

## ***CENTRAL TEXAS HOUSING CONSORTIUM***

# **ADAMS BEND APARTMENTS & RAIN TREE APARTMENTS RESIDENT HANDBOOK AND COMMUNITY POLICIES**

### **ADAMS BEND APARTMENTS**

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**This Handbook will be updated periodically and is available at the websites listed above. We recommend you review it occasionally to make sure you remain in compliance with any community policy changes.**

### **EMERGENCIES:**

For Maintenance Emergencies, call the office of your complex during regular business hours. Call 770-8280 after hours, on weekends and holidays, or if the Complex Manager is unavailable during regular business hours.

*Note: Maintenance emergencies are defined as those situations where a work order is needed to correct a condition that poses an immediate threat to life, health safety or property, or related to fire safety.*

For all other emergencies, dial 911.

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# WELCOME

Welcome to our neighborhood! We are pleased that you have chosen to make your home with us. This Resident Handbook is designed to familiarize you with your new community. Please keep it handy and discuss these policies with all members of your household. Many questions you may have are answered in it. It is our desire to provide the highest quality living environment possible for our residents. The information provided in this handbook is also part of your legal obligations under your lease. Thank you very much for your cooperation, because together we can make your new home a great place to live!

## FAIR HOUSING STATEMENT

Management is committed to compliance with all federal, state and local Fair Housing Laws. In the spirit of these laws, your community policies are designed to provide for consistent and fair treatment of all residents.

## GOOD NEIGHBOR POLICY

All policies apply to residents, occupants and their guests. Please remember your neighbor's right to live peaceably and quietly and help us maintain an environment favorable to all residents.

## COMMUNITY POLICIES

**Alcoholic Beverage Consumption.** Drinking of alcoholic beverages in areas outside of your apartment is not permitted.

**Barbecue Grill Use.** Fire laws and insurance requirements prohibit the use of BBQ grills in breezeways, on balconies, patios or within 10 feet of a building. The City of Temple can fine violators of this rule between \$50 and \$2000. Never leave the grill unattended even for a moment or place hot or warm coals in the dumpsters. The grill may be stored on the patio, balcony or breezeway (out of the way of foot traffic). Lighter fluid and charcoal must be stored inside the unit when not in use.

### **Basketball Court General Information & Policy. (Adams Bend Only)**

General: The court will be opened daily and available for use from 8:30 a.m. to 10:00 p.m. It will be monitored by management when the office is open. During evenings, weekends and holidays, it will be monitored by an owner appointed representative.

The representative will be responsible for court policy enforcement and compliance while working in accordance with the procedures provided by Adams Bend, and will be acting on behalf of and in place of management. As a result, the representative has the authority to request persons who are violating court rules to cease their behavior and if necessary request that they leave the court area and/or complex.

#### Court Policies:

1. The basketball court may be used by residents, occupants and authorized guests only.
2. Parents or guardians of a child are responsible for the child's rule compliance.
3. Persons using the basketball court do so at their own risk. Owner assumes no responsibility for accident or injury or lost, damaged or stolen property.
4. Radios, stereos or other musical instruments may not be used in or around the court area.
5. Activities which disturb other residents are not allowed on or near the court area.
6. Food may not be consumed in the court area at any time. Glass drink containers are not allowed.
7. Any person who is, in the sole judgment of owner's representative, under the influence of alcoholic beverages, drugs or is ill, may be excluded from the court area at any time.
8. Residents shall be responsible for paying clean-up expenses, repair costs or damages caused by the resident, resident's occupants or guests.
9. Resident should ask others to cease rule violations and notify owner's representative of them.
10. VIOLATING THESE RULES WILL RESULT IN LOSS OF COURT PRIVILEGES.

**Businesses.** Conducting any kind of business (including child care services) in your apartment is prohibited - except that any lawful business conducted "at home" by computer, mail, or telephone is permissible if customers, clients, patients, or other business associates do not come to your apartment for business purposes.

**Ceiling Fan Policy.** We reserve the right to refuse to install a ceiling fan if it has faulty wiring, missing parts, inappropriate décor or any other reason deemed valid by management or maintenance. The number of installed ceiling fans is limited to two per apartment regardless of the size of the unit. Swag fans hung from the ceiling are not acceptable in any room. All fans are to be installed using existing fixture wiring. The following limitations apply:

**Adams Bend:** Fan installation is not allowed in the living or dining rooms of upstairs apartments because of the vaulted ceilings in these areas. Fans are not allowed in the living room of downstairs units because wiring does not exist to accommodate the installation.

**Raintree Apartments:** Fan installation is limited to the bedrooms and dining room. If the living room has an existing ceiling fixture, a fan may be installed.

Residents provide fans to be installed by maintenance and pay for installation at the rates listed in the current Schedule of Charges.

Prior to move-out, contact management for removal of the installed fans.

**Fence.** A fence surrounds the entire Adams Bend complex. All residents, occupants and guests must use the main entrance when entering or leaving complex grounds except for the times the gate on the southwest side of the fence is open to allow students access to school buses and Western Hills Elementary. Residents will not receive a gate key. The gate will remain locked except for the times designated below when school is in session:

Monday through Friday – Opened 6:45 a.m. and relocked 8:30 a.m.  
Opened 2:30 p.m. and relocked 4:30 p.m.

For Adams Bend and Raintree, the following will be considered policy violations:

1. Climbing over or crawling under any section of the fence or gate.
2. Climbing between your complex fence and any adjoining property fence.
3. Destructive actions toward the fence, gate or gate lock.

**Fires Due to Negligence.** If a fire occurs due to your (you, your household, or guests) negligence, you will be charged the lesser of the deductible applicable to our insurance policy or the actual cost to repair the damage. We are not required to offer replacement housing if a fire occurs due to your negligence.

If a fire occurs in your unit, you will be required to attend the next available fire safety presentation provided by Temple Housing Authority.

**Holiday Decorations.** You may decorate for any holiday, but all decorations must be removed not later than two weeks after the holiday. For safety purposes, please do not leave lights burning on your Christmas tree when you are not home. Also, water live trees frequently to keep them from drying out and becoming a fire hazard.

**Inspections.** Apartments will be inspected on an annual basis. A notice is provided to each unit with the inspection date/time. Units not meeting Housing standards will be placed on monthly/quarterly inspections as required. Any deficiencies found in the unit will be repaired, and the resident may be responsible for the cost of those items. Please refer to your current Schedule of Charges for amounts.

**Laundry Equipment. (Raintree Only)**

**Dryer Provided in the Unit.** Do not overload the dryer. Clean the lint filter after every load.

**Washing Machine Provided in the Unit.** Do not overload washer. Remove all items from pockets of clothes prior to washing. Turn the washer off when you leave the apartment. The washer and dryer are for resident use only.

### **Laundry Policies. (Adams Bend Only)**

The laundry room by the office will be locked at 10:00 p.m. daily. Any clothing or other laundry items in the washing machines, dryers or laundry room must be removed and residents must vacate the facility before 10:00 p.m. Residents will not be located and allowed to remove their belongings prior to the door being locked. Any items left after 10:00 p.m. will have to be retrieved the next morning.

1. Laundry hours: 8:30 a.m. to 10:00 p.m. daily.
2. The laundry is for resident use only.
3. Children are not allowed to use the laundry room as a play area.
4. Loitering is prohibited.
5. Residents must follow posted instructions for machine use.
6. Residents are responsible for any damage they cause to the laundry equipment as a result of improper use.
7. Dyeing of clothing or other items is not allowed.
8. Only items which have been labeled "machine washable and dryable" by the manufacturer can be washed or dried in the laundry equipment.

**Move-Out Cleaning Instructions.** To receive a satisfactory rating and avoid cleaning charges, the apartment must be clean and free of trash and insect infestation. We recommend that you accompany management on the move-out inspection to determine its condition and provide the cost of any charges. The following cleaning instructions should be followed:

- **All Rooms**
  1. Clean all light switches, all window and sliding door tracks, windows, the front door, mini-blinds and all light fixtures and ceiling fans.
  2. Sweep patio and remove debris, trash, cobwebs, etc. from entire area. Clean patio light fixture. -
  3. All carpeted areas must be cleaned by a commercial carpet cleaning service provider. An invoice or receipt must be provided to preclude assessment of carpet cleaning charges.
  4. Remove debris from the apartment, including furniture, clothes hangers, phone books and trash bags.
  5. Replace all burned out or missing light bulbs with new bulbs.
  6. Replace inoperable or missing smoke detector batteries.
- **Bathroom(s)**
  1. Bath/Shower: Thoroughly clean tile, porcelain or fiberglass surfaces. Do not use Ajax or similar abrasive on fiberglass. Polish faucet sets and chrome.
  2. Commode: Remove disinfectant devices from the tank. Clean and disinfect all surfaces.
  3. Sink: Scrub and clean sink with appropriate cleanser and polish faucet set.
  4. Mirror: Clean with glass cleaner.
  5. Cabinets, Drawers, Medicine Cabinet: Remove all lining material, wash and disinfect all shelves and interior surfaces. Clean countertop and cabinet fronts.
  6. Floor: Sweep, clean and disinfect.
- **Kitchen**
  1. Refrigerator: Clean, wash and disinfect all surfaces.
  2. Range: Clean all surfaces to remove grease and burned-on particles. Thoroughly clean knobs and polish chrome surfaces. Clean underneath burners.
  3. Vent-a-hood: Clean all surfaces to remove grease and burned-on particles. Remove, clean and reinstall filter.
  4. Sink: Scrub and clean sink with appropriate cleanser and polish faucet set.
  5. Cabinets and Drawers: Remove all lining material, wash and disinfect all shelves and interior surfaces. Clean countertops and cabinet fronts.
  6. Thoroughly clean light fixture covers, electrical outlet covers and switch plate covers.
  7. Clean areas between appliances, walls and cabinets.
  8. Floor: Sweep and scrub.
  9. Clean dishwasher (inside and out).

Any security deposit refund will be returned by mail to the forwarding address you provide. **They are not available for pick-up at the office.**

**Notice Regarding Appliance Inventories, Filters and Smoke Detectors.** The maintenance department completes quarterly replacement of the filters for air conditioning units and checks smoke detectors quarterly. They also do an annual inventory of all appliances. Notices for the dates on which these tasks will be conducted will be posted in the office and delivered to each apartment annually. The notifications are provided in accordance with your lease. Entry into your apartment will be necessary to perform these tasks.

## **Parking Policy.**

- **Loitering** is not allowed in parking lots. If you see suspicious persons, strange vehicles or unusual activity, please notify the office and the police department (298-5500) immediately.
- **Parking spaces** are not assigned or reserved. Due to limited space, secondary vehicles, oversized commercial vehicles, and guests should park vehicles against the fence area.
- **Recreational activities** are not allowed in parking lots, breezeways or on sidewalks.
- **Recreational vehicles.** Boats, jet skis, campers, tractor-trailers and truck trailers cannot be brought onto the premises without obtaining prior written consent from management.
- **Speed limit** in the parking lot is 10 mph. For the safety of all residents, occupants and guests, please observe the speed limit.
- **Vehicle alarm systems** must be set so they are not frequently activated.
- **Vehicle maintenance or cleaning** is not allowed. Residents may change a flat tire while the vehicle is parked at our apartment community. Vehicle ashtrays should not be dumped onto the parking lot.
- **Vehicle towing policy.** Towing signs are posted at the entrances, therefore, all drivers entering complex grounds are notified that unauthorized, inoperable or illegally parked vehicles can be towed without further verbal or written notice to the vehicle operator or owner. Towing can be delayed or postponed, but our right to have a vehicle towed anytime in the future is not waived.

### **Definitions:**

“Towing Company” means an officially licensed company which employs persons who operate a tow truck. It includes the owner, operator, employee, or agent of a towing company.

“Unauthorized vehicle” means any vehicle parked, stored, or situated in or on a parking facility without the consent of the parking facility owner.

“Vehicle” means any kind of device that may be driven or towed on a public road, except bicycles. “Vehicle” includes operable or inoperable autos, trucks, motorcycles, recreational vehicles, and trailers.

“Vehicle Storage Facility” means a facility which is adequately secured and insured.

#### 1. **Prohibited Parking; Fire Lanes; Emergency Vehicles.**

Vehicles will be towed IMMEDIATELY AND WITHOUT WRITTEN OR ORAL NOTICE if the owner/operator of a vehicle leaves it unattended on Consortium property and the vehicle is parked so one of the following conditions exists:

- Obstructs traffic, entry, or exit of the parking lot.
- Blocks another vehicle from exiting a parking space.
- Is parked in or obstructs a marked fire lane.
- Is parked in a marked disabled parking space and does not have the required handicap tags.

In other cases such as those listed below, management is not required to notify the owner/operator when a vehicle is scheduled to be towed. However, as a matter of courtesy, vehicles in these categories may have a notice affixed to the windshield at least 24 hours prior to being towed.

- Is inoperable, leaking fluids, disabled, damaged or has expired license or inspection tags.
- Is parked in an unloading zone.
- Is parked in a trash pickup zone (unless the vehicle is parked in this area on the day trash is scheduled to be removed from the property.)
- Violates parking rules designated in the lease.
- Is parked in the area between the property line and the street curb.
- Is parked in an area not designated for parking.

#### 2. **Towing and Storage Costs.**

The vehicle’s owner/operator will have to pay towing and storage charges to the towing company before getting the vehicle back. The property owner will not be liable for any damages arising from the removal of the vehicles from unauthorized areas.

#### 3. **Prohibited and Restricted Parking Signs.**

Posted signs serve as notice to vehicle operators that unauthorized vehicle parking on complex grounds is prohibited.

**Patios, Breezeways, Porches, Sidewalks Balconies and Yards.** The following topics apply to these areas:

- Areas must be kept neat and clean.
- Bagged trash, trash cans are not to be left outside the apartment, even temporarily.
- Shades are not allowed to be hung (aluminum foil, bamboo shades, film or other material).
- Management reserves the right to monitor décor and appearance. Residents may be required to remove items that, in the sole judgment of management, detract from the appearance of the complex.
- Only patio style furniture, barbecue grills, bicycles and plants should be visible when stored on balconies or patios. Items may not be stored in the yard.
- Residents who wish to install a satellite dish or antenna should refer to the Satellite Dish section of this handbook.
- No bicycles, roller blades, etc. are allowed in these areas.

**Pet Policy.** A Pet Agreement must be executed between management and the resident before a pet can enter the property. All pets must be leashed at all times when outside the apartment. Pets are not allowed in common areas or other dwelling units. Pet owners must clean up after their pets and are responsible for disposing of pet waste. Refer to your Pet Agreement or contact management for more information about the Pet Policy.

### **Play Areas.**

Adams Bend residents, occupants and guests must use the facilities provided (court area, basketball courts and field area on west side of complex) to ride bicycles, roller blade, play football or for any other sports related activities.

Adams Bend and Raintree residents, occupants and guests must not ride bicycles, roller blade, play football or participate in any other sports related activities on sidewalks or in breezeways or parking lots.

### **Playground. (Adams Bend Only)**

The playground equipment is for everyone to enjoy. Guidelines applicable to residents, occupants and guests for its use follow:

1. The playground is closed from 10:00 p.m. to 8:30 a.m.
2. The playground is for use by residents, occupants and accompanied guests.
3. Residents are responsible for occupant's and guest's behavior.
4. Profanity is prohibited.
5. Children under 6 must be supervised by an adult.
6. Persons using the playground equipment do so at their own risk. Owner assumes no responsibility for accident or injury or lost, damaged or stolen property.
7. Radios, stereos or other musical instruments may not be used.
8. Activities which disturb other residents are not allowed on or near the playground.
9. Food may not be consumed at any time within landscape timbers surrounding the playground equipment. Glass containers are not allowed.
10. Any person who is, in the sole judgment of owner's representative, under the influence of alcoholic beverages, drugs or is ill, may be excluded at any time.
11. Residents will be responsible for paying clean-up expenses, repair costs or damages caused by the resident, resident's occupants or guests.
12. Residents should ask others to cease any violation of these rules and immediately notify management of any rule violation.
13. Parents or guardians of a child are responsible for the child's rule compliance.

**Prohibited Conduct.** You and your occupants or guests may not engage in the following activities:

- Behaving in a loud or obnoxious manner;
- Disturbing or threatening the rights, comfort, health, safety, or convenience of others (including our employees, agents, or law enforcement officials) in or near the apartment community;
- Disrupting our business operations; manufacturing, delivering, possessing with intent to deliver, or otherwise possessing a controlled substance or drug paraphernalia;
- Engaging in or threatening violence; possessing a weapon prohibited by state law;
- Discharging a firearm in the apartment community;
- Displaying or possessing a gun, knife or other weapon in the common area in a way that may alarm others;
- Storing anything in water heater closets;
- Tampering with utilities or telecommunications;
- Bringing hazardous materials into the apartment community;
- Allowing children under the age of six (6) to be unsupervised by an adult;
- Injuring our reputation by making bad faith allegations against us to others.
- Littering on the property.

**Quiet Time and Curfew.** A 10:00 p.m. to 6:00 a.m. “quiet time” is to be observed by you, members of your household and guests. No loitering or gathering is allowed on porches, hallways, parking lots or outdoors in any other place on the complex after this time. In consideration of other residents, noise from radios, televisions, etc. must be kept to a minimum.

Effective October 11, 1994, a curfew for minors similar to the City of Temple Curfew was implemented. The basic provision states children under 17 years of age must be inside their homes during the following times:

Sunday through Thursday	11:00 p.m. to 6:00 a.m.
Friday through Saturday	12:00 a.m. to 6:00 a.m.

Violations:

1. A minor commits a violation if he remains in any area on the premises except inside an apartment where the minor resides or is an authorized guest.
2. Parent or guardian of a minor commits a violation if he knowingly permits, or by insufficient control, allows the minor to remain outside the apartment on the premises during curfew hours.
3. A person who violates a provision of this curfew is guilty of a lease violation for each day a violation is committed, continued or permitted.

Acceptable policy exceptions are if the minor was:

1. Accompanied by the minor’s parent or guardian;
2. In a motor vehicle involved in interstate or intrastate travel;
3. Going to or returning home from an employment activity;
4. Involved in an emergency;
5. Going to or returning home from an official school, religious or other recreational activity supervised by adults and sponsored by civic organizations or other similar entity that takes responsibility for the minor.

**Enforcement.** Before taking any enforcement action under this section, a police officer or owner’s representative shall ask the apparent offender’s age and reason for being on the grounds. An apparent offender shall be asked for identity, directed to leave the area where the offense is committed and be reported to management.

**Penalties.**

1. Depending on the circumstances relating to the offense, and taking into consideration whether or not the offense is repeated, the family of the offender may be evicted.
2. Minors in violation who are not occupants, commit an offense under the City Curfew Ordinance, and may be barred from the premises under the State Trespass Law.

**Satellite Dish.** Residents who wish to install a satellite dish or receiving antenna must: (1) attain management approval prior to installation; (2) sign a "Satellite Dish and Antenna Addendum to Lease Contract;" and (3) comply with the requirements of that addendum. A resident may install only one satellite dish or receiving antenna on the leased premises (i.e., inside his or her dwelling or in an outside area that is leased exclusively to the resident such as the balcony, patio, yard, etc.) No other satellite dishes or antennas are allowed.

**Smoking.** Smoking is not allowed in common use areas (community room, laundry, etc.). Smoking is permitted in your apartment. Cigarette butts must be properly disposed of and not thrown on the ground.

**Solicitors.** Management does not allow solicitation on the complex. If you see any solicitors on the complex or a solicitor comes to your door, please advise management as soon as possible. Management will contact the company whose employees have violated the policy to ensure future solicitation will not occur.

For your personal safety and protection, do not allow a solicitor to enter your apartment for any reason. Not every stranger who enters the property is a criminal, but criminals do take advantage of residents in apartment communities by pretending to be legitimately involved in sales, repair or service businesses.

**Swimming Pool Rules.** These rules are formulated to meet state legal requirements. An additional general listing of rules is also posted pool side.

1. **WARNING – NO LIFEGUARD WILL BE ON DUTY. CHILDREN SHOULD NOT USE THE POOL WITHOUT ADULT SUPERVISION. DIAL 911 FOR EMS OR POLICE EMERGENCY. A PHONE IS PROVIDED.**
2. **WARNING -- DO NOT PROP GATES OPEN OR OTHERWISE RENDER INOPERABLE, EVEN TEMPORARILY.**
3. **Persons using pool facilities do so at their own risk. Owner assumes no responsibility for accident or injury.**
4. No children under the age of 14 will be allowed in the pool or pool area at any time, unless accompanied and supervised by a parent or guardian.
5. The pool may be used only between 10 a.m. and 10 p.m. The pool may be closed for cleaning or maintenance as required.
6. The pool may be used only by residents and two authorized guests who are accompanied by resident.
7. No food may be consumed in the pool area at any time. Glass drink containers are not allowed.
8. No smoking in the pool area at any time.
9. Any person, who is, in the sole judgment of owner's representative, under the influence of drugs, alcoholic beverages or is ill, may be excluded from the pool area.
10. Running, horseplay, fighting, dangerous conduct or noise which disturbs other residents is not allowed. Diving is not permitted.
11. Radios, stereos, or other musical instruments may not be used in or around the pool area.
12. Toys, inner tubes, or any other objects will not be allowed. Flotation devices required for infants are allowed.
13. Residents and guests must cover pool furniture with their own towels when using suntan oil or other lotions. Please use all oil based personal care products sparingly before entering the pool because they damage the filtering system.
14. Owner is not responsible for articles which are lost, damaged or stolen.
15. Safety equipment provided by the owner is to be used only in case of an emergency.
16. Residents shall be responsible for paying clean-up expenses, repair costs or damages caused by resident, occupants or guests.
17. Residents should ask others to cease any violation of these rules and notify the pool monitor or management of any rule violations.
18. The Pool Monitor has the authority to ask any person to leave the pool area or to close the pool.
19. Parents or guardians of a child are responsible for the child's rule compliance.
20. Proper swim wear is required. Cutoffs and street shoes are not allowed in the pool.
21. Persons who participate in lewd behavior in the pool area will be restricted from pool use.
22. **VIOLATING THESE RULES WILL RESULT IN LOSS OF POOL PRIVILEGES.**

**Transfers.** Transfers from one apartment to another or from one building to another will be reviewed in accordance with the transfer policy. If a transfer is approved, the resident's account will be charged a transfer fee (not applicable to subsidized housing) in accordance with our current Schedule of Charges. Requests to move between member housing authorities will not be considered transfers.

**Utilities.** Watering lawns or washing vehicles on the complex will not be permitted. Some utility company phone numbers are listed below for your convenience. Other companies are available.

- Time Warner Cable – Cablevision (778-4201)
- Electricity – TXU Energy (1-800-242-9113)
- Telephone – Southwestern Bell (1-800-464-7928)
- Water/Sewage/Trash Services – included in rent

**Window Appearance.** Mini blinds that have been installed in the apartment should be the only window coverings visible to the outside. Aluminum foil, bamboo shades or other materials may not be placed over the windows. Window coverings such as drapes or curtains may be installed on the inside of the unit.

## GENERAL INFORMATION

### **Air Conditioning/Heating System**

1. Inspect the filter frequently, or at least monthly, and replace when necessary. In addition, maintenance staff will change your filter quarterly at no charge. **IMPORTANT NOTIFICATION: DO NOT OPERATE THE SYSTEM WITHOUT A FILTER. THIS WILL DAMAGE THE SYSTEM AND CAUSE EXPENSIVE REPAIRS.**
2. Arrange furniture and drapes so supply and return air registers are not blocked.
3. Keep doors, windows and blinds closed to help reduce cooling and heating costs.
4. Avoid excessive use of kitchen exhaust fans.
5. Do not allow children to use the outdoor unit for a play stand. This could be dangerous for the children and necessitate expensive repairs.

**Thermostat Operation:** Most air conditioning/heating units are installed with a thermostat which includes a manual cooling/heat system switch and a manual/auto fan selector. Do not constantly adjust the thermostat. Set it and leave it. If the temperature selection procedure is new to you, ask management to familiarize you with thermostat operation. For comfort and energy conservation purposes, we suggest 70° for heat and 76° for air conditioning.

**For cooling,** position the system switch to “cool” and the fan switch to “auto”. If constant fan operation is desired, place the fan switch in the “on” position. If your unit is not providing sufficient cooling, determine if:

1. Air filter is properly installed.
2. Return air system is blocked.
3. Supply registers are closed.
4. If none of the above apply, submit a request for service.

**When heating is desired,** position the system switch to “heat” and place the fan switch in the “auto” position. If the unit is not providing adequate heating, follow steps 1-4 above.

**Blinds.** Please be advised that children can accidentally strangle in window blind cords. Keep cords out of the reach of children and off the floors. Do not place cribs near window blind cords. Devices are available at local stores to keep cords out of the reach of children such as clamps, clothespins, or tie-downs. Clean blinds with a damp cloth and mild detergent.

**Carpet Care.** Preventative maintenance is the best care for carpet. By following the maintenance guidelines summarized below, you will be able to keep your carpet in excellent condition:

Cleaning – Installed carpet exposed to routine use should be cleaned at least annually. Carpet that is subjected to extreme soiling or heavy use, particularly high traffic areas, requires greater cleaning frequency.

Controlling Soil – Most abrasive soil accumulates within the first few feet of the door. Once inside, this soil takes its toll on carpet fibers and on the general appearance of the apartment, therefore, every effort should be made to keep soil accumulation outside. Place a washable wipe-off entry mat inside all exterior doors and clean them often. Mats located outside exterior doors that collect or absorb solids and moisture are recommended. The mats should be placed next to carpeted areas, but not on top of the carpet. Change filters in your heating and air conditioning system regularly. Also, encourage children to eat and drink in the dining area only and remove any spills promptly and entirely.

Spot Removal – Most spots can be removed easily if the excess is lifted or blotted and the area is cleaned immediately with plain water or with diluted detergent that does not leave residue. If ignored, these spots may bond with fiber dye and form permanent stains. Remember, never use bleach to try to remove a stain or clean the carpet.

Vacuuming – Routine vacuuming is the single most important task a resident can do to extend the life and appearance of carpet. We request you vacuum your carpet at least twice weekly to remove dirt and soil.

### **Clubroom Availability. (Raintree Only)**

The clubroom is available for resident use. For applicable fee information, please contact management.

**Countertops.** To protect the finish, please do not place burning cigarettes, other burning objects or heated containers directly on the counter. Always use a cutting board when chopping food.

### **Dishwasher Operation.**

- Read all instructions before using.
- Always exercise basic safety precautions.
- Use only for its intended purpose.
- Do not store or use combustible materials, gasoline or other flammable vapors and liquids near it.
- Remove excess food from dishes before washing and use only detergent specifically made for dishwashers.
- Do not wash plastic items unless marked “dishwasher safe”.
- Load plastic items so they will not drop to the bottom of the dishwasher and come into contact with the heating element.
- Load sharp items so they will not damage the door seal.

To minimize the possibility of injury:

- Load knives with the handles up.
- Do not tamper with controls.
- Do not touch the heating element during or immediately after use.
- Do not abuse, sit on, or stand on the door or dish rack.

Care and cleaning: Clean the control panel with a lightly dampened cloth and dry thoroughly. Be advised that scouring pads or harsh or gritty cleaners can scratch the finish. The inside usually takes care of itself. If it should ever need cleaning, use a mild cleansing powder.

**Disposal.** Never put grease, bones, melon rinds or stringy food in the disposal. Also, grinding fibrous material like corn husks or carrot tops can cause a drain blockage. If it becomes stuck, push the reset button. If disposal does not come on, submit a request for service.

Operating Procedure –

1. Grind food waste using a strong flow of cold water.
2. Keep motor and water running until grinding is completed and only a motor and water sound is heard.

## **IMPORTANT SAFETY INSTRUCTIONS FOR DISPOSAL**

1. Do not put fingers or hands into the disposal.
2. Closely supervise when the appliance is used by children.
3. Turn the power switch to the off position before attempting to clear a jam.
4. When attempting to remove objects from the disposal use long-handled tongs or pliers.
5. Use care when feeding food waste so other objects do not enter the grinding chamber.
6. When not operating the disposal, leave the drain cover in place to reduce the risk of objects falling into the disposal.

### Care and Cleaning:

Objectionable odors coming from your disposal are usually a signal of build-up of bits of grease and food left inside the disposal. To relieve this problem, regular use of a garbage disposal foaming cleanser, degreaser and deodorizer is recommended. As an alternative method to purchasing a disposal cleaning product, you can also grind citrus rinds as a natural deodorizer or fill sink half way with lukewarm water and baking soda solution. Turn on the disposal and let the solution drain. This will thoroughly flood the inside of the disposal and wash away particles loosened in the cleaning operation. The baking soda will freshen the inside of the disposal.

### Disturbances.

If you have a noise or disturbance complaint concerning a neighbor, we recommend the following procedure:

1. First, speak to your neighbors yourself. They may not be aware that they are disturbing you.
2. If the problem persists, contact the management office during normal business hours or the police after normal business hours. These calls are considered low priority, but they will respond.

If a serious problem occurs during normal working hours, contact the manager at the office to assist you.

If a serious problem occurs after hours, on weekends or holidays, obtain police assistance and then inform management.

**Exterior Lighting.** Please report any vandalized or nonworking exterior lights to management so they can be repaired.

**Faucet Care.** Although the finish is extremely durable, it can be damaged by harsh abrasives. To clean, wipe gently with a damp cloth and blot dry with a soft towel. Warning: Dow Bathroom Cleaner with Scrubbing Bubbles and Lysol Foaming Basin Tub and Tile Cleaner must not be used on clear knob handles and levers. Use of these cleaners can result in cracked or severely damaged handles. If over spray gets onto the handles, immediately wipe them dry with a soft cotton cloth.

### **Fireplace Safety.**

- Use dry and well-seasoned hardwoods. Softwoods tend to burn away too quickly and scrap lumber produces excessive sparks.
- Never use compressed wood dipped in tar, pitch, creosote, as this produces sputtering, smoking fires with toxic fumes and causes build-up inside the chimney.
- Never use charcoal lighter, kerosene or gasoline to start a fire.
- Never burn trash or Christmas trees in the fireplace.
- Use a log grate to allow air to properly circulate around the fire.
- Do not drop logs into the fireplace as this may damage the fireplace walls.
- Build moderate to small fires. Most fireplaces in apartments are not designed for roaring fires.
- Be sure the damper is open before starting the fire and close the damper securely only after the fire is completely out and ashes are cold.
- Use a fireplace screen and keep it clean.
- Never leave a fire unattended or young children in a room with a fire.
- Never clean or empty the fireplace until the fire is out and ashes are cold. Always place ashes in a metal container (not a plastic or paper trash bag) to cool off or be watered down. Many fires have been caused by ashes three-to-four days old that were thought to be out.
- Never leave ashes on balconies, sidewalks or breezeways.
- Never put hot ashes in a dumpster.
- Never store firewood in any manner that would inhibit or block any exit, stairway or balcony in the event of a fire.

**Floor Tile Care.** To help prevent damage to the floor tile:

1. Furniture should be carried and not slid across tile;
2. Wash weekly with a mild floor cleaner;
3. Use a no-wax floor product to restore shine
4. Do not use steel wool, scouring pads or abrasive cleaners or petroleum solvents to remove dirt or stains;
5. Immediately clean-up spills with a damp sponge or mop. This will prevent dirt from being ground into the tile and stains from developing.

**Garbage.** All trash must be properly bagged and tied upon disposal. Do not empty trash cans with unbagged waste directly into the dumpster. Garbage should be disposed of at least weekly in the trash receptacle.

**Gardening (Plants/Flowers).** Planting flowers or small shrubs/plants must be pre-approved by management. There is a limit on quantity and size in order to maintain the landscaping on the property. Management reserves the right to monitor décor and appearance of the complex.

**Hanging Pictures.** Please use nail type hangers for hanging pictures. Sticker types leave adhesive on walls and are difficult to remove and frequently damage walls when removed.

**Housekeeping Workshops.** Housekeeping workshops are offered quarterly, and attendance is mandatory for new subsidized residents. All residents are welcome. A notice is provided to each resident during the lease up orientation. For details on the workshops, call Resident Services at 773-2009, ext. 221.

**Light Bulbs.** Working bulbs are in your unit at move-in. Replacement is your responsibility. Maintenance can do this for a fee. If bulbs burn out frequently, submit a service request for maintenance to check the fixture.

**Pest Control.** Pest control is a joint responsibility. Please do your part by keeping your apartment clean and promptly removing trash. Your apartment will be treated periodically.

**Plumbing Issues.** We recommend you keep a plunger available in your apartment. To help prevent toilet overflow, use the plunger if you notice slow drainage. NOTE: A clogged toilet WILL NOT overflow if you flush it only once. If the toilet appears to be clogged and the water is higher than normal, use the plunger. DO NOT flush it again.

**Reporting Suspicious Activity.** Working as partners with the police, all residents have a responsibility to report any suspicious behavior or criminal activity. Never attempt to apprehend a person committing a crime or to investigate suspicious activity. Leave confrontations to the police. They are trained to handle unusual situations.

**Resident Emergency Guide.** A Resident Emergency Guide has been provided to help you prepare, in advance, for emergency situations. Please review it carefully and implement as many of the preparatory actions as possible.

**Resident Services.** Resident services designed to help residents experience a better quality of life are made available. You can obtain information from our Resident Services personnel. Call the Central Texas Housing Consortium (CTHC) office at 773-2009.

**Security.** Residents and guests must cooperate with security personnel, law enforcement officers and CTHC staff. ID's must be provided if requested by any these parties.

**Smoke Detectors.** Smoke detectors are furnished with working batteries when you first occupy a unit. After that, you must replace batteries as needed. Maintenance staff will change the battery for you, but you will be charged in accordance with the current Schedule of Charges. We recommend that you change the batteries at least annually.

If you disable or damage the smoke detector, or fail to replace a dead battery, you can be liable to us and others for any loss, damage, or fines from fire, smoke, or water.

**Temple Public Transit Service - The HOP.** Hill Country Community Action Association, Inc. provides a public transit system which includes a Fixed Route Service (FRS) along with a Special Transit Service (STS) for people with physical or mental disabilities who cannot use the FRS. For more information or to find out how to register for this service, call 778-3636.

**Tub Surround Care. (Adams Bend Only)**

The bathtub wall surround is made of fiberglass reinforced polyester with a tough polyurethane coating. The finish is stain and abrasion resistant, however, it requires reasonable care. To clean, wash the entire surface regularly with warm water, using a soft cloth and mild detergent.

To protect the finish, polish with any fiberglass wax or automotive paste wax. Scouring pads made of nylon, saran or polyethylene may be used but never use abrasive scouring powders, dry cleaning agents, or pads since they will damage the finish. Burning cigarettes or other hot objects which come into contact with the surface will cause damage and discoloration.

**Work Orders.** If you need to request routine maintenance services for your apartment, there are several ways this can be done.

1. Call the office during regular business hours. Phone numbers are listed on the front of this booklet.
2. Submit your request via e-mail. Addresses are listed on the front of this booklet.
3. Submit your request in writing through the drop slot of the office door.

If you have an emergency maintenance need after business hours, call 770-8280. Emergencies are defined as situations that pose an immediate threat to life, health, safety or property.

Apt. # \_\_\_\_\_

## COMMUNITY POLICIES ADDENDUM

I acknowledge receipt of a copy of the Resident Handbook, which contains Community Policies and General Information that become a part of the Lease contract. The policies set forth in this handbook are additions to the rules and policies outlined in your Apartment Lease contract and are binding on all residents, occupants and guests. Reasonable change to these rules may be made as provided in your Lease contract.

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Resident Signature

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