finish.
- Mop and Glow, Pledge Floor Care Finish, or similar products can be used to restore a vibrant shine to your tile floors.

LVT Vinyl Planks – (Faux wood looking flooring)

- Mop and Glow, Pledge Floor Care Finish, or similar products can be used to restore a vibrant shine to your faux wood/vinyl floors.
- A damp cloth with mild detergent or Windex can be used for small spills.
- Avoid sliding furniture or other items across the flooring that could scratch the surface.
- Do not pour water or use a wet mop on this flooring. A Swiffer Sweeper style mop is preferable.

How to Operate your Heating Ventilation and Air Conditioning System ("HVAC")

ELECTRIC HEAT PUMP OPERATING INSTRUCTIONS

1. Your lease requires that you regularly operate your HVAC system to maintain an appropriate climate control in the unit. Keeping the unit clean and the temperature constant will help prevent mold from accumulating in the dwelling unit.
2. The temperature of the supply air during heating season at the register will be low temperature. It will usually vary from the low 80's to the high 90's deg. F. This is cool to the hand (98 deg. F.), but is putting heat into the room, which is usually kept 65 deg. - 70 deg. F.
3. The temperature at which the heat pump requires auxiliary electric heaters to help heat the house is around 35 deg. F. outdoor temperature. This will vary several degrees from house to house. When this auxiliary heater is needed, the indoor thermostat automatically switches it on.
4. When the outdoor temperature is approximately 40 deg. F. or less the heat pump outdoor section will build up frost on the coil. At high humidity conditions the frost buildup will form a sheet of ice. This is normal and the heat pump has a defrost cycle which activates every 90 minutes to remove this ice. When the defrost cycle is energized, there will be a noise in the unit and at times fog will rise out of the top of the unit. After a short period the unit will automatically go back into the heating mode of operation. At those times of the year, when the outdoor temperature and humidity is such that there is freezing rain, sleet or snow, ice will build up on the top and sides of the outdoor unit to a point that the defrost cycle cannot remove it. When the home owner notices this condition it is usually advisable to switch the thermostat to the "emergency heat" position until weather conditions change. When the ice melts, switch the thermostat back to the "heating" position.
5. If the heat pump appears to have something seriously wrong with it or it isn't heating properly, switch over the thermostat to "emergency heat" and the electrical strip will be energized and the outdoor compressor will be de-energized. This strip heater may not keep the temperature inside as warm as the heat pump but it should keep it within a tolerable range until a service technician can arrive.
6. Air filters should be changed about every 3 months under normal conditions. Cleaning filters and re-using removes only the oily film on the filter and should not be done.
7. Water dripping off of the outdoor unit during winter operation is normal. This is due to the unit defrosting.
8. The heat pump is properly sized when it closely matches the heat loss and heat gain of the house. During extreme summer weather conditions the unit will run most of the time. During extreme winter weather conditions it will do the same. Also, when outdoor temperature is around the balance point 35 deg. - 40 deg. F., the unit will run almost 100% of the time.
9. Keep the indoor temperature as low as possible in the winter even if it means putting on extra clothing and keep it as high as possible in the summer. This will keep electrical bills to a minimum. Recommended winter settings are 65 degrees - 68 degrees F and summer settings are 78 degrees - 80 degrees F.

PARTNERSHIP PROPERTY MANAGEMENT

SMOKING POLICY

This Smoking Policy applies to all tenants, their guests, visitors, family, service personnel and staff.

The purpose of a Smoking Policy is to mitigate (i) the irritation and known health effects of secondhand smoke; (ii) the increased maintenance, cleaning, and redecorating costs from smoking; and (iii) the increased risk of fire from smoking.

No smoking shall be permitted inside any unit or interior common areas, including but not limited to community rooms, community bathrooms, lobbies, reception areas, hallways, laundry rooms, stairways, offices, maintenance buildings, and community centers.

In addition, smoking is prohibited within 25 feet of buildings including entryways, porches, balconies, and patios.

Designated smoking areas have not been established other than all common areas greater than 25 feet of the buildings at most properties. On select properties, owners may have opted to designate the entire property as a smoke free campus. If this is the case, you were provided a smoking addendum at the time of lease signing detailing this more stringent policy.

The term "smoking" means the use or possession of a lighted cigarette, lighted cigar, lighted pipe, or other tobacco product or similar lighted product in any manner or form.

This policy does not apply to electronic cigarettes. The term "electronic cigarette" means any electronic device that provides a vapor of liquid nicotine to the user as she or he simulates smoking. The term shall include such devices whether they are manufactured or referred to as e-cigarettes, e-cigars, e-pipes, or under any product name.

All smoking-related trash must be disposed of in proper waste receptacles.

Disclaimer by Landlord: Tenant acknowledges Landlord's adoption of a Smoking Policy and the efforts to designate portions of the complex as no-smoking does not in any way change the standard of care that the Landlord has under applicable law to render the complex any safer, more habitable or improved in terms of air quality standards than any other rental premises.

Landlord specifically disclaims any implied or express warranties that the property will have any higher or improved air quality standards than any other rental property. Landlord cannot and does not warrant or promise that the property will be free from secondhand smoke.

Tenant acknowledges that Landlord's ability to police, monitor, or enforce the agreements of this policy is dependent in significant part on compliance by Tenant and Tenant's guests.

Landlord is not required to take steps in response to smoking unless Landlord knows of said smoking or has been given written notice of said smoking and has knowledge of the responsible party. Tenants with respiratory ailments, allergies, or any other physical or mental condition relating to smoke are put on notice that Landlord does not assume any higher duty of care to enforce this policy that any other Landlord obligation under the lease.

Noncompliance with this Smoking Policy shall be considered a material breach of the lease and grounds for enforcement action, including eviction by the Landlord. Tenants are responsible for the actions of the members of their household, guests, visitors, and service providers. Tenant will be responsible for all costs to remove smoke odor or residue and to repair any smoking related damages upon any violation of the Smoking Policy.

Bedbugs – What you should know about bedbugs

Background:

After a long absence, bedbug infestations are a growing problem in the United States today. According to the United States Environmental Protection Agency (EPA), bedbug populations have increased dramatically. Bedbugs are considered a pest of significant public health importance by the EPA and the Centers for Disease Control and Prevention (CDC). Although the insects are not known to transmit disease, bites may itch and cause an allergic reaction in some people, which may lead to secondary infections.

Habits:

Bedbugs like to travel and are good hitchhikers. They will hide in suitcases, boxes, and shoes to be near a food supply. They are elusive, nocturnal creatures. They can hide behind baseboards and in cracks, crevices, and folded areas of beds, bedding, and adjacent furniture, especially mattresses and box springs. Bedbugs can also hide in electrical switch plates, picture frames, wallpaper and nearly anywhere inside a home, car, bus, or other shelter. Bedbugs usually come out at night for a blood meal. However, they are opportunistic insects and can take a blood meal during the day, especially in heavily-infested areas. Bedbugs usually require 5-10 minutes to engorge with blood. After feeding, they move to secluded places and hide for 5-10 days. During this time, they do not feed but instead digest their meal, mate, and lay eggs. Although bedbugs can dine on any warm-blooded animal, they primarily dine on humans.

Signs of Infestation -Detection:

- Unexplained bites
- Small blood stains on furniture, behind pictures, on walls near baseboards or at ceilings, etc.
- Black specs in seams or folds of mattress or other furniture
- Eggs
- Live bugs
- Specialized canine teams are also used for detection

Prevention:

The best approach to bedbug management is to prevent an infestation from occurring in the first place. Federal agencies, such as EPA and HUD, are working in tandem to develop and share recommendations to prevent bedbug infestations. According to the EPA, principles of Integrated Pest Management (IPM) for bedbugs include:

- Raising awareness through education on prevention of bedbugs;
- Inspecting infested areas, plus surrounding living spaces;
- Checking for bedbugs on luggage and clothes when returning home from a trip;
- Looking for bedbugs or signs of infestation on secondhand items before bringing the items home;

- Correctly identifying the pest;
- Keeping records – including dates when and location where pests are found;
- Cleaning all items within a bedbug infested living area;
- Reducing clutter where bedbugs can hide;
- Eliminating bedbug habitats;
- Physically removing bedbugs through cleaning;
- Using pesticides carefully according to label directions; and,
- Following up on inspections and possible treatments.
- Don't dispose of infested furniture at the dumpster where other residents may unknowingly take home bedbugs, roaches, or other insects. Typically, disposing of furniture on-site is not allowed.

Bedbugs - Continued

Treatment:

- Chemical treatments are not always effective at completely eliminating an infestation.
- Heat treatments
- Specialized mattress and box spring encasements
- Steam, vacuum, laundry, & freezing techniques can be used on some items.

Tenant Rights and Responsibilities:

1. Monitor your apartment for signs of an infestation.
2. **Report any infestation to management immediately**, as soon as it is observed. Early reporting allows the pests to be identified and treated before the infestation spreads.
3. **Reduce risky behavior like bringing in secondhand furniture and having excessive clutter in your unit.**
4. Management may require an inspection of furniture and personal items to ensure they are not infested with bedbugs if the landlord is aware of a prior issue.
5. A tenant reporting bedbugs may expect expeditious response and attention by management, but should be advised that inspection and, if necessary, treatment of bedbugs may take time to schedule. The inspections should occur within three calendar days of the tenant report when possible.
6. Following a tenant report of bedbugs, management staff trained in bedbug identification (or a third party pest control representative) may inspect any unit in the property to independently verify the presence of bedbugs and to treat an infestation. Management may enter the unit to perform these activities, in accordance with the lease.
7. If bedbug infestation is found in the unit, the tenant may expect treatment to begin within five days of the inspection, though depending on the form of treatment, this may not be possible. Due to the growing number of bedbug cases, resident should be advised that treatment may take several weeks.
8. **Tenants are expected to cooperate completely with Management and the Pest Control Company's treatment efforts** by allowing for heat treatment of clothing and furniture and refraining from placement of infested furniture or other items in common areas such as hallways. Tenant cooperation is shown to expedite the control of bedbugs and to prevent spreading of infestations.
   A resident's failure to fully cooperate or to prepare for treatment may result in the resident being charged for the pest control visit. Repeated failure on the resident's part to cooperate or prepare, may result in lease termination.
9. Tenants will receive further guidance before each treatment as well as instructions to follow after the treatment is completed.
10. Management in some cases may not be able to make staff available to help with moving and cleaning of furniture to accomplish the treatment effort.
11. The tenant will not be expected to contribute to the cost of the INITIAL treatment effort on any HUD property, but **may be charged for subsequent re-infestations which are caused by a resident's negligence**.
12. Generally, relocation from the unit is not necessary; bedbugs may cause discomfort but are not believed to carry disease. However, if reasonable temporary relocation is necessary, relocation must be carried out in accordance with applicable civil rights laws, including, but not limited to, Title VI of the Civil Right Act of 1964 and Section 504 of the Rehabilitation Act of 1973. For example, when persons with disabilities are temporarily relocated, they must be placed in housing that provides, at a minimum, the same accessibility features as the housing in which they currently reside. Additionally, the O/A must ensure the right of return for tenants who have had to be temporarily relocated while the bedbug treatment is being performed.

The tenant will not be reimbursed the cost of any additional expense to the household, such as purchase of new furniture, clothing or cleaning services.

REV. 10/2022

WHY YOU NEED

Renters Insurance:

#1 **To protect your stuff.**

Please be aware that your personal possessions

ARE NOT COVERED

in the event of fire, theft, flood, or other perils by Partnership Property Management or any insurance policy we have on your apartment community. This means that should you suffer losses of personal items (furniture, clothes, electronics, etc.) from damages caused by fire, water, theft, etc., in your apartment, Partnership Property Management is not responsible.

#2 **Visitor safety is also your responsibility.**

Accidents happen. If your visitor is injured in your home, you can be sued or be a party to a negligence lawsuit.

#3 **To protect your stuff from your neighbors.**

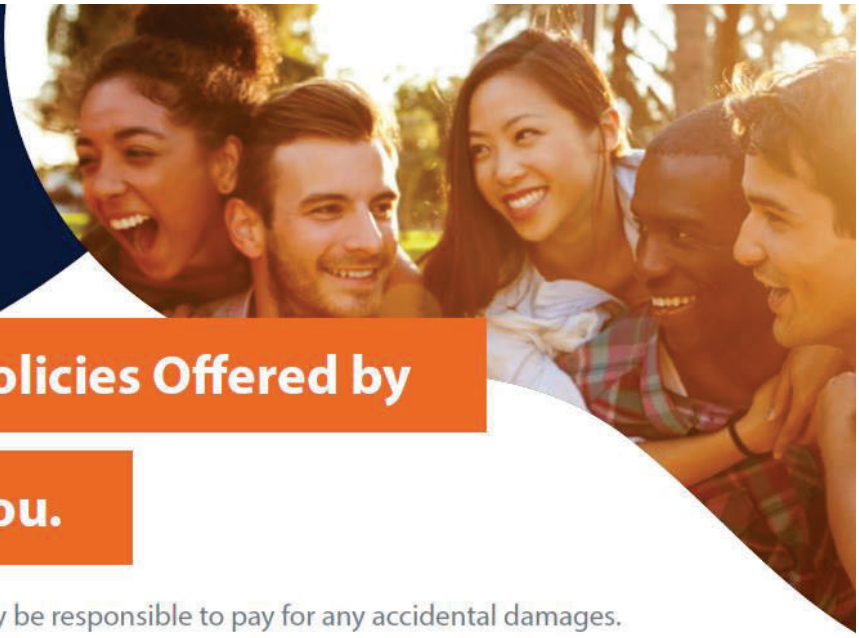
You are also responsible for your personal possession should the rental unit near you go up in flames and spread to your unit.

#4 **It's inexpensive.**

Qualified applicants will find that renters insurance is inexpensive and easy to obtain. Partnership Property Management **strongly recommends** that you obtain a renters insurance policy from your local insurance agent.

Don't Gamble, Protect Yourself

ePremium®



Renters Insurance Policies Offered by

ePremium Protect You.

Renters who are not covered may be responsible to pay for any accidental damages. Fortunately, ePremium Insurance Agency offers renters insurance policies with Liability and Contents coverage that are designed specifically for renters. Best of all, it's affordable and simple to enroll. Get to know the coverages.

Personal Liability Coverage

Protection in the event of accidental damage you may cause to the rental property, the property of others, and bodily injury to others. This coverage meets your minimum lease requirement*.

- Legal Defense
- Medical Payments to Others
- First Aid or Claim Expenses
- Damage to Others' Property

Contents Coverage

Coverage for personal belongings, anywhere in the world, for loss due to**

- Water or Weight of Ice/Snow/Sleet
- Fire, Smoke, or Explosions
- Lightning, Windstorm, or Hail
- Artificial Electrical Current
- Forced-Entry Theft or Vandalism
- Falling Objects

Additional Living Expense Coverage

*If your lease requires an active renters insurance policy with liability coverage.
**See policy for details.

Enroll Today! **800.319.1390** | ePremiumInsurance.com

ePremium Insurance Agency, LLC, (NPN 9925625, CA lic #OG66570, TX license #1549460). In California dba ePremium IRIS Insurance Solutions, LLC

Satellite Dishes, Antennas, Internet, Cable & Phone

Unless otherwise stated in your lease agreement, residents are responsible for all costs associated with setting up any desired communication services. Units are typically pre-wired with phone and cable lines to one or more centralized access points. A resident may have additional access points installed in a professional manner at their expense subject to the restrictions of the following policies.

POLICIES:

- **SAFETY** - Residents are responsible for maintaining a safe living environment inside of their home. Improperly installed cable wires can pose tripping hazards for residents and their guests. Cable wires cannot run along the flooring from room to room, across doorways or hallways. Existing residents should periodically assess their apartment for exposed wiring that creates a tripping hazard and take immediate corrective action. Any allowed installation must comply with all applicable ordinances, laws, and all reasonable safety standards and cannot block or impede a **required** means of ingress or egress (e.g. an exterior doorway or window included as part of the building's fire safety plan). Residents are encouraged to utilize over the air broadcast, cable providers or internet streaming services for television needs.
- **SERVICE & DEVICE INSTALLATION** -
  - Resident shall provide written notice to management of the installation of any dish or antenna permitted under these policies within ten (10) days of such installation.
  - **Interior** dishes/antennas and other over the air reception devices (hereafter "dishes/antennas") are allowed if they are installed in accordance with these polices.
  - **Exterior** dishes/antennas are allowed on balconies and other Federal Communications Commission ("FCC") approved areas that are under the exclusive use and control of the resident. "Exclusive Use" refers to an area that the resident and the resident's guests may enter and use to the exclusion of other residents and is included in the resident's leased premises. If the area is shared with other residents, it is not considered to be an exclusive use area. For example a front or rear porch that is shared with a neighbor is not an exclusive use area and a dish/antenna cannot be installed in this location. If the property design does not include exclusive use balconies with or other FCC approved areas that are under the exclusive use and control of the resident, then exterior dishes are prohibited.
    - When a dish/antenna is installed on a balcony, cable connectors that are flat and designed to pass through windows & doorways are permissible at doors and windows located on the balcony as long as the cable does not create a tripping hazard or prevent ingress or egress through fire exit doors or windows or damage windows or doors.
  - **COMMON AREAS** - Resident owned satellite dishes/antennas and other over the air reception devices are prohibited from being installed in, or extended into, common areas that are not under the resident's exclusive use and control.
  - **GENERAL -**
    - Where possible, in compliance with these policies and where a quality signal for the installed dish/antenna can be received, residents should install dishes/antennas on the rear balcony or porch of their leased premises where it will not be visible from rights-of-way or members of the public. To the extent resident does not have an area of exclusive use or cannot obtain a quality signal in such locations, installation in an area of exclusive use visible from rights-of-way or members of the public is permitted subject to compliance with these policies.
    - Residents are not allowed to drill holes in exterior walls, floors, balconies, roofs, concrete, or other portions of the building components.
    - No resident owned dish/antenna can be attached to any exterior building component by any means or placed in a common area.
    - Cables and wires, or any other portion of the dish/antenna, may not extend into common areas beyond the resident's area(s) of exclusive use.
    - Where allowed, satellite dishes and antennas designed to transmit or receive video programs can be no larger than 1 meter (39.37 inches) in diameter.
    - Where allowed, dishes/antennas may NOT protrude beyond the vertical and horizontal space that is leased to you for your exclusive use. For example, dishes/antennas installed on a balcony cannot protrude past or over the railings.
    - Where allowed, **ONLY** mounts that are installed in a professional manner may be utilized. Mounts cannot impede the safe operation of any door or window used for exterior ingress or egress from the leased premises.
    - Residents have the sole responsibility for upkeep and maintenance for any allowed dish/antenna and all related equipment.
- **DAMAGES & POLICY VIOLATIONS** - Resident will be charged for the removal of dishes/antennas installed in violation of this policy to the extent consistent with FCC regulations. Management reserves the right to remove and dispose of devices including dishes and wiring that are located within areas not under the exclusive use or control of the resident and/or unauthorized by these policies or FCC regulations. Management is not responsible for service interruption caused by the removal of improperly installed cables, wiring, dishes, antenna, or other reception devices.
- **CENTRALIZED DISHES** - Management reserves the right but is not obligated to install a centrally placed antenna or satellite dish for use by all tenants, so long as doing so does not impose unreasonable delay, unreasonable expense, or preclude reception of an acceptable quality signal, including a particular programming service chosen by the viewer. If a central dish/antenna is provided, no other exterior devices will be allowed.
- **INSURANCE** – Resident accepts any and all risks inherent in installing or maintaining any cable wires/dishes/antennas installed, or caused to be installed, by resident. You agree to also indemnify and hold the landlord harmless for any damages or injury to any person or chattel caused by the use or installation of any interior cable wires/dish/antenna.

REVISED 3/08/2021 and distributed to all residents

Exercise Room Safety Policy

This article's main purpose is to assure your safety, so that you get the most out of your workouts while avoiding injuries and/or other complications. It is imperative that you understand and adhere to each of the following safety precautions.

- If provided, exercise equipment can be utilized by residents **AT THEIR OWN RISK**.
- Residents and Guests should be aware of their personal fitness limits. Use of fitness equipment and exercise may be strenuous. Exercise at your own level and pace.
- Residents and their guests shall not bring any food into the exercise room at any time.
- Beverages consumed during workout must be in a container with a lid. Residents must clean any spills immediately.
- No alcoholic beverages shall be permitted in the exercise room at any time. Working out under the influence of alcohol or other impairing substances is strictly prohibited.
- Residents should wear proper attire. When using the exercise equipment, resident and guests must wear appropriate attire inclusive of shirt or top, shorts and/or pants, and appropriate shoes. No bare feet are allowed in the exercise room.
- Smoking is not permitted in the entire building.
- Residents/Guardians should use parental judgment and provide necessary supervision when allowing minors to utilize exercise equipment.
- Resident and guests may not display actions that the staff deems unsportsmanlike or rude, or misuse, move or alter any portion of the exercise room environment or property. Equipment must be handled with care; any abuse will result in loss of privileges to utilize this equipment.
- Equipment should be returned to their proper place after use. Doors shall not be propped open.
- No abusive, offensive, foul or provocative language is allowed. Respect other residents and guests.
- Residents should inspect equipment prior to each use. Please immediately report damage to the on-site manager and discontinue use of damaged equipment.

Safety Precautions and Basic Gym Safety

- Get a complete physical checkup before you start a strength-training program. You might have to modify or avoid weightlifting if you have muscle or joint problems, seizure disorders, heart disease, high blood pressure, previous injuries or any other physical condition with potential for danger.
- Be sure to always integrate warm-ups, stretching, and cooling- down into your program. This will reduce your risk of injury by increasing your blood flow and prepping your muscles for the work they are about to do. Using the proper lifting form is important not only to work your muscles correctly, but also to prevent injury. Always do your exercises through a full range of motion in a slow, controlled manner.
- When beginning a new weightlifting program--or any time you try a new exercise--always start out using light weights. It is far better to start out too light than too heavy. Choose a weight that you are sure is light and do a warm-up set of 15 repetitions, while perfecting the correct lifting technique. If the weight is too easy for 10 to 12 reps--in keeping with your goals--add a little more weight and gradually increase that weight within the next few weeks.
- Going to total muscle fatigue with a challenging weight is not useful objective in your first few weeks. When trying a new lift or starting a new routine, the objective is to practice and perfect your technique, and to learn how to concentrate on the muscle you are exercising.
- Proper breathing is essential in weightlifting. If you hold your breath while lifting a weight, you run the risk of raising your blood pressure and starving your brain of oxygen. You should try to exhale during the "positive," or main exertion phase, and inhale during the "negative," the phase in which you resist and come back slowly. If this becomes too confusing or takes away from your concentration on the lift, don't worry about it--just remember to breathe.

Exercise Room Safety Policy - CONTINUED

- **Do not leave equipment lying around the exercise room where someone could trip over it**. Always use the collars that prevent weights from falling off the barbells. Be sure to keep your hands away from the chains, cams, pulleys, and weight plates of exercise machines when they are in use. Also, when selecting the weight for a machine exercise, be sure to push the pin in all the way. Be sure to wear a weightlifting belt on exercises that place stress on your lower back, such as bent-over lifts like squats, or barbell rows.
- Consider having a spotter. Having a spotter is important not only for safety reasons but also for performance enhancement. Few things work as well as a conscientious, knowledgeable spotter or workout partner who demands proper technique and full effort on every exercise set and repetition. An effective spotter gives encouragement, technique, feedback, and just enough assistance to permit completion of that final difficult repetition. No matter what your goal reps are, each set should end with the last repetition being challenging; you should try to go to muscle fatigue. Given this goal, there is always the chance that when trying for a final repetition, you just can't do it all on your own. This is where your spotter comes in--helping you just barely finish that last rep and assuring you of your safety.
- If you do not have a workout partner at first, we strongly recommend trying to find someone with similar goals and interests to work out with you. This will not only help assure safety and motivation, it will also help you make it to the gym more often. Be sure you and your spotter have a plan so that each of you knows exactly what the other will do in case you need assistance.
- It is also important that you know how to correctly spot someone to assure his or her safety. When spotting someone, always be prepared to give a little assistance when they reach muscle fatigue (cannot complete the rep on their own). You don't want to help so much that the rep becomes easy for them to complete--give just enough assistance so that they can complete the set, but it is still challenging for them. Also, only provide assistance on the positive phase (the part that requires the pushing or pulling motion). Still have your hands ready to help, but don't help with the negative phase (the part where you resist the weights force)--the lifter should try to slowly resist the force of the weight all on his/her own.
- When spotting someone who is using a barbell, be sure to use two hands and provide assistance evenly on the bar so you don't throw off their balance or favor one side more than the other.
- When spotting someone who is using a dumbbell, be sure to provide assistance in the same place for both hands and the same amount of assistance on each side.
- When spotting someone who is using a machine provide assistance underneath the weight--be sure to move hands on the negative phase (down phase with resistance) not only to promote effective results for the lifter but also to assure your safety.
- Strength training provides many important benefits that cannot be achieved by any other exercise or activity. However, when enjoying this great form of exercise, be sure to adhere to these precautions so that your program is not only effective, but safe as well.

Good luck! We hope you enjoy all the wonderful benefits of a safe and effective strength training program. Management reserves the right to change posted hours of operation and ban any resident or guest for violating any of these rules.

Parking Policy

- Parking spaces are typically provided on a first come first serve basis.
- Vehicles without proper registration, abandoned vehicles or vehicles which have obvious mechanical defects, such as flat tires, leaking fluids, etc. shall not be permitted in the parking lots. Residents may be charged to clean up fluids from the parking area.
- Parking is only allowed in designated areas. No parking on the grass is allowed.

Price List

Locks & Keys	
Exterior Lock/Deadbolt	$50.00
Mailbox Key	$10.00
Mailbox Lock	$25.00
Doorknob	$35.00
Apartment Key	$10.00

Bathroom	
Toilet seat	$30.00
Bath towel rack	$30.00
Bath/Shower rod	$40.00
Medicine cabinet	$75.00
Toilet	Invoice plus labor
Plumbing costs (including removing toys or foreign items from sewer line)	Invoice plus labor

Windows & Light Fixtures	
Window	Invoice plus labor
Storm door glass	Invoice plus labor
Back door glass	Invoice plus labor
Light globe	Invoice plus labor
Lightbulb	$8.00
Appliance bulb	$10.00
Fluorescent bulb	$10.00
Smoke detector	$50.00
Blinds	Invoice plus labor
Screens	Invoice plus labor

Kitchen	
Refrigerator	Invoice price
Stove	Invoice price
Range hood	Invoice price
Refrigerator crisper cover	Invoice price
Refrigerator shelf	Invoice price
Stove Ring/Drip Pan	$10.00 each
Countertop	Invoice plus labor

Floors & Doors	
Closet door	Invoice plus labor
Front door	Invoice plus labor
Storm door	Invoice plus labor
Door jam and trim	Invoice plus labor
Interior door	Invoice plus labor
Exterior door	Invoice plus labor
Flooring	Invoice plus labor
Door paint and labor	Invoice plus labor

Special Charges	
Open locked door	
Office hours	$15.00
After hours	$50.00
Trash	
Pick up around dumpster/building	$25 minimum
Furniture removal	Invoice plus labor
Wall hole	
Large	$25 minimum
Small (finger size)	$10 minimum
Nail holes (excessive)	Invoice plus labor
In-house labor (PPM Employee)	$30.00 per hour
Contract labor	Invoice price

Resident(s) hereby acknowledges and understands they will be charged for damages to the apartment, common areas, and grounds that are caused by carelessness, misuse, or neglect on the part of the tenant, household members or visitors. The resident is obligated to reimburse the property for damages within 30 days after the tenant receives a bill from the owner. These bills will be limited to actual and reasonable costs incurred by the property for repairing any damages. The list of charges above is not all inclusive and is subject to increase with inflation. Residents will be charged for any damages such as leaking oil in the parking lots, repairs for driving or parking on any part of the lawn, improperly disposing of trash/furniture, cleaning HVAC duct work if found violating the smoking policy, and any other damage identified during their tenancy. Any damages not listed above will be billed at a rate to include invoice cost, plus materials, plus any associated labor. No alterations or modifications to the apartment or common areas can be made without the written consent of the landlord.

PARTNERSHIP
PROPERTY MANAGEMENT

EQUAL HOUSING OPPORTUNITY

FAIR HOUSING IS THE LAW

Partnership Property Management

Partnership Property Management is committed to the letter and spirit of the Fair Housing Act, which among other things, prohibits discrimination against persons with disabilities. In accordance with our statutory responsibilities and management policies, we will make reasonable accommodations in our rules, policies, and practices when such accommodation may be necessary to afford persons with disabilities an equal opportunity to use and enjoy their housing communities. Please see your Site Manager if you would like to request such an accommodation, or contact our 504 Coordinator at the address or number listed below.

Hostile Environment & Sexual Harassment

All employees are expected to treat prospective and current residents politely, professionally and equally. All residents and guests are expected to treat the staff, other residents, and their guests politely, professionally and equally. Partnership Property Management will not tolerate residents or guests of residents, who interfere, coerce, intimidate, harass, or threaten any resident in the exercise or enjoyment of their apartment.

U. S. Department of Housing and Urban Development

EQUAL HOUSING OPPORTUNITY

We Do Business in Accordance With the Federal Fair Housing Law

(The Fair Housing Amendments Act of 1988)

It is Illegal to Discriminate Against Any Person Because of Race, Color, Religion, Sex, Handicap, Familial Status, or National Origin

In the sale or rental of housing or residential lots

In advertising the sale or rental of housing

In the financing of housing

In the provision of real estate brokerage services

In the appraisal of housing

Blockbusting is also illegal

Anyone who feels he or she has been discriminated against may file a complaint of housing discrimination:
1-800-669-9777 (Toll Free)
1-800-927-9275 (TTY)
www.hud.gov/fairhousing

U.S. Department of Housing and Urban Development
Assistant Secretary for Fair Housing and Equal Opportunity
Washington, D.C. 20410

Previous editions are obsolete

form HUD-928.1 (8/2011)

We at **Partnership Property Management** are glad you have chosen us for your housing needs. We value your tenancy and are committed to treating you politely, professionally, and equally, giving you the courtesy and respect you deserve. If you ever feel we are not living up to that commitment, please contact our 504 Coordinator to discuss how we can better serve you.

Call: 336-544-2300

Or write to: P.O. Box 26405 Greensboro, NC 27404

Language Assistance Plan For Individuals with Limited English Proficiency

LANGUAGE ASSISTANCE PLAN (LAP) FOR INDIVIDUALS WITH LIMITED ENGLISH PROFICIENCY (LEP)

Partnership Property Management has taken steps to ensure that all individuals have meaningful access to the housing services provided. A **L**anguage **A**ssistance **P**lan (LAP) has been developed to identify those individuals who may have **L**imited **E**nglish **P**roficiency (LEP) along with steps that have been taken, that are being taken, and that will be taken in order to assist those individuals.

Telecommunication Relay Services (TRS) permit persons with a hearing or speech disability to use the telephone system via a text telephone (TTY) or other device to call persons with or without disabilities. Dial 711 to be automatically connected to a TRS operator. By dialing 711 both voice and TRS users can initiate a call from any telephone anywhere in the US and the service is free. Our office accepts 711 phone calls. In addition to the TRS service, Partnership Property Management has an established relationship with vendors who provide 24/7/365 interpretation services in over 240 different languages. LAP manuals are available at each office location with details concerning the 4-factor analysis and step by step instructions for staff use.

REPORT CONCERNS

Direct all inquiries concerning our housing practices to our Director of Fair Housing at (336) 544-2300 or write to us at PO Box 26405, Greensboro, NC 27404, Attention: Director of Fair Housing. You may also email us at fairhousing@partnershippm.com.

INFORMAR PREOCUPACIONES

Dirija todas las consultas relacionadas con nuestras prácticas de vivienda a nuestro Director de Vivienda Justa al (336) 544-2300 o escríbanos a P.O. Box 26405, Greensboro, NC 27404, Atención: Director de Vivienda Justa. También puede enviarnos un correo electrónico a fairhousing@partnershippm.com.

ENGLISH

"Free interpreter service is available (provided) for your convenience if you need"

SPANISH

Provee servicio de interpretes gratis si los solicita para tratar sus asuntos.

RUSSIAN

«Бесплатный сервис переводчиков доступен (предоставляется) для вашего удобства»

UKRANIAN

"Безкоштовна послуга перекладача доступна (надається) для вашої зручності, якщо вам потрібно"

CHINESE

"如果需要，可以提供（提供）免费的口译服务，以方便您"

"Rúguǒ xūyào, kěyǐ tígōng (tígōng) miǎnfèi de kǒuyì fúwù, yǐ fāngbiàn nín"

PARTNERSHIP PROPERTY MANAGEMENT

EQUAL HOUSING OPPORTUNITY

VAWA – CERTIFICATION OF DOMESTIC VIOLENCE, DATING VIOLENCE, SEXUAL ASSAULT, OR STALKING, AND ALTERNATE DOCUMENTATION

VIOLENCE AGAINST WOMEN ACT

Purpose of Form: The Violence Against Women Act ("VAWA") [1] protects applicants, tenants, and program participants in certain HUD, RD, LIHTC, and HOME programs from being evicted, denied housing assistance, or terminated from housing assistance based on acts of domestic violence, dating violence, sexual assault, or stalking against them. Despite the name of this law, VAWA protection is available to victims of domestic violence, dating violence, sexual assault, and stalking, regardless of sex, gender identity, or sexual orientation.

Use of This Optional Form: If you are seeking VAWA protections from your housing provider[2], your housing provider may give you a written request that asks you to submit documentation about the incident or incidents of domestic violence, dating violence, sexual assault, or stalking.

In response to this request, you or someone on your behalf may complete this optional form and submit it to your housing provider, or you may submit one of the following types of third-party documentation:

(1) A document signed by you and an employee, agent, or volunteer of a victim service provider, an attorney, or medical professional, or a mental health professional (collectively, "professional") from whom you have sought assistance relating to domestic violence, dating violence, sexual assault, or stalking, or the effects of abuse. The document must specify, under penalty of perjury, that the professional believes the incident or incidents of domestic violence, dating violence, sexual assault, or stalking occurred and meet the definition of "domestic violence," "dating violence," "sexual assault," or "stalking" in HUD's regulations at 24 CFR 5.2003.
(2) A record of a Federal, State, tribal, territorial or local law enforcement agency, court, or administrative agency; or
(3) At the discretion of the housing provider, a statement or other evidence provided by the applicant or tenant.

Submission of Documentation: The time period to submit documentation is 14 business days from the date that you receive a written request from your housing provider asking that you provide documentation of the occurrence of domestic violence, dating violence, sexual assault, or stalking. Your housing provider may, but is not required to, extend the time period to submit the documentation, if you request an extension of the time period. If the requested information is not received within 14 business days of when you received the request for the documentation, or any extension of the date provided by your housing provider, your housing provider does not need to grant you any of the VAWA protections. Distribution or issuance of this form does not serve as a written request for certification.

Confidentiality: All information provided to your housing provider concerning the incident(s) of domestic violence, dating violence, sexual assault, or stalking shall be kept confidential and such details shall not be entered into any shared database. Employees of your housing provider are not to have access to these details unless to grant or deny VAWA protections to you, and such employees may not disclose this information to any other entity or individual, except to the extent that disclosure is: (i) consented to by you in writing in a time-limited release; (ii) required for use in an eviction proceeding or hearing regarding termination of assistance; or (iii) otherwise required by applicable law.

[1] *Despite the name of this law, VAWA protection is available regardless of sex, gender identity, or sexual orientation.*

[2] *Housing providers cannot discriminate on the basis of any protected characteristic, including race, color, national origin, religion, sex, familial status, disability, or age. HUD-assisted and HUD-insured housing must be made available to all otherwise eligible individuals regardless of actual or perceived sexual orientation, gender identity, or marital status.*

(for example, the affiliated individual is in your care, custody, or control); or any individual, tenant, or lawful occupant living in your household.

Violence Against Women Act (VAWA) continued

TO BE COMPLETED BY OR ON BEHALF OF THE VICTIM OF DOMESTIC VIOLENCE, DATING VIOLENCE, SEXUAL ASSAULT, OR STALKING

1. Date the written request is received by victim: _____
2. Name of victim: _____
3. Your name (If different from victim's): _____
4. Name(s) of other family member(s) listed on the lease: _____
5. Residence of victim: _____
6. Name of the accused perpetrator (if known and can be safely disclosed): _____
7. Relationship of the accused perpetrator to the victim: _____
8. Date(s) and times(s) of incident(s) (if known): _____
9. Location of incident(s): _____

In your own words, briefly describe the incident(s):

_____

_____

_____

_____

This is to certify that the information provided on this form is true and correct to the best of my knowledge and recollection, and that the individual named above in Item 2 is or has been a victim of domestic violence, dating violence, sexual assault, or stalking. I acknowledge that submission of false information could jeopardize program eligibility and could be the basis for denial of admission, termination of assistance, or eviction.

Signature _____ Signd on (Date) _____

Public Reporting Burden: The public reporting burden for this collection of information is estimated to average 1 hour per response. This includes the time for collecting, reviewing, and reporting the data. The information provided is to be used by the housing provider to request certification that the applicant or tenant is a victim of domestic violence, dating violence, sexual assault, or stalking. The information is subject to the confidentiality requirements of VAWA. This agency may not collect this information, and you are not required to complete this form, unless it displays a currently valid Office of Management and Budget control number.

Fire Extinguishers

Fire safety, at its most basic, is based upon the principle of keeping fuel sources and ignition sources separate.

Three things must be present at the same time to produce fire:

1. **Enough oxygen to sustain combustion.**
2. **Enough heat to reach ignition temperature.**
3. **Some fuel or combustible material.**

Together, they produce the chemical reaction that is fire. Take away any of these things and the fire will be extinguished.

Classification of Fuels

Not all fires are the same, and they are classified according to the type of fuel that is burning. If you use the wrong type of fire extinguisher on the wrong class of fire, you can, in fact, make matters worse. It is therefore very important to understand the four different fire classifications.

Class A-Wood, Paper, Cloth, Trash, Plastics, Natural Products

Solid combustible materials that are not metals. (Class A fires generally leave an ash.)

Class B-Flammable Liquids: Gasoline, Oil, Grease, Acetone

Any non-metal in a liquid state, on fire. This classification also includes flammable gases. (Class B fires generally involve materials that boil or bubble.)

Class C-Electrical: Energized Electrical Equipment

As long as it is "plugged in" it would be considered a Class C fire. (Class C fires generally deal with electrical current.

Class D-Metals: Potassium, Sodium, Aluminum, Magnesium

Unless you work in a laboratory or in an industry that uses these materials, it is unlikely you'll have to deal with a Class D fire. It takes special extinguishing agents (Metal-X, foam) to fight such a fire.

Types of Fire Extinguishers - Dry Chemical Extinguishers (The Most Common Type of Extinguisher)

Dry Chemical Extinguishers come in a variety of types. You may see them labeled "DC" (dry chem.), ABC, indicating that they are designed to extinguish class A, B and C fires, or BC, indicating that they are designed to extinguish class B and C fires.

Note: Partnership Property Management does not under any circumstances expect or require you to fight a fire.
Our recommendation to you is to exit the building through the nearest exit if you are inside and then call 911.

How to Use a Fire Extinguisher **-** It's easy to remember how to use a fire extinguisher, if you can remember the acronym PASS, which stands for:

P ull the pin.
This will allow you to discharge the extinguisher. Be sure to stand back six to ten feet from the fire.

A im at the base of the fire.
If you aim at the flames (which is frequently the temptation), the extinguishing agent will fly right through and do no good. You want to hit the fuel.

S queeze the top handle or lever.
This depresses a button that releases the pressurized extinguishing agent in the extinguisher.

S weep from side to side
until the fire is completely out. Start using the extinguisher from a safe distance away, then move forward. Once the fire is out, keep an eye on the area in case it re-ignites.

Cooking & Fire Prevention

Cooking is often a relaxing and fun task that brings family and friends together, but cooking is also the number one cause of home fires and home injuries. Being mindful while you cook, however, can go a long way to helping prevent these fires. Here are a few things you need to know about cooking safely:

Cooking Fire Safety Facts

- Unattended cooking is the leading factor in home cooking fires.
- Ranges account for the largest share of home cooking fire incidents.
- Frying poses the greatest risk of fire.
- Thanksgiving is the peak day for home cooking fires.

Cooking Fire Safety Tips

- Be on Alert! If you are tired or under the influence, do not use the stove or oven.
- Don't leave the stove unattended when in use.
- Use a timer to remind you when food should be finished.
- Keep anything that could catch fire – oven mitts, wooden utensils, food packaging, towels, etc. away from your stove top.
- Always check the oven to ensure it is empty before pre-heating.
- Keep a pan lid or cookie sheet nearby to cover the pan if it catches on fire.
- Keep articles of clothing such as loose sleeves, shirts, etc. away from hot burners.
- Don't overfill pot/pans.
- Keep your oven and stovetop clean and free of grease spills and food debris.
- Some stove tops may be equipped with "Burner Safety Elements" or "Smart Burners" which are both designed to help prevent cooking fires, but these devices are not a substitute for proper cooking precautions.
- Program requirements prohibit the use of aluminum foil in stove top drip pans or inside ovens. Aluminum foil and similar products can create a fire hazard and are not allowed.

General Fire Prevention Tips

- Don't store combustible items in unit. These items include charcoal lighter fluid, Match Light style charcoal, kerosene, propane, gasoline, or other flammable products.
- Avoid candles when possible and never leave candles unattended.
- Use surge protectors.
- Don't overload or piggyback surge protectors or outlets.
- Clean your dryer lint trap before each use.
- Store lighters and matches out of the reach of children and other irresponsible individuals.

Grills

Grilling out is a great way to enjoy the outdoors. Unfortunately it is also a fire and safety hazard that is heavily regulated within an apartment community.

- Gas grills are strictly prohibited on all properties due to the fire code not allowing propane to be stored.
- Charcoal grills are also prohibited on some properties. Please refer to your lease to determine if any grills are allowed. Charcoal lighter fluid and Match Light style charcoal cannot be stored at an apartment community.
- If allowed, charcoal or electric grills must be a minimum of 10 feet away from the building when in use.
- Charcoal should be allowed to cool completely before being disposed of in the dumpster.
- Grills cannot be stored in the yard or inside of your apartment.

U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT

E-SCOOTER AND E-BIKE SAFETY TIPS

Help Prevent Injuries and Fires from Lithium-ion Batteries

Residents can do their part to help prevent fires from electric scooters and bikes.

Increase prevention by following these recommended tips:

DO'S

- Always be present when charging devices using lithium-ion batteries.
- Only use the charger that came with your device.
- Only use an approved replacement battery pack.
- Follow the manufacturer's instructions for proper charging and unplug the device when done.

DONT'S

- Never charge while sleeping.
- Never use these devices with a battery pack that has been modified/reworked by unqualified personnel or with repurposed or used cells.
- Never throw lithium batteries into the trash or general recycling. Instead, take them to your local battery recycler or hazardous waste collection center

PARTNERSHIP

PROPERTY MANAGEMENT

SMARTBURNER™

LOOK SMART. **COOK** SMART. **SAVE** SMART.

Conventional Technology	SmartBurner Technology

General Information:

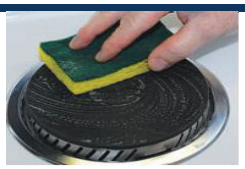
- According to the National Fire Protection Association (NFPA), cooking fires are the number one cause of fires in homes and apartments accounting for around 67% of the total fires
- SmartBurner™ uses temperature limiting control technology to limit the temperature of the burner. This technology helps prevent oils, foods, and other items left on the hot burner from auto igniting into a fire.
- Although SmartBurner™ limits the high end temperature, it still delivers more than enough heat to boil water (212F) and to cook every- day foods effectively and efficiently.
- Temperature limiting technology saves on energy consumption and lowers your electric bill.
- SmartBurners™ are designed to HELP prevent fires, but are not a failsafe device. Common sense cooking practices should be observed at all time. Do not leave items unattended on the stove.

Cooking:

- The cast iron plate should not get "glowing red" like a regular coil. Water will take about 10% longer (Approx. 1-2 minutes) to boil than it does on a regular coil. If you notice a SmartBurner™ glowing red, the burner may be defective and **you should immediately report the issue by submitting a maintenance service request.**
- To maximize cooking performance follow these simple tips:
  - Use pots and pans with flat bottoms
  - Use aluminum or stainless steel cookware
  - Use a lid when boiling water and when cooking other foods
- **NEVER LEAVE GREASE OR FOOD UNATTENDED WHILE COOKING**
- To learn more about these easy to follow tips please visit www.pioneeringtech.com to review the document "Getting the Most from Your SmartBurner™".

Care and Use:

- **ALWAYS** ensure the burner is cool before attempting to clean it.
- **NEVER** immerse or soak the burner in water.
- STEP 1: Use mild dish soap, a SOFT sponge with a green scrub pad on one side, and warm/hot water when cleaning your smart burners. Clean the SmartBurner™ by rubbing firmly in a circular motion.
- STEP 2: Rinse the sponge thoroughly and wipe the SmartBurner™ plate to remove dirt and excess soap.
- STEP 3: Dry the damp SmartBurner™ plate with a paper towel or dry soft cloth. The SmartBurner™ surface is now clean and ready to use.
- STEP 4: The stainless steel rings can easily be removed from the burner for cleaning.



NEVER LEAVE FOOD OR GREASE UNATTENDED ON/IN A HOT STOVE/OVEN

Smoke Detectors & Carbon Monoxide Detectors

Smoke Detectors are a valuable safety device designed to save lives in the event of a fire by warning occupants of excessive smoke in the apartment. All apartments are equipped with one or more smoke detectors.

Carbon Monoxide Detectors ("CO") are installed in apartments that are equipped with natural gas/propane burning appliances, water heaters, or furnaces. CO detectors may also be installed in apartments with attached garages. CO detectors alert residents of the presence of carbon monoxide which is a colorless and odorless gas that can cause serious and potentially life threatening health effects.

To help prevent carbon monoxide exposure, kerosene, propane, and other fossil fuel burning space heaters are <u>STRICTLY PROHIBITED</u>. Electric space heaters are also highly discouraged.

Partnership Property Management periodically tests smoke and CO detectors. Additionally, residents are also required to periodically inspect their own smoke & CO detectors to ensure they are operating properly. Tenants are prohibited from removing batteries from these life saving devices. Residents are responsible for replacing batteries in smoke and CO detectors. If a detector begins to beep, please complete a Request for Maintenance form immediately and our maintenance team will address your concerns as expeditiously as possible.

Call for Aid – Pull Stations

Some apartments may be equipped with "Call for Aid" pull stations. These pull strings only activate a local bell and flashing light on the exterior of the apartment. The hope is that a neighbor will hear or see the signal for assistance and contact the appropriate agency (police, fire, or rescue) or alert the on-site management team. These pull stations are not tied into any system that automatically alerts emergency services.

These important devices should not be blocked by furniture. Also, the cords for these devices cannot be taped up, tied up, or otherwise restricted. Cords must reach down to the baseboard along the floor in the event a resident or guest falls and is unable to reach up to access the call for aid switch.

Blocked Windows and Other Means of Egress

Each living area in an apartment must provide for two independent emergency escape routes to the outside, or "means of egress."

- For the living rooms, dining rooms and the kitchens, the emergency exit is any combination of the front door, back door, patio door or a bedroom window.
- For bedrooms, the bedroom door and a window must serve as the two means of egress. Only one window needs to comply for each bedroom.
- If furniture is blocking a means of egress, it is a life-threatening/health and safety violation and will be considered a lease violation. For properties with state or federal assistance, a blocked egress is also considered a program violation.

Mold, Mildew, and Moisture Prevention

Molds are part of the natural environment that we are all exposed to every day. Outdoors, molds play a part in nature by breaking down dead organic matter such as fallen leaves or dead trees. There are many different types of mold spores in the environment and not all of these mold spores pose health concerns. Since mold spores are naturally occurring, there is no practical way to eliminate all molds and mold spores in the indoor environment; the way to control indoor mold growth is to control moisture. Molds cannot grow without moisture. Please review the following tips to help prevent mold, mildew and moisture in your home:

- Maintaining a constant temperature inside your home by always running your heating/air conditioning unit can help prevent moisture issues. Your air conditioning unit is designed to reduce natural humidity in the air inside your home. Not running your heating/air conditioning unit is a violation of your lease and may be grounds for lease termination.
- Excessive cooking can increase humidity level inside your home. Always utilize the fan on your range hood when cooking.
- Showering also increases the humidity level inside your home. Always run the bathroom exhaust fan when showering and for 5-10 minutes after the shower is turned off.
- Clothes dryers that are not properly vented can also introduce excessive moisture back into the indoor air. We recommend using a semi-ridged aluminum dryer venting duct. Do NOT use vinyl style vents as these can melt easily and pose a fire hazard.
- Do not hang wet clothes inside and allow them to air dry as this also introduces excessive moisture into the indoor air.
- Report any leaks, drips, ceiling staining, or other potential water intrusions issues immediately to the on-site management/maintenance team.
- Windows are a location where residents may see mildew buildup from time to time. Residents are responsible for cleaning their windows to help prevent this. Opening your blinds and allowing natural sunlight to come into your home is also beneficial in helping to eliminate mold & mildew.
- Leaving your windows open constantly can allow exterior humidity to enter your home causing issues. We would recommend only opening windows during nice weather for short periods of time.
- Since mold is a part of the natural decaying process, residents will inadvertently bring mold into their homes on live plants. An excessive number of live potted plants can be a source for increased moisture as well as increased mold spores. We recommend a minimal number of indoor plants.
- Fish tanks and aquariums are typically not allowed. Open water sources such as aquariums can create a mold issue in a very short amount of time.
- In order to reduce the potential for water intrusion, water beds are typically not allowed.
- Residents should inspect under each sink, behind washing machines, and around other water sources regularly and report any suspected leak immediately to the on-site management/maintenance team.

For further information on Mold, Mildew, and Moisture in your home, please visit:
https://www.epa.gov/mold/brief-guide-mold-moisture-and-your-home

Grease Disposal & Plumbing Issues

Sewer line backups can create a mess inside your home. Preventing sewer line backups requires each resident to be knowledgeable about what not to dump or flush down the drains.

- Never dump cooking oils down the sink as these oils solidify and clog up drain lines. Cooking oils should be allowed to cool before being poured into a container and placed in the dumpster or trash receptacles.
- Never dispose of cooking oils in the yard, mulch, or woods around the property.
- Never flush sanitary items such as tampons, diapers, paper towels, feminine pads, wipes, rags, etc. down the toilet.

Partnership Property Management
Disclosures & Safety Acknowledgement

Partnership Property Management is concerned for your safety. While we cannot control every aspect of your home, we do feel it necessary to share with you some guidelines that might help you while you live with us. We want to make you aware of the following and let you know that if you ever have a concern for your safety or wellbeing, we want to be informed immediately so that we might assist you with your problem.

DISCLOSURES: - Asbestos, Radon, & Lead Based Paint

- Your property may have been tested for the presence of an environmental issue. If you wish to review any of these reports, please visit the site office and ask to review the "Environmental Notebook".

NOTE TO RESIDENTS

- Much of the information contained herein was furnished by the Institute of Real Estate Management and HUD.
- It is not the intent of IREM or Partnership Property Management to imply that anyone will be totally safe, or will not be a victim of crime, if they review and follow these guidelines and suggestions.
- If you disagree with any item or items included in our notes and newsletter, then use your own common sense to determine what is best for you and your family.

Thank you!

Partnership Property Management

Partnership Property Management

Asbestos General Information & Disclosure

Asbestos is a common building material that may have been used in many buildings constructed prior to the mid 1980's. Some building products such as floor tile are still manufactured and sold today that contains asbestos.

The US EPA has determined that the mere presence of asbestos materials does not pose a health risk to residents or employees, and that such materials are safe as long as they are not disturbed or dislodged in a manner that causes the asbestos fiber to be released. Sanding, scraping, pounding, and other remodeling techniques that release dust may cause asbestos particles to become airborne.

EPA rules do not require the material to be removed. Federal law requires that reasonable precautions are taken to minimize the chance of damage or disturbance of asbestos containing materials.

This is a "warning" that the leased premises may contain asbestos and may expose occupants, workers, and/ or visitors to a chemical known to cause cancer. No improvements, altercations, modifications, or repairs to the premises shall be made without the express approval of the Landlord. This approval will depend upon a reasonable safe practice plan of protection from the release of or exposure to asbestos.

Tenants may hang only pictures and other wall ornaments with hangers that are less than one forth inch in diameter. Tenants will notify Landlord immediately where there exists a hole larger than one forth inch, evidence of a water leak, and/or any appearance of crumbling or peeling of the wallboard, ceiling, or floor tiles.

Tenant shall not sand, saw, or otherwise disturb any surface such as textured ceilings, drywall, or floor tiles where asbestos is commonly found. All unit alterations require landlord approval prior to any work being performed.

Radon General Information & Disclosure

What is Radon?

Radon is a naturally occurring colorless, odorless, radioactive gas found in most soils and rock. It is caused by the normal decomposition of uranium, releasing radium atoms that emit alpha particles into the air we breathe. It is everywhere; no state is exempt. Outdoors, the concentration is so nominal that its impact on human health is negligible. However, in confined quarters, high levels of radon can be problematic. When we breathe, we inhale the radioactive alpha particles that can then lodge in our lungs.

Radon is typically more prevalent in mountainous regions. If testing was conducted and it was determined that elevated levels of radon were present, mitigation efforts have been taken including the installation of radon ventilation fans. This low voltage fan ensures that there is ample air circulation to abate elevated levels of radon and eliminate any long term effects of radon on you and any family members.

If you wish to obtain additional information, the EPA has published a booklet on radon entitled Home Buyer's and Seller's Guide to Radon. A national hotline for radon is 1-800-SOS-RADON.

Lead Based Paint General Information & Disclosure

Housing built before 1978 may contain lead-based paint. Lead from paint, paint chips, and dust can pose health hazards if not managed properly. Lead exposure is especially harmful to young children and pregnant women.

Adults and Children can get lead into their bodies if they:

- Breathe in lead dust (especially during activities such as renovations, repairs, or painting that disturbs painted surfaces).
- Swallow lead dust that has settled on food, food preparation surfaces and other places.
- Eat paint chips or soil that contains lead.
- Lead is especially dangerous to children under the age of 6.
- At this age, children's brains and nervous systems are more sensitive to the damaging effects of lead.
- Children's growing bodies absorb more lead.
- Babies and young children often put their hands and other objects in their mouths. The objects can have lead dust on them.
- Children should not be allowed to chew on painted surfaces inside the apartment such as widow seals & door casings.
- Women with a high lead level in their system before or during pregnancy risk exposing the fetus to lead during fetal development.

Additional information can be found by visiting:
https://www.hud.gov/program_offices/healthy_homes/enforcement/disclosure

SLIPS, TRIPS, & FALLS CAN BE PREVENTED

A slip, trip or fall can lead to serious injuries and can change your life forever. Slips happen when there isn't enough friction or traction between your feet and the surface you're walking on. Trips happen when your foot strikes an object, causing you to lose your balance. Please review the following tips to help prevent a potentially painful accident:

- Be aware of your surroundings using caution with each step you take. Uneven walking surfaces are a leading cause of trips and falls.
- Don't use uneven or curling floor mats inside your home.
- Keep your apartment neat, clean & clutter free. Don't leave dirty laundry or other items lying around on the floor. Clean up spills, debris, toys, etc. as quickly as possible.
- Used designated sidewalks and avoid walking through the yard, shrub beds, natural areas and other areas not designated for pedestrian usage.
- Use caution when walking through a vehicular parking area or driveway.
- Be watchful for uneven asphalt, concrete, etc.
- Use a flashlight in dark environments to ensure you have adequate lighting.
- If work is being performed on or around your apartment, avoid the work area if possible and be attentive for tools, drop cords, and other equipment that is being used.
- In wet or icy weather, avoid going outside when possible. If going outside is unavoidable, ensure you are wearing shoes with proper soles for the condition. Always take your time when walking in wet or icy conditions.
- **Never use salt on icy sidewalks or steps** as salt can severely damage the surface. Sand or kitty litter will typically add some traction to icy surfaces, but it is best to avoid icy surfaces if possible.
- Utilize handrails when available, especially when walking up and down steps or ramps.

We care about our resident's safety. If you observe any unsafe environment in or around your apartment, please notify your Site Manager immediately or complete a Maintenance Service Request so we can assess the situation and take proper action.

Trash Disposal

Garbage disposal refuse containers are provided for your convenience. Removing garbage from your apartment promptly can help reduce odors and pest infestations. Below are a few notes to remember when disposing of your garbage:

- All garbage should be bagged and placed in the dumpster or other provided refuse containers. Do not pile garbage on top or around the dumpster.
- Garbage should not be placed on porches or in breezeways temporarily. Unattended bags of trash left on porches or in breezeways will be disposed of and the resident's account will be assessed a convenience fee.
- When discarding large empty boxes, please break your boxes down flat to allow for more room in the dumpster.
- Cooking grease should be allowed to cool and placed in a disposable container before being placed in the dumpster. Grease should never be poured down the sink.
- Disposing of bulky items, furniture, mattresses, etc. in or around the dumpster area is not allowed. In most municipalities, curbside furniture pick up is also not allowed. Residents should make arrangements to take bulky items to the local landfill.
- Hot charcoal should not be disposed of in the dumpster or other refuse containers.
- Please close the dumpster doors after disposing of your trash to prevent animals from scavenging.
- If one dumpster or refuse container is full, please use one of the other dumpsters or containers.

Crime Notice And Safety Tips For Residents

Dear Residents:

The widespread prevalence and escalation of crime is the number one concern of many United States citizens today. Robberies, assaults, vandalism, crimes against children, and drug-related activities are occurring generally in every neighborhood. Partnership Property Management wants you personally and your apartment community to be aware of the growing escalation of crime. Please keep in mind a few general safety and security guidelines which may reduce your risk of becoming a victim of crime. REDUCING THE OPPORTUNITY FOR CRIME IS CRIME PREVENTION.

Crime is a problem from which no one is immune. Crimes can be prevented when residents of apartment communities work together and in partnership with law enforcement agencies, the community at large, and the property management company. Some basic facts are:

- Criminals are of all ages, races, sexes, and sizes, and have different motivations.
- Crime reduces the overall quality of life by threatening human dignity, wasting human potential, disrupting families, inflating taxes and prices, and causing loss of property.
- We are all victims of crime, either directly or indirectly.
- Most crimes are crimes of opportunity. If you eliminate the opportunity, you may avoid the crime.
- In order for a crime to happen, there must be both an offender and a victim. The offender must have the desire, ability, and opportunity to commit a crime. The chances of us affecting the offender's desire and ability are relatively small. Crime prevention, therefore, primarily focuses on opportunity.
- Opportunity is the element of crime upon which residents can have the most direct immediate impact. Offenders tend to attack victims and environments offering the easiest opportunity and least risk. If residents can take a few simple precautions, they can reduce the risk of their becoming a victim or exposing their communities to victimization. Knowing your neighbors and looking out for your neighbors greatly reduces the opportunity for crime.

There is a violent crime - murder, rape, robbery and aggravated assault - committed every 24.6 seconds and a property crime - burglary, theft, motor vehicle theft and arson - committed every 4.1 seconds. Clearly, crime has to be considered one of the most serious social problems of our time. Your awareness of crime in your local community and neighborhood can be greatly enhanced daily by talking with your neighbors, watching the nightly news on TV, and reading your local daily news. A crime-free apartment community is certainly a benefit to all of us. Our law enforcement officers cannot be everywhere at once to prevent crime. Neighbor must help neighbor, so that we have a force to protect ourselves, our property, and our loved ones.

At Partnership Property Management we would like to work together with you and your neighbors to make your apartment community as crime-free as possible. Please let us know if you would like to have a "meet your neighbor" party, or "meet your law enforcement officers" gathering, or arrange a safety and security presentation by your local police department. Please let us know about lighting, locks on windows and doors that do not function properly, suspicious activities, and known illegal activities that are taking place. We can't promise that we can prevent criminal activity involving you and your property, but we do know that if we work together and increase each other's awareness of property activities and conditions, we will make a difference in reducing the opportunity for crime.

Some Personal Safety Tips For Apartment Residents

If crime is prevalent in your area, particularly at night time, make sure that your doors and windows are locked. Be conscious of at least two cleared exit routes from your home. Notify your site management staff immediately if any of your locks are not functioning properly.

Let family, friends, and/or colleagues know where you are and when you will leave your apartment, and have them check on you regularly. Know your Site Manager and Maintenance Caretaker by name and appearance. Write our company and insist on meeting them if you feel uncomfortable.

Keep a set of keys within easy reach to be used as a weapon if necessary while in the parking lot. If chemical sprays are not illegal in your state, have in your pocket, pocketbook, or car a can of chemical spray that can temporarily incapacitate an attacker. Always read label instructions and know applicable laws regarding chemical spray.

If you are in the parking lot or in an area of the property with a stranger, and you feel uncomfortable, get away as soon as possible. If you are attacked, yell for help. Some residents attach whistles, or chemical spray containers to their car keys to be available in the event of such an attack.

If you use a public restroom or laundry room or office area, check to see if anyone is inside that makes you feel uncomfortable. Remember, you can always come back later if necessary.

If you know that you will be leaving or entering your apartment late, park your car under a light and ideally near your apartment when possible. Have someone walk you to your car if possible.

If you cannot be accompanied before entering or leaving a parking lot, have your keys in your hand and your purse or package securely tucked under your arm. Police officers suggest that as you approach your car, check to see if there is anyone underneath it, or in the back seat. After you enter your car, or exit, lock all the doors.

Make it a point to observe the lighting in your parking lot and around your apartment at night. If you feel the lighting is inadequate, write a note to your Site Manager and request additional or brighter lights for your parking lot and walkway areas. Also, use your front and back doorway lights, if available, for additional entrance and exit lighting. Insist that all lights in your breezeways and/or parking lot areas be maintained and function properly at all times.

Beware of unknown individuals who insist on coming into your apartment, and cannot properly identify themselves. A peephole should be used if available, and if uncomfortable, do not answer the door at all.

Reporting A Crime/Reporting Suspicious Activities

- Report **suspicious activities** to your Site Manager as often as they occur, and to the police if necessary.
- Report **non-emergency** crimes immediately to your local police department first, and then to your Site Manager.
- If you feel comfortable, talk to your neighbors about suspicious activities, and definitely let them know about crimes that have occurred at your apartment community, and in your neighborhood and town.
- **For emergencies,** if your area uses a 911 emergency calling system, the following are general tips on how to make a call. Contact your local police department for specific information. Call 911 only for emergencies, some of which are crimes in progress.

- **Offender still at the scene of the crime**
- **Injured people still at the scene of the crime**
- **For serious accident**
- **For fires**
- **Any circumstance in which it is apparent that an injury or accident is about to occur**

When you make this call, follow these procedures:

- Remain calm, speak slowly and clearly.
- Tell why you are calling and explain the type of emergency. For example, say, "I want to report a fire"; "I want to report a break-in". If a crime is occurring as you are calling, say it is "in progress".
- Give the address, give the exact location of the emergency, including street number, floor, apartment number or any other information such as name or whether it is front or rear entrance.
- Give your name and location. Dispatcher will request your name, but you do not have to give it when reporting a crime unless you are a victim of that crime.
- Give the phone number from where you are calling. While this helps police, it is not required when making a 911 call.
- Stay on the line. If your call requires fire department and/or ambulances, your call will be transferred. There will be a click-click-click sound when the transfer occurs. DO NOT HANG UP.
- When describing a vehicle to the police or the 911 dispatcher, use the following characteristics: color, year, make, type make, body type, license number including state, other identification - "attachments, damage, etc.", direction of travel if the vehicle is moving.

Tips For Child Safety

- Keep matches and lighters out of children's reach. Test your smoke detector often and talk with your children about the alarm and what to do if they hear it.
- Test the water before you put your child in the bathtub. Stay with your children while they are in the tub, and while the water is running. If you think the water in your apartment is too hot, ask your maintenance caretaker to reduce the temperature setting on your water heater.
- Keep all hot liquids and food out of children's reach.
- Store poisonous cleaners and medicine out of children's reach and post the number of your local poison control center near your phone. Keep syrup of ipecac in your apartment, but never give it to a child without first calling your poison control center.
- Keep small objects out of the reach of young children. Round and hard foods are especially hazardous for children under 4. Avoid giving them hot dogs, nuts, raisins, hard candies, raw carrots, grapes, and popcorn.
- Prevent falls in your apartment by never leaving babies alone on furniture; use safety gates on stairs; strap children into high chairs and strollers; and move furniture away from windows. Consider placing window guards on windows that do not lead to fire escapes.
- Buy bike helmets for you and your children and insist that they wear them every time they ride bikes. Set an example by wearing yours.
- Place children in safety seats or safety belts when they are riding in motor vehicles. Use infant or convertible seats for babies who weigh less than 20 pounds. Use a booster seat for children between 40 and 60 pounds and a safety belt for older children.
- Make sure that children under 8 do not cross the street by themselves. Most young children believe that if they can see a car approaching, the driver can see them. Children also think that cars can stop instantly.
- Practice crossing the street safely with your children.
- Report all loose and peeling paint surfaces to management. Do not let your children chew on painted surfaces, or eat paint chips. Eating paint may make your child ill, and some older painted surfaces may contain lead paint which is very dangerous when consumed.
- Place furniture and cribs away from mini-blind cords. Tie all cords up out of the reach of children. Take away all opportunities for your small children to play with ropes and cords that may accidentally become wrapped around their neck. Eliminate all loops at the end of your blind cords.

Playground Safety

If provided, a playground is a great place for children to play and enjoy the outdoors, but with any recreational activity, accidents can occur if proper supervision and other precautions are not observed. Please read and follow the following items and use general parental type precautions when allowing your children or guest to enjoy the playground area.

- Use of playground equipment and other site amenities is at your own discretion and risk.
- Parents/Guardians should inspect the playground prior to letting children play. Report any dangerous condition to the on-site manager immediately and discontinue use until the issue is resolved.
- Playgrounds are reserved for residents and their guests.
- Appropriate clothing and shoes are required at all times.
- Some playground equipment may be designed with age and weight limit restrictions that must be adhered to. Equipment should be used in the manner intended by the manufacturer and residents should comply with all posted labels, warnings, and signs.
- No rough playing, yelling, profanity, or rude/offensive/unsafe behavior permitted.
- Only one person per swing at a time is allowed.
- No jumping off elevated platforms or out of swings is allowed.
- No dangerous items, glass bottles, knives, or other sharp items such as ink pens, jewelry, etc. are allowed in the play area and no smoking in the play area is permitted.
- Slides are designed for use in a feet first position.

Hurricane Preparedness

Hurricanes and tropical storms can bring high winds, heavy rain, storm surge (rise in water level), flooding and tornadoes. Preparation before a large and potentially dangerous hurricane makes landfall, can prevent significant damage and help keep you and your household safe. Below are some useful resources and a hurricane survival checklist that can be utilized by residents to help them prepare.

What to Do: Before

Make Plans to Stay Safe

Determine your best protection from high winds and flooding. Have a plan to evacuate and a plan to shelter safely.

- If advised to evacuate, do so immediately
- You may have to leave your home quickly and go to a safe place.
- Know where you will go, how you will get there and where you will stay.
- Plan well in advance if you will need help leaving or use public transportation.
- Plan ahead by preparing to evacuate to a safe location.

Plan to Shelter Safely

Be ready to live without power, water, gas, phone and internet for a long time.

- Stay away from windows and doors during high winds.
- Close your windows and ensure your storm doors are closed and securely latched.
- Be aware that flooding can happen quickly. Have a plan to evacuate fast before floodwaters reach you.
- Create a personal support team of people you may assist and who can assist you.

Plan to stay connected

- Sign up for free emergency alerts from your local government.
- Plan to monitor local weather and news.
- Have a backup battery or a way to charge your cell phone.
- Have a battery-powered radio during a power outage.
- Understand the types of alerts that you may receive and have a plan to respond when you receive them.
  - A **WATCH** means Be Prepared!
  - A **WARNING** means Take Action!

Gather Emergency Supplies

Gather food, water and medicine. Stores and pharmacies might be closed. Organize supplies into a Go-Kit and a Stay-at-Home Kit.

- Go-Kit: at least three days of supplies that you can carry with you. Include backup batteries and chargers for your devices (cell phone, CPAP, wheelchair, etc.)
- Stay-at-Home Kit: at least two weeks of supplies.
- Have a 1-month supply of medication in a child-proof container and medical supplies or equipment.
- Keep personal, financial and medical records safe and easy to access (hard copies or securely backed up). Consider keeping a list of your medications and dosages on a small card to carry with you.

Protect Your Home – Wind

- Secure or bring inside items stored on your porches or patios that could blown away by high winds

Protect Your Belongings – Flood

- Notify Management if you notice a drain or gutter that may be clogged.
- Remember, Management has no insurance to protect your personal items in the event of fire, flood, wind damage, theft, or other peril. Renters insurance policies are available at very affordable rates.

Hurricane Preparedness (continued)

What to Do: During

If local authorities advise you to evacuate, go right away.

- Bring your Go-Kit.
- Follow evacuation routes and do not try to take shortcuts because they may be blocked.
- Check with local officials for shelter locations.
- Download maps before the storm.

Determine your best protection for high winds and flooding.

- Stay away from glass windows and doors.
- Move to higher ground before flooding begins.
- **Never walk, swim, or drive through floodwater. Remember, Turn Around! Don't Drown!**

What to Do: After

Stay Safe

- Wait for officials to say it is safe before going back home.
- Avoid damaged or fallen power lines, poles and downed wires. They can electrocute you.
- Do not touch floodwaters because they may contain sewage, bacteria and chemicals that can make you ill.
- If power is out, use flashlights or battery-powered lanterns to reduce fire risk.
- Be aware of carbon monoxide poisoning. Prevent carbon monoxide poisoning. Gasoline, propane, natural gas or charcoal-burning devices should never be used inside an apartment or even outside near an open window. Carbon monoxide can't be seen or smelled, but it can kill you fast. If you start to feel sick, dizzy or weak, get to fresh air right away – do not delay.

Cleanup Safely

- Wear appropriate protective equipment including gloves, goggles and boots.
- Clean and disinfect everything that got wet.
- Management will work with vendor to remove heavy debris.
- Cleaning up is a big job. Take breaks and take care of yourself.

Take Care of Yourself

- It's normal to have a lot of bad feelings, stress or anxiety.
- Eat healthy food and get enough sleep to help you deal with stress.
- You can contact the Disaster Distress Helpline for free if you need to talk to someone. Call or text **1-800-985-5990**.

Stay Healthy

- When in doubt, throw it out! Throw out food that got wet or warm.
- Ask your healthcare provider or doctor about refrigerated medicines.
- Hurricanes and flooding can make drinking water unsafe. Monitor your local health department for information about drinking water safety.

Hurricane Preparedness (continued)

USEFUL RESOURCES:

- ☐ National Hurricane Center - https://www.nhc.noaa.gov/
- ☐ American Red Cross - https://www.redcross.org/get-help/how-to-prepare-for-emergencies/types-of-emergencies/hurricane.html
- ☐ Federal Emergency Management Agency ("FEMA") - https://www.fema.gov/
- ☐ Evacuation Zones
    - NC - https://www.ncdps.gov/our-organization/emergency-management/emergency-preparedness/know-your-zone
    - SC - https://hurricane.sc/know-your-zone

HURICANE SURVIVAL CHECKLIST:

Have a two-week supply of each item for every person in your home:

Water

- ☐ 2 gallons of drinkable water per day, per person
- ☐ Store water in clean plastic containers
- ☐ Extra water will be needed if there is a pet in the home

Food - Purchase foods that require no refrigeration and little preparation such as:

- ☐ Ready-to-eat canned food
- ☐ Canned juices, milk, soup (if powdered, store extra water)
- ☐ Snacks: cookies, cereal, etc.
- ☐ Soft drinks, instant coffee, tea
- ☐ Lots of ice (you can freeze your water supply)

For Baby

- ☐ Formula, bottles, powdered milk, jarred baby foods
- ☐ Diapers, moist towelettes and special medications

Pets

- ☐ Newspapers or cat litter
- ☐ Moist canned foods (to preserve water)
- ☐ Plastic sheets to cover floor of pet's room

Medicine

- ☐ First aid kit
- ☐ Rubbing alcohol
- ☐ Aspirin, non-aspirin pain reliver, antacid
- ☐ Extra prescription medication – (Ask your physician how to store prescription medications)

Personal Items

- ☐ Toilet Paper, towels, soap, shampoo
- ☐ Personal and feminine hygiene products
- ☐ Denture needs, contact lenses and an extra pair of eyeglasses
- ☐ Sun protection, insect repellent
- ☐ Several flashlights/lanterns with back up batteries
- ☐ Battery backup for charging phone or electronic devices
- ☐ A battery-operated radio