



Dear Resident:

We are glad to welcome you to Honeywood, your new home. Honeywood is your community. It's where you will spend a great deal of your leisure time...time that should bring relaxation, enjoyment, and satisfaction.

To ensure that your expectations are exceeded, we have developed information and policies that are based on our experience and that old standby, common sense.

We've prepared this booklet to fully explain the policies of your new community. It explains what we need from you and how you can get the things you need from us. It can help us build a happy and long-lasting relationship.

We believe your residency with us is just the first of many good relationships you will discover here at Honeywood Apartment Homes.

Sincerely,

Dan Schmitt  
President and Chief Operating Officer, HHHunt

**Let Us Know, We Want to Grow!**  
[www.HoneywoodLiving.com/surveys.htm](http://www.HoneywoodLiving.com/surveys.htm)



## **Introduction**

You have signed a lease agreement acknowledging that you, your family, and guests will comply with all policies included herein. Any changes to our policies will be stated in our newsletter or within special notices delivered to your door. We appreciate your compliance to our rules and regulations and encourage you to advise us in the event that any of your neighbors are not in compliance with these rules.

Your apartment was designed and intended for reasonable residential use. It was designed to comply with all applicable building codes at the time of construction. These building codes, we believe, assume certain types of reasonable use of an apartment. Unreasonable use of your apartment such as very large gatherings of people, having excessive or heavy machinery or furniture, etc., may exceed design criteria. For your safety, the safety of your guests and other residents in the building, unreasonable use of your apartment must be avoided.

## **Why Policies?**

What follows are the policies of Honeywood. Sounds like an imposing booklet, doesn't it? Well, it isn't. These policies have been carefully thought out and proven through our experience. The reason for them is to prevent things that should not happen. We want to ensure your happiness and satisfaction while living at Honeywood.

Please observe these policies, as we are obligated to enforce them fairly to ensure your comfort and privacy, the rights of other residents and the property, which plays such an important part in creating an above-average lifestyle for all residents.

In order to keep us responsive to your needs and the community we serve, the Management of Honeywood reserves the right, without advance notice, to alter, adjust or add to these rules if situations arise that warrant such action. We want your new home to be everything you expected and more!



### Important telephone numbers to have at your fingertips

Honeywood Apartment Homes Leasing Office	540-774-0088
Maintenance (During office hours)	540-774-0088
Emergency Maintenance (After office hours)	540-774-0088
Appalachian Power Company	800-956-4237
Roanoke Gas Company	540-777-4427
Automatic Leasing Coin-Operated Washers and Dryers	800-558-2342
Cox Communications Community Specialist (Richard)	540-204-8767
Cox Communications Service	540-776-3848
Department of Motor Vehicles	866-268-5463
U.S. Postal Service	540-772-3245
Roanoke County Schools	540-562-3700
Clearbrook Elementary	540-772-7555
Cave Spring Middle School	540-772-7560
Cave Spring High School	540-772-7550
Fire Department	911
Police Department	911
Police Department (Non-emergency)	*540-562-3265
Rescue Squad	911
Animal Control	911
Direct TV (Mary Hayes – Direct View)	540-344-3649
Verizon Telephone Company	540-954-6222
Carilion Roanoke Memorial Hospital (911 for emergencies)	540-981-7000
Lewis-Gale Hospital (911 for emergencies)	540-776-4000
Jefferson College of Health Sciences	540-985-8483
Virginia Western Community College	540-857-8922
Roanoke Times	540-981-3211

\*The Roanoke County Police Department has advised residents to call 911 for emergency and non-emergency reports.

Go to [www.greatschools.org](http://www.greatschools.org) to check local school statistics and other information.

### Equal Housing and Disabled Residents

HHHunt is committed to ensuring equal opportunity in housing. In addition to the seven federally protected classes contained within the EHO Statement, HHHunt is committed to providing the same equal housing opportunities to people regardless of their sexual orientation. HHHunt fully supports and expects all Team Members to uphold the Equal Housing Opportunity Statement:

“We are pledged to the spirit of U.S. policy for the achievement of equal housing opportunity throughout the nation. We encourage and support an affirmative advertising and marketing program in which there are no barriers to obtaining housing because of race, color, religion, sex, handicap, familial status, or national origin.”

Disabled persons in need of an accommodation to HHHunt or community policies



or a modification to the apartment, building or common areas may, at their option, complete a Reasonable Accommodation/Modification Request Form to be submitted for approval. Verbal requests for an accommodation or modification are also acceptable.

Any requests for accommodation or modification will be relayed to the designated compliance personnel member with HHHunt. In determining if an accommodation may be necessary, there must be an identifiable relationship between the requested accommodation and the individual’s disability. In certain instances, the compliance personnel member may request additional information to verify the need for the requested accommodation or modification.

**Management Office Hours**

Spring/Summer Hours:

Monday - Friday	9:30 a.m. - 5:30 p.m.
Saturday	10:00 a.m. - 5:00 p.m.
Sunday	CLOSED

Fall/Winter Hours:

Monday - Friday	9:30 a.m. - 5:30 p.m.
Saturday	10:00 a.m. - 4:30 p.m.
Sunday	CLOSED

Check the monthly newsletter for any changes in office hours. . Please be aware that our weekend Management Office service may be limited. We encourage you to contact us or visit during the week whenever possible so that we may spend as much time as needed addressing your concerns or visiting with you.

**When Things Go Wrong: Maintenance Service**

Honeywood Apartments provides you with maintenance service 24 hours a day. This means we have someone on call at all times every day of the year. If you have an emergency, call the appropriate number listed in the neighborhood information section of this Handbook. If the emergency involves water, please use the master water cut-off valve to minimize damage generally located under the sink or behind the commode. A member of our Service Team will be there as soon as possible.

During Management Office hours, please contact the Leasing Management Office for any service requests that you may have, whether they are emergency or non-emergency. Our Management Office personnel can quickly dispatch the appropriate personnel to handle your problem. We suggest that when you call in a request, please find out to whom you are speaking and request that same person if the problem continues. This way we will be able serve you more efficiently, and will get to know you better.

**PLEASE NOTE THAT AN EMERGENCY IS ANYTHING THAT IS CAUSING OR HAS THE POTENTIAL TO CAUSE DAMAGE OR HARM.**



### **What Constitutes an Emergency?**

- Instances that could cause slip, trip or fall hazards or otherwise cause injury to a resident, guest or Team Member.
- No hot water.
- No electricity.
- Gas leaks or no gas.
- Major overflow from toilet, washing machine, dishwasher, or hot water heater, or any other significant water intrusion.
- Sewer backups.
- Clogged toilet(s) unless there are multiple toilets within apartment home.
- Inoperable or beeping smoke detector.
- Frozen pipes.
- No air conditioning. No heat.
- No refrigeration.
- Oven and/or Range are not working (if microwave is also not an option or not working).
- Security-related problems such as vandalism, broken window or door locks, or broken windows.
- Wild animal (for example - squirrel, bat or snake) in the apartment.

**For Emergencies that arise between 5:30 PM AND 9:30 AM**, and on weekends and holidays, call the Honeywood Emergency Maintenance number; you will be provided with the necessary information for assistance. Please do not use our Emergency Maintenance Service for non-emergency problems that must be handled during normal business hours.

### **Response Time for Service**

We schedule requested service based on the order in which it is received. Items of emergency status will receive priority over non-emergency requests. We maintain a significant inventory of replacement and repair parts to provide timely completion of your service. Despite this inventory, there are times that we may experience unavoidable delays in completing service to allow for order and delivery of specialty, unusual repairs and/or replacement parts.

### **Condition Reports**

Please complete your Condition Report (Move-in Inspection Form) and return it to the Management Office within five (5) days after the commencement of your lease. This list will be used to correct any problems at the start of your lease and to prevent an incorrect charge for damages that were present when you accepted possession of your apartment. The service team may take up to 30 days to address the issues noted on the condition and different specialized service team members may be assigned to complete tasks. Any emergencies will be taken care immediately. If that the condition report is not received within the five (5) days after commencement of the lease, Honeywood assumes the apartment and furniture (if applicable) are in perfect condition.



## Entry Owner/Owner Agent

The Owner/Owner's Agent of Honeywood and contractors must maintain the right to enter apartments at any reasonable time to inspect or maintain the apartment community. We will always give reasonable notice of the intent to enter an apartment home except in cases of emergency, resident-requested services, condition reports, newsletter notification of filter changes, or in the event it is impractical to do so. Please check your newsletter each month to keep informed of any changes or upcoming maintenance issues in your apartment and/or building. If no one is home at the time of entry, our service and management team will leave documentation of their visit and will lock doors when they exit your apartment home.

## Entry to Apartments

To protect your privacy and your property, our policy is to refuse access to your apartment home any person not listed on the lease agreement. If you anticipate a delivery of goods to your apartment (furniture, movers, etc.) or the arrival of friends or relatives in your absence, the Management Office must have your permission; in writing only through the Key release Permission Form to issue a key for entry. The person you are granting access will be required to show a pictured I.D. when picking up the key. Management will not be responsible if keys are lost or not returned.

## Lockouts

We are pleased to provide a lockout service for our residents. If you are locked out of your apartment during office hours, you may bring a picture ID to the office and check out a key for 10 minutes; however, we will not let anyone into your apartment that is not on the lease as an occupant. Make sure your children are listed as occupants. If you are locked out after hours, call our emergency maintenance number at 774-0088. There is a fee charged for lockout service. This fee will apply to any calls before or after office hours, weekends and on holidays.

**PAYMENT MUST BE MADE IN ADVANCE OF ENTRY.** Only those residents on the lease and with proper ID will be allowed access into the apartments. Please be aware that the team members responding to your lockout call do not necessarily live in the community; please take their travel time into consideration. Your patience is appreciated. Lock out service may be delayed during inclement weather events.

**PLEASE NOTE: ANY ATTEMPTS TO GAIN ENTRY BY OTHER MEANS WILL BE AT YOUR OWN EXPENSE.**

## Personal Contact Information

Please furnish our team with your current home, cellular and business telephone numbers as well as our email address. Should we need to communicate with



your regarding an urgent or emergency situation, it is imperative that we have current information to expedite our communication. Your contact information is handled as confidential.

## **Rental Payment**

Rent is due on the first and considered late on the second of the month. Any rent payment received after 5pm on the 5th of the month will be charged late fees. Residents agree to pay a late charge of \$75.00 on rent received after 5pm on the fifth day of the month, REGARDLESS OF WEEKENDS, HOLIDAYS, OR POSTMARK. Please be aware that we are unable to waive late fees and ask that all rent be paid on the first of the month. Payments are posted to the account on the date the payment is physically received in our office. If you are mailing a payment, please allow for mailing time and any postal delays. Payments should be legibly labeled with the resident's name, apartment number and telephone number. IF A PARTIAL PAYMENT IS RECEIVED, THE LATE FEE POLICY WILL AUTOMATICALLY GO INTO EFFECT.

Payments can be made with personal checks, cashier's checks, money orders and credit cards. No cash is accepted in the office. Credit card payments are processed through an independent company, not the management company. A subscriber fee may be charged for credit card transactions. The credit card processing company reserves the right to limit transaction amounts and charge a subscriber fee for each transaction. Subscriber fees vary by provider and are non-refundable. Please contact the Management Office for a complete list of credit cards accepted. Checks and money orders should be made payable to "Honeywood" and can be mailed to 3101 Honeywood Lane., # H, Roanoke, VA 24018 or deposited in the drop slot which is located to the left of the entrance of the Management Office. Post dated checks cannot be accepted. All checks will be deposited upon receipt. If there is a balance on the account, any rent payment will be applied to the outstanding balance first. A fee, in addition to any applicable late fee, will be charged for checks that are returned due to insufficient funds. Management reserves the right to require payments be made with secured funds and/or not accept personal checks. Cash payments are not accepted. Online payment options can be accessed through our website [www.HoneywoodLiving.com](http://www.HoneywoodLiving.com). Online payment convenience fees apply for online payments.

Honeywood Community will accept rental payments made by a third person or persons not recognized as a resident or a guarantor under any lease agreement with them. Acceptance of such rental payments from any said third party, however, shall not constitute nor shall it be construed as the creation of a Landlord and Tenant relationship or any other type of contractual relationship between Honeywood and said third party. Please note that Honeywood



Community' acceptance of said rental payments from any such third party or any other person or persons not recognized under any lease agreement with them shall in no way relieve the recognized residents or guarantors under any such lease agreement of their contractual obligations, including but not limited to the payment of rent when due. In accordance with the stated lease obligations, residents and guarantors shall remain legally responsible for any late fees, checks returned for insufficient funds, and/or any other outstanding rent, fees and charges.

Remember, according to your lease agreement, you may not make any deductions from your standard monthly rental payment.

Pursuant to the Virginia Residential Landlord and Tenant Act, Article V, section 55-248.34, "...If the landlord has given the tenant written notice that the payments have been accepted with reservation, the landlord may accept full payment of all rent payments and still be entitled to receive an order of possession terminating the rental agreement". Any payment notes or notices submitted with a payment are not legally binding and/or accepted by management. If the full rental payment is not received by 5pm, on the 5th of the month, a notice will be mailed to the apartment home via the US Postal Service. Failure to pay following this notice will result in a final notice being sent to all parties (Residents and their Guarantors) of the lease agreement. This notice requests full payment of the outstanding balance within 5 days to avoid further legal action.

Residents that fail to pay their rent as agreed in the lease agreement are subject to the Landlord remedies as provided in the Virginia Residential Landlord and Tenant Act, including, but not limited to eviction and/or non-renewal. Delinquent payment notices may be sent regarding any outstanding balance. Please contact the management office immediately regarding any outstanding balance to ensure your account is in good standing and to avoid further more serious action.

### **Returned Checks & Insufficient Funds**

There will be a charge for any returned check plus any applicable bank charges. In addition, late fees apply. Returned checks must be covered by certified check, money order or cashier's check. Returned checks will not be re-deposited. It is our policy to require payment of rent with certified funds in the event that two (2) checks have been returned. Postdated checks are not acceptable.

### **Parking**

Parking is on a first-come, first-served basis and is not be individually assigned to a specific resident or apartment home.

To assure adequate parking for residents' vehicles, boats and trailers and other recreational vehicles are not allowed.





1. Out of respect for your neighbors, if you have two vehicles park one of them in a lesser-used section of the lot and ask guests to use auxiliary parking lots.
3. Do not park in front of dumpsters, on the grass, in fire lanes, on yellow lines, on curbs, on sidewalks, etc. Improperly parked vehicles will be towed at the vehicle owner's expense\*, without notice.
4. Please park regularly used motorcycles two to a space whenever possible. Due to fire regulations, motorcycles and motorbikes cannot be parked in storage areas or on balconies, patios, decks or in the common areas or inside the apartment.
5. It is important that all of your vehicles be registered with the Management Office to avoid problems with notification in the case of accidents or theft. In the unlikely event of a motor accident or vandalism, please call the local Police Department (see Neighborhood Information section for emergency and non-emergency phone numbers).
6. In order to help maintain a beautiful environment, no vehicle repairs are permitted in the community. Car washing and detailing may be done in designated areas.
7. Please report any loitering observed in the parking lots to the Roanoke County Police and subsequently to the Management Office. Your observance protects you and your neighbors.
8. Please report any abandoned and unused vehicles or vehicles with expired tags or an expired inspection sticker noted within the community. These vehicles may be ticketed and then towed at the vehicle owner's expense. **Note:** Any problem which requires towing will be charged to the vehicle owner.
9. All vehicles must be in proper working condition (such as no flat tires).
10. Designated handicapped parking spots are located throughout the community. Vehicles parked in the designated spots must clearly display authorization for use of handicap designated parking. Illegally parked vehicles in designated parking areas will be towed without notice at the owners expense and may be imposed legal remedies. Residents may request additional handicapped parking if needed. Contact the office for assistance.

Please observe these rules; they mean adequate parking for everyone. Should there be a parking problem, please contact the office.



## **Car Care Area**

For your convenience, we offer a designated car care area. The car wash area is open Spring – Fall weather permitting. Loud music in this area is prohibited. Residents are asked to move their vehicles from the washing area for further cleaning or drying their vehicles. Promptly moving vehicles from the washing area will allow other residents access to the car wash and reduce wait times.

## **Snow removal**

Snow removal is a shared responsibility between the residents and our service team. Our team works very diligently to remove snow and ice from the parking lots, sidewalks, and stairways in the community. We recommend that residents have a broom, snow shovel, ice scraper and de-icer on hand to personally remove snow from their vehicles and around it.

Although our team is the best around, we cannot be everywhere at once so please be patient during an active weather event. Please park your cars at least (3) feet from the curb when weather predictions include snow accumulation. This will help our snow and ice removal team when clearing the sidewalks and making them safe for passage. Additionally, please report any extremely hazardous areas to us so we may give it our immediate attention.

## **Packages**

Packages will be accepted at the Management Office during normal business hours from all delivery services including US Mail, DHL, UPS, and/or Federal Express. The following restrictions apply:

- The package is valued less than \$500.00
- The package is not larger than 4'x4'x4'
- Packages must be picked up during normal business hours at the Management Leasing Office. Please observe holidays and scheduled closings to ensure prompt receipt of your package.
- Packages not claimed by the resident within 10 days may be returned may be returned through the respective deliver service..
- Residents are responsible for notifying the delivery company of their delivery preference (i.e. Management Leasing Office, leave at apartment door, etc.) when no one is home.
- Only the person to whom the package is addressed can pick the package. If you would like to give permission for someone else to pick your packages, please drop off a written notice at the office so that we can keep a copy of file. A photo I.D. is required before any packages will be released.
- The following types of packages may be refused and may not be stored in the Management Office; packages shipped prior to occupancy, packages containing personal items shipped during move, tires, luggage, perishable items and hazardous materials. Management reserves the right to decline acceptance of a package on behalf of a resident at anytime.



- Package acceptance on behalf of our residents is a service provided as a convenience service and the resident agrees not to hold Owner/Owner's Agent responsible for damage or loss.

## **Pets**

All pets must be registered with the Management Office before bringing the pet into the apartment. This includes a pet that may or may not require a deposit. Any pet brought into the apartment will be subject to our current pet policies regardless of the lease start date. Any pet not registered with the Management Office will result in a \$200.00 illegal pet fine, per pet and per occurrence. This applies to pets, such as hamsters, that do not require deposits. Illegal pet fines will not be applied to any pet registration fees or deposits. Residents are responsible for the animal's actions at all times. Pet owners must accept responsibility for their pets, the following must be observed:

1. One pet is allowed per apartment with a maximum weight limit of sixty (40) pounds when the pet is fully grown. A second pet may be approved by management if the combined weight of both pets does not exceed the 60-pound weight limit. The combined maximum weight on the 2<sup>nd</sup> and 3<sup>rd</sup> floor is 40 pounds and there is a 60 pound maximum weight limit on the 1<sup>st</sup> floor. No offspring permitted. Canine breed restrictions include; Pit-bull (Staffordshire Terriers), Doberman Pinscher, German Shepherd, Rottweilers and Chows are not permitted. In addition, any mixes of these breeds will not be approved. Management reserves the right to request more than one veterinarian verification in the registration process of canines.
2. Written permission and an identification tag must be obtained from the Management Office before bringing the pet into the apartment. To initiate the registration process, residents must submit the Animal/Veterinarian Verification form for each animal. Canine's require Veterinarian Verification of information including adult weight and breed details.
3. Having a pet requires a "pet addendum" to the lease, a nonrefundable pet fee of \$100.00, an adjusted rent schedule of \$10.00 or \$20.00 a month and an additional security deposit of \$100.00. When vacating the apartment, the security deposit is refundable, less any damages. The pet fee is nonrefundable and will not be applied to any damages. No refund of pet deposits will be given until apartment is vacated and a final inspection is completed. All residents and guarantors must sign the pet addendum. All residents and guarantors signing the Pet Addendum will be jointly and severally liable for any and all damages caused by the animal or pet. This includes damage to another person's property or injury to another person, as well as, damage to the premises.
4. Please "walk" pets away from the buildings. Pet owners are responsible for clean up of all pet waste; failure to do so will necessitate a charge. The fine will be deducted from the pet deposit and the pet owner will have twenty-one (21) days to replenish the deposit or remove the pet from the premises. Any damage



to the shrubbery or landscape areas will be the sole responsibility of the pet owner.

5. All pets must be on a leash or carried at all times when they are outdoors. Outdoor cats are prohibited.
6. Pets are not allowed at the pool or in play equipment areas at any time.
7. No pet can be left unattended or tied in an apartment for a period of time considered inhumane to the animal, but never more than twenty-four (24) hours. Pets can never be left on a patio, balcony or common area unattended at any time. Pet leashes and/or tie-outs may not be tethered at any location in the community, including patios and balconies.
8. Dangerous, harmful or poisonous animals will not be allowed.
9. "Guest" pets cannot be allowed. If a pet enters an apartment at any time for any length of time, a pet addendum must be signed and additional security deposit paid. Pet deposits and registration are for the individual animals and does not allow for "guest" pets. If we observe an unregistered pet in your apartment, even if the pet is in your apartment for only one day, the pet deposit must be paid whether the animal is registered or removed. Please think very carefully before bringing an unauthorized pet into the community.
10. Resident must update Pet Addendum at each lease renewal period. A Pet Addendum must accompany the lease even in the event that the pet has been removed from the apartment.
11. All residents and guarantors must sign the Pet Addendum, which legally becomes part of your lease. The refundable portion of the pet deposit will be refunded AT LEASE EXPIRATION, PER THE INSPECTION, TO ALL RESIDENTS EQUALLY, UNLESS AN AGREEMENT DENOTING OWNER IS SIGNED IN ADVANCE.
12. Pet deposits, fees and monthly pet rent are required for cats, dogs, ferrets and rabbits.
13. All domestic pets such as hamsters, gerbils and birds must be caged at all times.
14. One pet per apartment unless a second pet has been approved by management. Additional pets approved by management require additional pet rent, a minimum of \$10/ month. Management must approve all pets, even pets that do not require a deposit.

Residents come first in our community so it is important that no pet becomes a nuisance. Residents are responsible for the animal's actions at all times. Barking dogs are to be controlled.

If a pet does become a nuisance, it will be removed from the community. Refusal to remove the pet from the premises as deemed necessary by Owner/Owner's Agent will constitute grounds for "injunctive relief" as outlined in the Virginia Residential Landlord and Tenant Act. Management approval is required to maintain any pet in your apartment home. Contact the Management Office in advance to determine if your pet can reside in our community.



Pets that are not allowed include; canines of the breed restrictions listed above (or any mix of the breed), snakes, spiders, iguanas, any dangerous/harmful/poisonous living being, and/or any non-domestic pet that can not be legally maintained in a dwelling. Management reserves the right to deny any pet.

Pets that require pet fees, deposits, and applicable pet rent include; dogs, cats, ferrets, rabbits, bearded dragons (monthly pet rent not required), and lizards (monthly pet rent not required).

Veterinarian Verification Form must be submitted to initiate registration of a dog. The form is available at the Management Office. The form must be signed by a practicing veterinarian. Management reserves the right to contact the veterinarian professional to verify, clarify, or seek additional details in the process of registering a pet. Management may also request follow-up verifications be completed during the canine's residency in the community. Dogs should also visit the Management Office in the registration process in order to be photographed. The photograph will be maintained on file to document the dog's residency in the community. Upon the animal's approval, a Pet Addendum will be prepared for all parties of the lease to sign and complete the pet registration process.

An Animal Information Form must be submitted to the Management Office for any pet (other than a dog which requires the Veterinarian Verification Form) residing in the apartment home. Please note, this form must be completed for any pet residing in the apartment regardless of whether a pet addendum, deposit, pet fee, and/or pet rent is required. This form is available at the Management Office. Management reserves the right to request additional information in conjunction with the approval for any pet to reside in the apartment home.

It is the resident's responsibility to secure pets in the apartment home during apartment home service. This will allow our Service Technician to promptly and efficiently provide necessary service in your apartment home. This is also for your pet's safety. Residents may be charged for failure to secure their pet during service, resulting in additional time required to complete service and or damage resulting from delay of service.

### **Aquariums**

Twenty (20) gallon maximum weight aquariums are allowed on the second and third floors. Fifty (50) gallons maximum weight aquariums are allowed on the first floor only. Only one aquarium is allowed. Proof of renters insurance is required and residents must maintain and active renter's insurance policy for the entire time an aquarium is in the apartment home.

### **Stray Animals**

Do not leave open food containers outdoors for stray animals. Food and/or water containers left in common areas will be removed and disposed of.



Report stray, roaming or nuisance wild animals to Roanoke County Animal Control and notify the office.

### **Bird feeders**

Although bird feeders give us the opportunity to view nature up close, birds have the potential to cause great damage to our buildings. Because of this potential damage, bird feeders are prohibited from being placed on, attached to or hung on any building or tree within Honeywood.

### **Traveling Away from Your Apartment Home?**

If you have the occasion to be away from your apartment home on vacation or just away for a few days, please remember;

- Do not leave a key hidden for any reason.
- Discontinue or hold mail, package and newspaper deliveries while you are out of town.
- Advise the Management Office of your plans and provide contact information where you can be reached in the event of an emergency.
- Disconnect alarm clocks, stereos and electronics.
- Remove all trash and perishable food items prior to leaving.
- Ensure heat remains ON in your apartment home during cold/winter months.
- Turn off air conditioning - Cooling

### **Soliciting**

No soliciting or handbill distribution is permitted within the community. "No Soliciting" signs have been posted and will be strictly enforced. Please contact the Management Office should you encounter a solicitor within the community or if someone attempts to solicit door-to-door.

### **Permissible Use**

Apartment homes may not be used to operate a business or store front. The permissible use of the apartment home is as a residence for the registered lease holders and occupants.

### **Noise (Complaints)**

Apartment living requires consideration for others, especially where noise is concerned. Since most noise problems are not due to residents being intentionally inconsiderate, but due to a lack of awareness of the problem, we suggest that personal contact with the noisy resident will solve most situations. In the event that you do not feel comfortable discussing the noise issue with a neighbor, please feel free to contact the Management Office and a team member will address the issue on your behalf. As a last resort and/or if it is after



Management Office hours you may contact the Roanoke County Police Department, we request that you also inform Management Office on the following workday, providing the apartment number of the offense and the circumstances surrounding the complaint.

**CONTINUED COMPLAINTS OF EXCESSIVE NOISE MAY RESULT IN FURTHER ACTION AGAINST THE ESDIENT INCLUDING TERMINATION.**

**Parties/Social Gatherings**

A party should not be an unpleasant experience for you, your neighbors or Management. Please plan carefully when inviting guests and do not issue open invitations. Be reminded that YOU ARE RESPONSIBLE FOR ACTIONS AND DAMAGES OF GUESTS, INVITED OR UNINVITED WHILE THEY ARE ON HHHUNT PROPERTY.

For social functions at your apartment, please try to follow these simple rules:

- Keep balcony doors and windows shut. If it is a warm night, please turn the air conditioner to "ON" its lowest setting.
- Please maintain guests inside the confines of your apartment with the entrance door closed. Advise your guests not to linger in the hallways, stairs, entrance way or parking lots.
- Alcoholic beverages and cups or cans must be kept inside your apartment. We may bill you for hall and grounds cleanup as a result of a social function.
- Restrict attendance to friends (less than 15), not admitting people whom you do not know, or cannot control. Please do not extend "blanket" invitations. These unexpected guests usually have a total disregard for you or your continued residency, yet you are held responsible for their behavior.
- When parking, please do not allow guests to block entrances to building areas or park on the grass. Nor should you congregate in the hallway, as both of these can be hazard if an emergency were to arise where the fire department or rescue squad had to enter.
- If you have a function and feel you no longer have control of your guests, please contact the Roanoke County Police Department for assistance.
- \*Please note: Your balcony was designed according to safe building construction practices and in accordance with the 1978 BOCA (building Officials & Code Administration) CODE, SECTION 706, PROVIVIDING FOR 40 LBS,. PER SQUARE FOOT LOADING. You should be aware this provides a structure for no more than 10 persons of average weight and sundry furniture for a maximum of no more than 2500 lbs (TOTAL).
- If you are planning a social gathering you may consider renting our clubhouse which holds around 40 guests. Contact the Management Office for Clubhouse rental details.

**Musical Instruments**

Pianos and/or musical Instruments are allowed with the consent of Management.



HHHunt reserves the right to direct placement of the piano or musical instrument to reduce the possibility that use of the instrument will disturb your neighbors. If noise complaints result from the use of a piano or any other musical instrument, the resident may be requested to remove it from the property.

### **Projectile Weapons**

For the safety of all residents, Honeywood Community does not permit the use of bows and arrows, sling shots, or other primitive projectile weapons on the property. Use of bows and arrows, sling shots, or other projectile weapons of any type, for any purpose, within the community is strictly prohibited.

### **Weapons/Firearms**

Any weapons or firearms in apartment homes and on the property must be securely maintained and in compliance with all laws and regulations.

### **Vandalism**

Residents are responsible for any damages to their apartment and personal belongings as a result of vandalism. Any and all acts of vandalism should be reported to the Roanoke County Police Department and the Management Office. We strongly recommend that residents obtain Renter's Insurance Policy to cover this type of damage.

### **Supervision**

Please help us ensure the safety of our residents. Do not allow members of your household to play or loiter near construction sites, in dumpster, parking lots, or other hazardous areas. We request that adequate supervision be given members of your household who are playing in hallways, entryways, roadways, stairs and common areas. Be especially careful concerning locations for the use of sleds, skateboards, roller skates/blades, bicycles, etc. Please review what to do in the event of a fire and the proper ways to utilize appliances. Please check our pool rules concerning required supervision for swimming.

### **Visitors and Guests**

Residents are responsible for all actions of their occupants, visitors, and guests in the community. Residents should review pertinent policies and regulations with their visitors and guests.

### **Entry Hall/Breezeways**

According to fire regulations entry halls and/or breezeways must be clear at all times to provide a safe passage for all residents and guests. Do not park motorized vehicles or store flammable containers in this area. Please be aware that it is a fire hazard to store any items, including bicycles, in the entry halls, breezeways, stairwells or common areas of the buildings unless specifically agreed to by Management.





Doormats are allowed near your front door but must not block access to the stairwells or any apartment homes. If an item is being stored in the breezeway, stairwell or common area Management will remove it without prior notice and an administrative cage will be assessed to the resident.

### **Bicycles**

Residents may own and enjoy bicycles within the community however you may not:

- Store bicycles in the hallways or breezeways
- Store bicycles on your balcony or patio
- Store or park bicycles on the lawn or any landscape area

### **Satellites**

Satellite dishes are permitted in apartment homes that have a balcony or patio. The installation of a satellite dish is permitted only with Management approval. Residents installing satellite dishes must comply with the following policies:

- The permitted size of the dish cannot exceed 1 meter in diameter.
- Satellite dishes must be installed within the balcony or patio area of the apartment.
- The installation of the dish does not include the drilling of any holes or precarious placement such as on a pole or device that extends the dish beyond the balcony rail.
- Satellite dishes may not be installed or placed on any common area of the building or grounds, including outside walls, outside windowsill, roof or any common area balconies or stairways.
- Residents installing a satellite dish must maintain and provide proof of liability insurance specifically relating to the satellite dish prior to installation.. The policy must be in effect through the entire term of the lease agreement and any renewal agreements.

Satellite signals are subjective based on landscaping and direction of balcony/patio exposure. Modifications of this policy or community landscaping will not be made based on the lack of signal for a particular apartment home. Residents are encouraged to review this policy with their selected service provider to ensure compliance prior to entering into an agreement for service.

### **Signs/Notices/Banners**

Residents may not place any signs or other advertising matter upon or in windows, hallways, doors, mailboxes, or outside the building (this includes political signs and for rent signs). Bulletin boards have been placed in laundry rooms for this purpose.

Management reserves the right to remove any notices that are time sensitive (and the time frame has elapsed), those that may be considered offensive to other residents or for any other reason.



Newsletters, notices and memos to the residents from the Management Office may be posted on apartment door(s), in the entry hall or breezeway or at the entry to the buildings. These notices will be removed in a timely manner to maintain a neat appearance throughout the community.

### **Mail Deliveries**

Each apartment home has an assigned receptacle for mail delivery through the United States Postal Service. The mailboxes are located in the entry of the building. One mailbox key is assigned to you at move-in. If your mailbox key is lost, check with the office for replacement and cost. Duplicate keys cannot be issued by our office due to Postal regulations. Details of mail delivery service can be obtained at [www.USPS.gov](http://www.USPS.gov).

### **Lawn/Landscaped Areas**

We appreciate your efforts in helping us maintain our community as a source of pride for you and your guests. Please refrain from walking or riding bicycles, scooters or skateboards through landscape areas. Please walk pets away from landscaped areas. Please report any bicycles, personal items, etc...stored or parked on the lawns as this detracts from the beauty of Honeywood and cannot be permitted. Motorized vehicles of any kind are not allowed on the grass areas for any reason. Damages resulting from a failure to abide by this policy will be charged accordingly. Please be aware that a specific day for weekly landscape maintenance (mowing) cannot be guaranteed.

### **Laundry**

For your convenience, laundry facilities, located on the first floor, have been provided for use between 7:00 AM and 10:00 PM. The coin operated laundry equipment in 1<sup>st</sup> floor the laundry rooms is owned and maintained by Automatic Leasing Services, therefore, our maintenance team cannot make repairs to these machines. Please report any inoperative machines to Automatic Leasing Services at their toll-free number 800-558-2342 or by email to [service@automacticleasing.com](mailto:service@automacticleasing.com). Please provide the machine number with a description of the problem. Please do not use the washers and dryers before 7:00 AM and after 10:00 PM. Doors to the laundry rooms should be kept closed at all times. Management is not responsible for stolen or damaged items. Please be considerate of others and do not leave your items in the washer or dryer for an extended period of time. Once the washer and dryer has completed its cycle, items should be removed immediately. Please note: Automatic Leasing DOES NOT recommend washing or drying comforters, rugs synthetics or delicates. Residents should follow the care instructions on the article of clothing being washed.

Please note:

1. The Laundry Room is a fire exit and cannot be used for storage of any kind.



2. Laundry Room trash cans are not for household trash. Removal of household trash by the Honeywood staff will result in a charge to the offending resident.
3. Please do not install clotheslines on patios or balconies.
4. Report any vandalism to the Management Office immediately.

### **Washer/Dryer & Washer/Dryer Hook-ups**

Select apartment homes have a feature of a designated washer/dryer hook-up. If the resident wishes to use this feature in their apartment home, they will need to provide their own washer and dryer. They must be compatible with the connections provided and must be fully operational while in the apartment home. Some hook-ups may be for stackable washer dryer units only. Residents assume responsibility for all maintenance associated with the hook-ups. Management may apply additional fees for this feature.

Select apartment homes are equipped with washers and dryers inside of the apartment home. These appliances (where applicable) are located in either an extended area of the kitchen or in a laundry room off of the main hallway. Residents should follow all manufacturers' recommendations on materials being washed and dried in the provided washer and dryer.

When placing items in the washing machine, items should be placed inside the machine evenly to allow the machine to stay in balance, particularly in the spin cycle. Avoid overfilling the washing machine to prevent damage to both your personal items being laundered and to the machine itself.

Residents should empty the lint filter compartment of the dryer between every load. This will ensure the dryer is operating efficiently. Failure to empty lint filter can create a fire hazard.

In consideration for your neighbors, please avoid using the washer and dryer before 7:00am or after 10:00pm.

### **UTILITIES**

All utilities must be transferred into an account in your name on or before the lease commencement date and maintained in your name until your lease end date. **A \$45.00 administrative fee may (in accordance with state and local regulations) be applied to all utility bills received by our Management Office after the beginning date of the lease.** The administrative fee will be billed on a monthly basis until the utility is transferred into your name. In the event that a utility is disconnected, the resident will be responsible for payment of any damages resulting from the interruption of service, including but not limited to frozen pipes and loss of refrigeration.



## **Electricity**

**ELECTRICITY MUST BE IN YOUR NAME AT LEASE COMMENCEMENT DATE AND LEFT ON AND IN YOUR NAME UNTIL THE EXPIRATION DATE OF YOUR LEASE.** AN ADMINISTRATIVE FEE WILL BE APPLIED TO ANY ELECTRIC BILLING SENT FROM OUR OFFICE. RESIDENTS THAT DO NOT HAVE THE SERVICE TURNED ON IN THEIR NAME OR RESIDENTS THAT TURN THEIR SERVICE OFF EARLY WILL RECEIVE AN ADMINISTRATIVE CHARGE FOR EACH BILLING.

## **Gas Heat**

**ROANOKE GAS MUST BE IN YOUR NAME ON THE LEASE COMMENCEMENT DATE AND LEFT ON AND IN YOUR NAME UNTIL THE EXPIRATION OF YOUR LEASE.** AN ADMINISTRATIVE FEE WILL BE APPLIED TO ANY ELECTRIC BILLING SENT FROM OUR OFFICE. RESIDENTS THAT DO NOT HAVE THE SERVICE TURNED ON IN THEIR NAME OR RESIDENTS THAT TURN THEIR SERVICE OFF EARLY WILL RECEIVE AN ADMINISTRATIVE CHARGE FOR EACH BILLING.

During the winter never disconnect the power for any reason as severe damage may occur as a result, with the resident being responsible for payment; maintain a room temperature of at least 60 degrees to prevent pipes from freezing.

## **High Speed Internet**

Our apartment homes offer high speed internet connections in all apartments. The connections are available in all bedrooms, living rooms and dens. Service is provided through our cable provider listed in the Neighborhood Information section. Please contact the Management Office for more details.

## **Refuse & Trash**

Refuse and trash containers are located in close proximity to each building. Please note the following guidelines for appropriate disposal of all refuse and trash.

- All large boxes should be broken down and cut up before being thrown away or deposited into the provided recycling bins.
- In the event that the trash container is full, please use another available dumpster (if applicable) or deposit the trash within the enclosure and contact the Management Office.



- The garbage disposal in your kitchen is to be used for food waste only. If you have any questions regarding its use, please call the Management Office or refer to the policy titled How to Care for your Apartment within this Handbook.
- Resident trash left on landings, the entry halls or breezeways, under stairs, placed in common area trash receptacles (laundry rooms, pool area, picnic areas, etc...) or otherwise improperly disposed of will result in a fine to the resident.
- Unwanted household furniture SHOULD NOT be placed into the provided dumpster, within the enclosure or on the surrounding pad. Any furniture larger than two (2) square feet should be taken to a waste center or may be donated to a variety of local non-profit organizations.
- Any packing materials such as bubble wrap, paper or packing “peanuts” should be put into a garbage bag prior to disposal in a trash container.

### **Water Beds**

When installing a water bed, please consider they have the potential for serious damage and inconvenience to your neighbors. We require each resident carry the proper insurance coverage and notify the office of your installation in case there is an accident.

### **Storage Area**

Additional storage space is available on the third floor of some buildings. Storage is provided with the clear understanding that neither the Owners of the building nor the Owner's Agent is liable for any loss, damage, or injury to the articles stored therein. Periodically, bins which are not registered will be opened and the contents destroyed. Please do not use more than one bin. PLEASE make sure that you put your items in a bin and label it with your name and apartment letter. The label tag was provided in your move-in packet. Any items improperly stored (i.e.: not in a storage bin) will be removed and discarded by our staff without notice.

### **Storage of Personal Property**

Placement of personal property and furnishings inside of the apartment home are at the resident's discretion provided the following guidelines are met:

1. All windows and doors must be accessible and fully operational. Please contact the Management Office immediately if you need to place a service request. Resident's personal property should never interfere with the full function of apartment door or window egress areas. Windows and doors are the emergency exits from your apartment home and must be readily accessible.



2. Combustible or flammable items should never be stored in close proximity to an open flame or heat source (such as, but not limited to, hot water heater, HVAC unit, electric heaters, ovens, etc...). Combustible or flammable items include, but are not limited to, hair spray, aerosol cans, nail polish remover, paint products, paper, plastics, boxes, clothing, blankets, etc... Flammable fluids and gases are not allowed to be stored within the confines of the apartment home, balcony, patio or building. This includes, but is not limited to, gasoline, propane and lighter fluid.

3. No items should be stored within 36 inches of heating or electric sources, including but not limited to, heating vents, return air vents, breaker panel boxes and appliances. Never store items inside or on top of the oven. The stove/oven cooking appliance must remain functional and free of debris and items at all times.

4. Unsecured or loose items can not be stacked more than 3 feet high. (This includes, but is not limited to, boxes, books, clothing, papers, etc...) Stacked items are considered an unstable structure that is a fire and safety hazard.

5. All hallways and walk ways must be clear of cords and debris. This includes a clear path to all windows, doors, and apartment equipment. Blocked egress areas are considered fire and safety hazards. Blocked hallways and walkways pose a hazard to rescue personnel and their ability to respond effectively to an emergency and must be prevented.

6. Trash, refuse debris, or recyclables, must be stored in appropriate containers and in areas sanctioned for such storage. Residents should routinely remove said debris from the premises.

7. Sharp edges, trip hazards, or other hazardous personal items can not be stored in a manner that can pose risk of bodily injury.

8. Any aspect of personal property storage that is deemed unsafe by Management, property inspectors, building inspectors, or fire and safety personnel is considered an emergency lease violation that must be prevented and if found in violation must be corrected immediately upon notice.

### **Door Mats**

Proper sized, standard door mats made of rubber or hemp should be used at apartment entrances.

### **Balcony or Patio**

Private balconies or patios are provided allowing residents to enjoy outdoor living. Your balcony was designed according to safe building construction practices and in accordance with the 1978 BOCA (Building Officials & Code



Administration) CODE PROVIDING FOR 40 LBS. PE SQUARE FOOT LOADING. You should be aware this provides a structure for no more than 10 persons of average weight and sundry furniture for a maximum of no more than 250 Lbs. (TOTAL).

Please observe the following policies to provide an enjoyable and safe atmosphere for you and your neighbors;

1. Do no dump ashtrays, extinguish, store or dispose of smoking material, dispose of empty vacuum cleaners, shake mops or rugs from your balcony or patio. Planters should have a water reservoir beneath so that water does not leak downstairs or stain the flooring of the patio/balcony.
2. Planters should have a water reservoir beneath so that water does not leak downstairs or stain the flooring of the patio/balcony.
3. All accessories should be storm weighted.
4. Clotheslines or hanging clothing , towels, blankets, o r other articles over the balcony rails is prohibited.
5. Birdfeeders, birdhouses and wind chimes are prohibited. (See “Bird Feeders”)
6. Motorcycles, scooters, or other motored vehicles are prohibited.
7. Boats, signs, doghouses, cat litter boxes, upholstered or indoor style furniture, inflatables, etc. are prohibited.
8. Never store flammable liquid such as gas, kerosene, lighter fluid, or propane tanks on your balcony or in your apartment home.
9. Open flame cooking (grilling) and tiki style torches are prohibited. (See “Grills and Outdoor Cooking”)
10. Seasonal lighting is allowed, but management reserves the right to ask residents to remove the lighting if inappropriate.
11. Never store trash on your balcony/patio.
12. Never leave a pet unattended on a balcony or patio. (See “Pet Policy”)
13. Satellite dishes are allowed, but must be in compliance with community policy. (See “Satellite Dishes”)

Residents must maintain their balcony/patio in a neat and orderly fashion avoiding clutter. The balcony/patio should not be used for storage.

### **Windows, Glass and Screens**

For your convenience any broken or damaged window glass, patio glass, window screen, or screen patio door, will be replaced by our maintenance staff with charges for material and labor, due within 10 days of service.

Please promptly report to Management any problems with the window glass, patio glass or window screen. Notify management immediately if any window or door is inoperable. Windows and patio doors are equipped with locks. Additional security bars may be provided for patio doors, particularly in first floor apartment homes.



Screens are provided for patio doors and windows. Screens allow residents to open windows or doors for fresh air circulation while keeping insects outdoors. Do not leave doors or windows open while using the heating or cooling unit. (See Heat and Air Conditioning) Window screens are a thin material designed to keep insects out while allowing outside air circulations. Window screens are not a durable material designed to withstand pressure or force. A person or item should never lean against or apply pressure against a window or window screen; this poses a serious fall risk. Never place bedding or furnishings against a window.

We have installed blinds at all windows and glass doors in your apartment home. If you require service for your blinds, please call the office. Upon vacating, be sure to leave them clean and in place. You will be responsible for the cost of replacement if they are removed or damaged. Blinds should be cleaned thoroughly to avoid cleaning charges at move-out. This may require taking blinds down for washing.

Residents who wish to use their own decorative draperies, curtains, or accessories may do so provided the backing or lining is white. This is to provide a consistent exterior experience for each building. The blinds provided in your apartment home should not be removed. Colored fabric, signs, or tapestries should not be visible from the exterior of the apartment home.

### **Grills and Outdoor Cooking**

In accordance with the International Fire Code, Honeywood does not permit the use of grills or any open-flame cooking devices on the balconies and patios. The use of grills or other open flame cooking devices is prohibited within 10 feet of a building.

Propane or other gas containers/tanks should never be stored in or around a building.

For your convenience, there are stationary charcoal grills located in the common areas of the community.

### **Equipment**

The Owner/Owner's Agent reserves the right to move, relocate, or alter provided equipment (where applicable) such as dumpsters, bike racks, storage, etc. without notice.

### **Yard Sales**

Individual yard sales are not permitted within the Honeywood Community. If Management Office receives numerous inquires for a yard sale. Honeywood will sponsor a community wide yard sale for resident participation.





## Clubhouses

These beautiful facilities are provided for residents to have parties and other social events. The clubhouses are made up of a multi-purpose room and fully equipped kitchen. Reservations can be made through the Management Office. A security deposit and rental fee will be required. This facility is for residents and their private functions only. Restrictions apply. There is a limit of 40 guests that may attend your function to comply with fire and safety regulations. For the convenience of surrounding residents, we cannot allow live music unless it is a community function approved by Honeywood. The resident must be present at all times during the function.

**Clubhouse Fees:**  
**Monday – Thursday = \$35.00**  
**Friday – Sunday = \$60.00**  
**Holidays = \$75.00**

## Fitness Center

We are pleased to offer our residents a fully equipped fitness center that is accessible during posted hours. The facility offers a variety of equipment for all types of workouts and features cable television. The fitness center is accessible by utilizing a key provided by Management. The key is not to be given to anyone under the age of 16 years or to persons who do not reside at the community.

Please review the following items before using the fitness facility:

1. Check with a physician before using the equipment.
2. Persons under the age of 16 MUST be accompanied by an adult.
3. Use the equipment at your own risk.
4. Report any problems to the Management Office.
5. Please keep the facility clean.
6. Honeywood is not responsible for lost or stolen items.
7. Facility is for Honeywood residents only.

## Swimming Pool

The pool season usually begins on Memorial Day and ends on Labor Day. These facilities are provided for your enjoyment and relaxation. Residents and their guest must comply with all pool rules and policies. During the pool season, contact the Management Office for the complete listing for pool policies and rules.



## 1. Responsibilities of Management and Residents

All persons using the pool or pool area do so at their own risk and sole responsibility. The management assumes no responsibility for any accident or injury in connection with use of the facilities. Persons using the pool covenant and agree with the owner or management to make no claim against the owner or management for, or on account of, loss of life or personal injury or damage to or loss of personal property.

## 2. Personal Property

All personal articles must be removed from the pool area upon leaving. HHHunt will not assume any responsibility for articles lost, stolen or damaged.

## 3. Identification

All adult residents are to show a picture identification card when entering the pool area. It is our policy to ask everyone for proper identification, even if we know you. This is done to establish residency, treat everyone equally, and satisfy Fair Housing requirements. Adults, please have your ID ready when being admitted to the swimming pool. Children (or adults in certain circumstances) not having a picture ID, will be issued a pool pin by the Hethwood office. Pins are to be worn at all times upon entering the pool area. Initial pins are free; however, replacement pins (nonrefundable) may be purchased.

## 4. Guests

All guests must be accompanied and registered by a resident. Residents will be allowed to entertain up to three guests on any one day. Conduct of the guest is the direct responsibility of the resident. Guests are subject to the rules that apply to residents. Guest fees are paid per visit at the pool gate. Persons under 2 years of age are free. Discount guest passes may be obtained at the Hethwood Foundation office – inquire for details. Residents planning a gathering of more than 10 guests are required to contact the Hethwood office 72 hours in advance and complete an in-house pool party agreement, so that we may plan and provide adequate staff. If in the opinion of Management there is insufficient room at the pool for residents, guests may be restricted or limited.

## 5. Pool Supervision

The pool staff has the authority to suspend any resident's swimming privileges due to rule, regulation or policy violation. (The suspension period may vary with the severity of the violation). Pool staff may request a swim proficiency test at any time. Pool supervision may vary through the season. If a lifeguard is not present, residents are notified that the pool is swim at your own risk.

## 6. Supervision of Persons

Individuals under 4 years of age may use the wading pool only when accompanied and supervised by an adult. No persons under the age of 10 years will be permitted entry to the pool area without direct supervision by an adult or guardian (must be at least 16 years of age). Individuals ages 10 yrs. and 11 yrs., may come to the pool unaccompanied by an adult if they pass the swim test (must be able to swim 25 meters with good form and tread water for 3 minutes) and have written permission from their parent or legal guardian. A lifeguard must



give this swim test and has the appropriate form for the parent or legal guardian to sign.

#### 7. Unauthorized Entry

Swimming is permitted only when the pool is open. Violators will face disciplinary action by management and/or applicable legal remedies.

#### 8. Property Damage

The cost of any damage will be charged to the responsible party. Management cannot be responsible for loss or damage of any kind.

#### 9. Use of Life Preservers, Etc.

Artificial flotation devices (water wings, inner tubes, etc.) may not be used at any time. U.S. Coast Guard approved personal floatation devices (PFD'S) may be approved, by consulting with a lifeguard. Flotation swimsuits may be used only if the brand is U.S. Coast Guard approved.

#### 10. Closing of the Pool

The pool may be closed at any time due to inclement weather, equipment breakdown, or other operational difficulties.

#### 12. Food, Beverages and Containers

No intoxicants may be brought into the pool area. No food or drink will be consumed in the immediate apron portions of the pool area. Trash and refuse must be placed in the receptacles provided; please recycle. No glass or other breakable objects will be allowed. Coolers may be checked for contents of glass or intoxicants. Smoking is not permitted inside the fenced area of the pool. Ashtrays will be provided outside of the area for your convenience.

#### 13. Rules Concerning Health

Before entering the pool, all bathers must take a cleansing shower. Admission may be denied anyone with skin abrasions, colds, coughs, inflamed eyes, infection or anyone wearing bandages. Bathers should impose this responsibility themselves, but if in doubt, consult the lifeguards. Swim diapers must be worn by any bather who is incontinent, lacks toilet training or is otherwise deficient in voluntary control of excretory function. Pollution of swimming pool is prohibited. Urinating, discharge of fecal matter, expectorating or blowing the nose in any swimming pool is prohibited.

#### 14. Dress / Attire

All bathers must wear appropriate swimming attire (bathing suit or wet suit). Dripping bathing suits in the building areas must be avoided. Cut-off shorts and other street apparel will not be allowed in the pool. Bathers must wear fully opaque coverings (refer to Town of Blacksburg Code Section 14-108). Thongs are prohibited.

#### 15. Deck Furniture

Use of lounge chairs and deck furniture is first come first served. Please place a towel over the deck furniture prior to using lotions or oils.

#### 16. Pets



Pets are not allowed in the pool area. Pets may not be tied to trees, fences, or other structures in the Foxridge and Hethwood common area outside of the pool.

#### 17. Wheeled Recreation Vehicles

Wheeled recreation vehicles, skateboards, roller blades, or skates of any type, will not be allowed in the pool area. Wheelchairs and strollers are permitted.

#### 18. Conduct

Noisy or disturbing behavior such as horseplay, running or screaming should be avoided at all times. Disruptive residents or guests may be asked to leave the pool area.

#### 19. Phones

The telephones located at the pools are reserved for emergency and staff business use.

#### 20. Revision of Rules

These rules may be revised or additional rules established at any time. Please ask office or lifeguards for a listing of additional pool policies and basic lifeguard guidelines. Questions regarding conduct or pool rules should be addressed to the Head Lifeguard or Management

### **Playground**

Community playground is available to all residents and guests and adequate supervision is required. Please keep this area safe and enjoyable by not littering and reporting any problems to the Management Office. HHHunt cannot be responsible for injuries, damages or losses associated with the use of the playground. **No glass is allowed within the playground.**

### **Community Newsletter**

Our community newsletter, The Buzz is published monthly and included are community news, emergency maintenance and lockout numbers, policy changes, extermination schedule, notice of filter changes, special announcements, social events, etc. If you would like to receive the monthly newsletter, we can deliver it to your door for your or we can send it to your email. Please contact the leasing office if you would like to receive the newsletter. We ask for resident participation and appreciate all suggestions and contributions.

### **Resident Computer**

The resident computer is available for use during office hours. We ask that users limit their computer time to thirty (30) minutes if another resident is waiting. Please be advised that the resident computer is a shared device and may not be a secured connection. Resident using the complimentary computer does so at your own risk.



## **Wi-Fi**

Our community is pleased to offer wireless internet service in a couple of areas in the community. Please be advised that any complimentary internet access in common areas such as the Management Office, pool or clubhouse, does not provide a secure internet connection and all content or data transmitted via Wi-Fi or courtesy connections may be viewed or accessed by others. Residents utilizing any courtesy connection do so at their own risk.

## **Storage Area**

Additional storage space is available on the third floor of each building. Storage is provided with the clear understanding that neither the Owners of the building nor the Owner's Agent is liable for any loss, damage, or injury to the articles stored therein. Periodically, bins, which are not registered, will be opened and the contents destroyed. Please do not use more than one bin. PLEASE make sure that you put your items in a bin and label it with your name and apartment letter. This was provided in your move-in packet.

## **Sports Courts**

Tennis and Basketball are on a first come, first serve basis. With respect to all residents, we ask you not to hold the courts longer than one hour at a time. If no one is waiting, you may extend play until others arrive to use the facility. With due consideration, the Owner/Owner's Agent respectfully requests you give up the courts at that time. Management may reserve or close courts to allow for repairs and/or community activities at any time. HHHunt is not responsible for injuries, damages or losses associated with the use of sport courts.

In order to conserve energy, the tennis court lights are on a timer. If the lights are not on when you arrive, you may turn them on at the pole where the circuit breakers are located. The lights are on a timer and are available at dusk and go off at 10pm. Please report any maintenance related concerns to the Management Office. In consideration for neighboring residences, please avoid using the sport courts in the early morning and late evening hours.

## **Exterminator**

As part of our service to our residents, a pest control company has been contracted to visit the community each week. During this weekly visit, the exterminator will complete regularly scheduled extermination, will handle specific resident complaints and will treat the common areas of the community.

Residents must report any insect or pest activity in their apartment home. Extermination to eliminate and prevent household insects is a courtesy service offered to create and maintain a healthy and enjoyable living environment.



Most insect and pest treatment service is offered free of charge. Pet owners will be charged a minimal fee for flea extermination service.

Residents requesting flea exterminations will need to remove themselves and their pets from their apartment home for approximately 4 hours. Fish tanks should be covered and the circulation pumps should be disabled. Floors should be cleared of all sundry items excluding large furnishings. The apartment home should be thoroughly vacuumed and the vacuum bag discarded outside of the apartment home prior to extermination. Detailed instructions will be sent to your apartment home prior to your scheduled flea extermination. These include steps that residents should follow before and after the extermination in order to ensure its effectiveness.

When extermination service is scheduled in your apartment home, all food items should be sealed. We also recommend residents cover fish tanks. When extermination treatment is necessary in the kitchen area, residents may be instructed to clear kitchen cabinets of food stuffs, eating and cooking utensils. Extermination will not always be noticeable immediately. Residents may observe what appears to be increased activity immediately following extermination treatments. There is generally a residual effectiveness of the extermination application used following application. This time can vary depending on the nature of the extermination. Please call the Management Office if you continue to observe pests or insects following a treatment as it may be necessary to complete a series of treatments to eliminate a problem entirely.

Resident's cooperation in the treatment and prevention of insects and pests are required. This may include but is not limited to the request to clean, dispose or modify storage of food items, disposal/removal of personal property that is contaminated or attractant to insects. Failure to comply with requests made to eliminate and prevent insects and pest can be considered a violation of your lease agreement. Management may impose a monetary fine for failure to comply with extermination guidelines. Proper housekeeping and prompt notification of problems to management are significant elements to our insect and pest prevention program. Honeywood is not responsible for damage or loss of personal property as a result of pest or insect damage or treatment.

### **Bed Bug Treatments**

Bed bugs are a serious issue for us and for your neighbors as well, and it is important that we all work together to reduce or eliminate the chances that any bed bug infestation introduced by a tenant does not spread to others. We will agree to pay for the initial cost of bed bug pest control treatment, so long as you fully cooperate and comply with any and all recommendations in the bed bug treatment plan recommended by a licensed pest control company.



Any future bed bug infestation or reoccurrence in the apartment during your lease term will be deemed to have been caused by you. In that event, we reserve the right to hold you responsible for any damages we incur as a result of the bed bug infestation or reoccurrence, including but not limited to the cost of treatment for your apartment and any surrounding rental units as recommended by a qualified and licensed pest control company.

### **Insurance**

Please be advised that THE COMMUNITY INSURANCE POLICY DOES NOT COVER DAMAGE TO YOUR PERSONAL PROPERTY WHETHER BY FIRE, WATER, and VANDALISM OR ANY OTHER CAUSE. We strongly recommend that you obtain a renter's insurance policy to cover any damage to your personal property. Further, the Owner's insurance policy does not cover damage to the premises as a result of negligence on the part of the resident. Damage or vandalism to exterior doors and windows are the resident's responsibility and may be covered under many renters' insurance policies.

### **Non-Refundable Refurbishing Fee**

In conjunction with the security deposit, a \$100.00 non-refundable refurbish fee is also required. The fee specifically covers the basic carpet cleaning and basic cleaning of the apartment home at vacate.

The fee is not a security deposit therefore will accrue no interest. Please refer to the Standard Vacating Checklist for additional details. Additional charges above the non-refundable refurbish fee will be charged.

### **Occupancy Regulations**

HHHunt/Honeywood conforms to the following policy unless state or local regulations dictate otherwise:

- 1 Bedroom: Maximum of two (2) persons.
- 1 Bedroom w/ Den: Maximum of two (2) persons.
- 2 Bedroom: Maximum of four (4) persons
- 2 Bedroom w/Den: Maximum of four (4) persons

### **Unrelated and Unregistered Residents**

When unrelated individuals are applying for an apartment or wish to change their lease during residency, each individual must qualify as a head of household under standard HHHunt/Honeywood leasing procedures. In other words, each resident must qualify on their own in order to rent the apartment.

Only the residents listed on a lease may occupy an apartment. Any non-registered individual is considered to be an illegal occupant. No legal recourse is provided either for the residents on the lease or for the leaseholder in the event of damages or non-payment of rent. Therefore, for the protection of both the



resident and the Owner/Owner's Agent, legal proceedings will be initiated against violators. HHHunt/Honeywood has the right to enter the apartment at any reasonable time to verify lease obligations. Resident's found in violation with an unregistered occupant will be fined and required to properly register the occupant or the occupant must vacate immediately.

### **Renewal Lease or Notice to Vacate**

We value your residency at Honeywood; therefore, you will be mailed a lease renewal letter with our sincere desire to welcome you for another lease term. It is your responsibility to notify the Management Leasing Office of your intentions to remain or vacate your apartment in writing. Please contact the Management Leasing Office with your renewal plans 90 days before your lease ending date so a lease may be typed for you. The lease renewal or vacate notice must be returned 60 days prior to your lease expiration. **IF CHANGES ARE REQUIRED, ALL NECESSARY INFORMATION MUST BE SUBMITTED IN WRITING SIXTY (60) DAYS PRIOR TO LEASE EXPIRATION IN ORDER TO PREPARE A NEW LEASE.**

If you find it need to move, please complete and return the vacating notice sixty (60) days before your lease expiration. A complete forwarding address should be included on the vacating notice; otherwise the return of your security deposit may be delayed.

### **Lease Obligation**

Your lease is a legally binding contract. The lease outlines what you can legally expect from Honeywood and what the community can expect from you in return. In the lease you have agreed to rent an apartment home for a specific length of time at a mutually agreed upon rental rate. You cannot arbitrarily reduce the term of the lease by moving or reduce the amount of rent that you have agreed to pay over the term of the lease.

Please note that advance notice of a move does not automatically release a resident from lease obligations during the lease term. Quite fairly, we have the right to take legal action for damages and rent arising from a premature move or in the event that proper notice has not been given in accordance with the terms of the lease. If you find that you must move contact the Management Office as soon as possible. We will help by explaining your obligations and possible alternatives as provided in your lease agreement.

### **Termination of Lease by HHHunt**

A resident's lease may be terminated if there is a breach of the agreement or non-compliance with related policies. Notice of termination can be served to the resident after the first warning of a violation has been issued. In accordance with state and local Landlord & Tenant Act(s), the resident will still be responsible for the total term rent until the lease ends or the apartment is re-rented. The Owner/Owner's Agent reserves the right to give the resident's written notice, equivalent to their Renewal or Vacate Notice deadlines, that a renewal of said





lease is not desired.

Additionally, should the resident be late with the rent payment three times within the term of the lease, shall be grounds for termination of the lease, at the option of the Owner/Owner's Agent.

### **Lease Extensions**

Upon satisfactory completion of a standard-term lease agreement, circumstances may necessitate a request for a less extension less than the standard term (approximately 1 year). Please understand a lease extension is not granted may be denied. Lease extensions are subject to management approval and are granted on a first-come, first-served basis. Lease extensions are limited according to date, move-outs per day, maintenance schedules, apartment availability, market demands and apartment size. All lease extensions will reflect the current rent schedule and may require an additional charge. Residents requesting an extension to their lease must submit an Extension Request Form to the Management Office. Please note the following when considering or applying for a lease extension;

1. Lease extensions are granted on a first-come, first-served basis.
2. Lease extensions are never guaranteed. Extensions may be denied.
3. Decisions for extensions will only be made by the Community Manager. Approval times can vary and will be communicated by the management office.
4. No discounts on rent will be given on extension leases. The rental rate will be the current street/market rate and may also include an additional charge per month.
5. Consecutive extensions may not be approved.
6. Extension requests must be submitted prior to your renewal/vacate deadline.
7. If an extension lease of less than 120-days is approved, a Notice of Vacate must be signed in conjunction with the Extension Lease Agreement.
8. An extension request is not binding. A signed Extension Lease Agreement is a binding document.

### **60-day Notice for Long-Term Residents**

Residents that have resided continuously in the same apartment home for 5 years may provide management with a 60 day of termination. Residents that qualify must submit their request in writing. Notice may only be given after the resident has fulfilled lease obligations for five consistent calendar years (60 months). Long term lease termination must be at the request of all parties of the lease agreement and can not be applied to one or more parties vacating, while one or more parties continues to occupy the apartment home. All qualifying parties

All qualifying parties of the lease must submit the notice in writing to exercise this provision.



Management's acceptance of the resident's written notice is provided in writing with a lease addendum reflecting the change to the resident's lease expiration date. This addendum requires the signatures of all parties of the lease.

Management will not accept notice from a resident that is not in compliance with their lease due to non-payment of rent, or other lease violation.

Long term residency is non-transferable and does not apply to apartment homes with length of residency in excess of 5 years as a result of changes in residents or roommate changes. Length of residency is calculated by continuous residency in the same apartment home and does not include combinations of multiple apartment addresses within the community.

### **Month To Month**

If you plan to renew your lease with a Month to Month lease you may do so after your current lease term is complete. Month to Month leases are being offered on a first come basis with no more than 5% Month to Month leases being offered at any given time. When renewing Month to Month, a 30-day written vacating notice is required to end the lease. The Month to Month lease has a privilege premium of 10% added to the market rate. The lease will continue until there is a rent increase at that time a new Month to Month lease will be sent 30 days prior to the increase, and a signature will be required from the resident.

### **Lease Provisions**

#### **Releases**

The standard procedure if you must make a premature move is to contact the Management Office immediately. Information will be provided as it pertains to your specific case. Never assume you may move prematurely and break your lease. Provisions of your lease include; a Transfer Addendum, Sublease and resident changes. You are still responsible for maintaining the electricity until the release procedures are complete. Any other action can result in immediate legal proceedings. We welcome the opportunity to assist you with your problems and thus eliminate any undue ramifications.

After five years of continuous residence, a lease may be ended with a 60-day written notice. (See 60-day Notice for Long-Term Residents)

#### **A. Company Transfers**

A resident may request a release from his or her lease because of a job transfer. Job transfers, if verified by a company notification letter, may be authorized under our job transfer policy. The resident must have resided in his/her apartment for at least six (6) months prior to giving transfer notice. The resident must be moving at least fifty (50) miles outside of the Honeywood community and must be transferred with a branch of the same company for which he/she was working for at the time of move-in and indicates this on the application or has worked for the company for at least six (6) months. Job/Company transfers do



NOT apply to part-time employment, changes or transfers in educational institutions, relocation of research work, or relocation expiration date. The resident agrees to pay two (2) month's rent in advance after the signing of the Transfer Addendum. The apartment may be vacated at any time after the addendum is signed and rent has been paid, but it must be vacated no later than the last day of the 60 day notice. In either case, the resident must sign a vacating notice at the signing of the transfer addendum verifying the exact date of move-out. Management reserves the right to request additional documentation related to an employment transfer. Management further reserves the right to deny a request for a company transfer in the event that it is not able to validate the employment history or validity of the transferring employer. Examples of additional documentation requested may include, but is not limited to, tax withholding records and employer tax identification numbers.

In a roommate situation, only the transferring resident is released from the lease agreement. The remaining institutions, relocation of research work, or relocation for training related to an educational program, regardless of employer funding or active employment status. For applicable job/company transfers, the 60 day notice does not commence until the Management Office receives the company's verification of transfer letter. Management's acceptance of the transfer is acknowledged a written Addendum reflecting the revised lease.

#### B. Military Transfer

Residents serving our country in full time active duty for the United States Armed Forces or as a civil service technician with the National Guard transferring under orders from the U.S. Government may initiate a Military Transfer. In conjunction with Federal laws, active duty military may terminate his or her contract with a thirty (30) day written notice. A copy of the transfer orders must be provided to management with the request to terminate the lease. The resident must be moving at least thirty-five (35) miles outside of the area. A resident may also terminate his/her lease with a thirty (30) day notice if he or she is discharged or released from active duty with the U.S. Armed Forces or from his or her full time duty or technician status with the Virginia National Guard.

#### C. Re-Rental of Apartment

A resident may choose the re-rental option with the following understanding. There is a \$500.00 fee when the notice is given. As soon as the vacating notice is given, the rental office will put that apartment on the availability list as of the date apartment is vacated. Even though the apartment has been vacated prior to the lease ending date and all keys have been returned to the Management Office, the resident(s) are still responsible for all rental payments, gas and electricity bills, late fees, etc... until their lease ends or until the apartment is re-rented and a new lease commences. The account balance on the apartment must be up to date for the re-rental approval.

If you are considering a re-rental, please be advised of the following:



1. I understand that agents of Honeywood have an obligation to rent vacant apartments before renting Re-rental apartments. Vacant apartments will be offered to prospective renters first. Re-rental apartments will be offered in the event that there are no vacant apartments or if the prospective renter specifically asks for the Re-rental apartment or describes an apartment similar to the Re-rental apartment and no vacant apartment homes matching the requested description exist.
2. Once your apartment has been offered to a prospective resident, the following must take place before ending your lease. The new renter must meet all rental criteria, sign the lease, pay all rent and securities deposits due and take possession of the apartment.
3. I/We understand that the rent must be paid in full each month until the apartment has been Re-rented with the commencement of all of the steps noted above in #2 or until the lease expires. Late fees will apply to any late rent payments and/or to partial rent payments.
4. In the event that the prospective renter cancels his/her application, Honeywood does not assume responsibility for the cancellations. The apartment will then become available for Re-rental to another potential renter. I/We understand that I/we are contractually obligated to continue to pay for the rent and power bills for the apartment.
5. A firm date of vacating is required with the Re-rental agreement. This date is used for listing availability of the apartment home, scheduling the apartment home for a vacating inspection and for scheduling maintenance service required for preparing the apartment home for a new resident. Any resident not vacating the apartment home on or before the date they provided on the Authorization for Re-rental, will be subject to hold-over fees and/or a second Re-rental fee for reprocessing.
6. I/We understand that once the apartment has been vacated, prepared for a new resident, and/or offered to a prospective resident, I/we will not be able to retract the Re-rental Agreement. In the event that the prospective renter cancels, Honeywood will not be held responsible and I/we will continue to be responsible through the lease ending date.
7. Residents will be notified of a successful Re-rental via mailing of their closing Statement of Deposit Account. This statement is sent along with any applicable rent or deposit refunds.
8. I/We understand that the security deposit is not considered a rent payment.

#### D. Lease Buy-out

A resident may request a lease buy-out, which consists of a sixty (60) day vacating notice, and a lease buy-out fee of \$1000.00. A resident must have occupied the apartment for at least six (6) months before the lease buy-out can go into effect and the sixty (60) day notice begins. The resident is required to pay the \$1000.00 lease buy-out fee at the time the vacating notice is given,



which begins the sixty (60) day notice. The apartment may be vacated at any time after the addendum is signed, the \$1000.00 lease buy-out fee has been paid, and all rent has been paid, but it must be vacated no later than the last day of the sixty (60) day notice. The resident must sign a vacating notice at this time, verifying the date of move-out and a lease addendum which states the new lease expiration date.

#### E. Change of Resident/Roommate

A roommate change is when one or more, but not all, of the original residents wish to transfer their responsibility for an apartment to another individual. A lease commits you to responsibility for a specified length of time. We do allow changes, however, only if certain prerequisites are met. Check with the Management Office before taking any action. A processing fee is required for all forms to be signed and transactions completed. All persons involved (i.e., outgoing, incoming, and remaining residents) must be in collective agreement before any steps are taken to activate the process. A roommate change that occurs after a lease has been signed will be charged a roommate change fee. In order to complete a roommate change, there must be 90 days left on the lease. All paperwork must be submitted at least 120 days prior to the lease ending date. Please note: a roommate change cannot take place if there is an outstanding balance on the account. Please review the following information to determine which process applies to your situation and to determine what preliminary forms and fees are necessary to initiate the requested change.

Any resident initiated change to the lease must be in agreement with all parties. No one party can execute a change without the agreement of all residents and guarantors party to the lease being changed.

When Owner/Owner's Agent has approved a change on a lease, the following must occur: both incoming and remaining resident(s), including guarantors, for the lease term, must sign a new or amended lease. The Management Office considers any resident change as a legal transaction and it will be handled as such. The security deposit may never be reduced below the amount on the original lease. The remaining resident(s) and the new resident(s) entering on an existing lease accept responsibility for all damage and cleaning charges (including pet). **IT IS THE RESPONSIBILITY OF RESIDENT(S) TO MAKE SECURITY DEPOSIT SETTLEMENTS AMONG THEMSELVES.** The outgoing resident(s) must fill out the Resident Change Addendum and Vacating Notice form. The remaining and incoming residents must sign a Resident Addition Addendum and pay all monies due to authorize name changes on the lease. All rent, late fees, etc. must be brought up to date before the resident change is approved. The outgoing resident(s) must turn in keys and pet tags to the management Office. All necessary forms can be acquired at the Management Office. Please contact us for details. All remaining lease holders must agree to the drop of the leaseholder and to the addition of a new leaseholder to the lease.



### F. Temporary Occupants

Occasionally residents may encounter circumstances that may make it necessary for them to authorize a person or person(s) to temporarily reside in their apartment home. Permission for Temporary Occupant form must be submitted to authorize someone else to occupy your apartment. The addition of the occupant can not exceed the occupancy regulations for the apartment home. The Permission for Temporary Occupants form must be completed to include the start and end date of the Temporary Occupant, signatures of all residents and guarantors and the occupant. The occupant must also complete an occupant information form, pay the temporary occupant fee, and submit to background screening. All forms must be submitted at least seven business days prior to the start of the permission for occupancy. All temporary occupants must be approved by management in advance. Although a temporary occupant is in the apartment, he or she is not considered a lease holder and is not financially responsible. The parties of the lease (residents and guarantors) are held responsible for paying rent and any damages incurred. Pool and amenity privileges are only available to the temporary occupant when they are accompanied by a lease holder. Guest fees may apply. Only one temporary occupant will be permitted during a standard lease term. All occupancy regulations apply.

HHHunt/Honeywood Community retains the right to ask you to terminate your agreement with the temporary occupant should any problems arise. Temporary occupants must complete an Occupant Information Form and acknowledge receipt of the Resident Information and Policy Handbook.

### F. Transferring within the Community

When a resident requests a transfer from his or her present apartment home to a larger size apartment home within the community during the term of the lease, the following is required:

1. The resident must re-apply and qualify for the requested apartment type. New apartment home must be a larger apartment home and an increase in monthly rent.
2. The resident must fulfill the terms of the existing lease plus an additional year's lease. Full market rate applies and the additional year lease is subject to a rental rate increase.
3. Security deposits do not transfer from one apartment home to another. The new apartment deposit must be paid in full with the signing of the lease. The vacating apartment deposit will be processed in accordance with the lease and refunded (if applicable) 30 days after the lease expiration.
4. If damage charges in the original apartment exceed the respective security deposit, the resident shall be fully responsible for additional costs of all related cleaning and/or repairs necessary for its rental.

All community transfers are subject to management approval. Apartment homes available for transfer are subject to approval and may be declined. Available



apartment homes for transfer will not include Re-rental apartment homes. Availability for transfer is subject to maintenance turn schedules and/or availability dates of the vacating apartment home.

### HHHunt Transfers

HHHunt offers residents the ability to transfer within the community, to another phase of the property or to another HHHunt community. The following requirements must be met prior to a transfer being approved:

- Proper move-in and move-out procedures must be followed including re-qualifying for the new apartment.
- Good-standing current residents will only be allowed to transfer after the initial 120 days of the lease has passed.
- **Upon request to transfer, the current apartment will be inspected for damages. If damages exceed more than \$500, resident will NOT be allowed to transfer.**
- Residents may be required to fulfill the current term of lease in addition to the lease term determined for the new apartment.
- A transfer fee may be required, please contact the Management Office to determine what fees are required.
- Management reserves the right to restrict transfers according to community policy. These restrictions may include allowing transfers only to larger apartments.
- Residents will be denied the ability to transfer in the following situations:
  1. If the resident is unable to qualify for the new apartment based upon the rental qualifying criteria.
  2. Damages to the premises exceed \$500.
  3. Documented lease violations.
  4. Payment problems in accordance with standards listed in the Rental Qualifying Criteria.
- Residents may be required to pay a new deposit or Surety Bond prior to the transfer to cover damages present in their current apartment.
- Transferring residents will not be eligible for any up-front concessions being offered at the time, if any.
- Residents must provide management with a written notice and follow all vacating procedures.
- If a resident has lived at a community longer than six months a new application must be completed and verified consistent with the current screening policies.



## **FIRE SAFETY TIPS**

What you do in the first five minutes of a fire can make a difference. Your actions may save your life or the life of your family and neighbors. First, determine if everyone is out of the apartment. Next, pull the fire alarm pull station closest to your apartment (if provided) and call 9-1-1. Retreat to a safe distance and above all, **DO NOT PANIC**.

Fires rise and spread through open doors and stairways. If it is safe to do so, close all doors on the way out of your apartment. However, leave the door unlocked so that the Fire Department may enter to control the fire.

"An ounce of prevention is worth a pound of cure." Remember, fire thrives on fuel and air. If you can safely remove one of these elements, you can help stop the fire.

No resident is allowed to keep gasoline or other combustible materials in their apartment or are permitted to do anything which would increase the possibility of a fire (i.e., keep motorized vehicles in building or on patios). Above all, you can prevent fires by taking these simple precautions:

1. Make sure matches and cigarettes are completely cold before they are discarded.
2. NEVER discard cigarette butts or matches on the ground, especially in the landscaping beds. Mulch is very combustible. Plus, that is considered littering.
3. Keep matches out of the reach of children.
4. **DO NOT SMOKE IN BED.**
5. Never throw water on a grease fire occurring on the stove or in the oven. Only use baking soda or keep a fire extinguisher close to the kitchen.

## **Fire Extinguishers**

Fire extinguishers have been provided in each building for your protection. Fire extinguishers work by removing oxygen from a fire thereby smothering it. Each resident should familiarize themselves with the location of the fire extinguishers upon move-in. Please be advised that theft or misuse of a fire extinguisher is a violation of the lease agreement. Any and all damages resulting from the misuse of a fire extinguisher will be the resident's responsibility. Reporting a violator might prevent the loss of life or property should occur. Please note that the fire extinguishers have been inconspicuously marked for identification in the event that they are stolen. If you witness someone removing or misusing a fire extinguisher please report them to the Management Office. In the event that a resident must discharge a fire extinguisher to stop a fire, please contact the Management Office immediately so that the extinguisher may be recharged for future use.





## Smoke Detectors

The smoke detectors within your apartment home are installed to provide early warning against smoke. The detector features a photo-electronic cell to detect abnormal smoke accumulation and a horn alarm to sound the warning and alert the household to the presence of threatening smoke. Smoke detectors are either wired directly into your apartment's electrical system with a battery back-up or are battery operated. If electric, occasionally the alarm signal may be heard for a brief instant in a random manner due to voltage surges caused by electrical storms or because the battery back-up needs replacement. If your alarm should go off and there is no smoke or if the detector beeps repeatedly, please call the Management Office to request service. If battery operated, take the smoke detector down and disconnect the battery. Replace with a new battery or call the Management Office to request that the battery be replaced.

**Whether battery operated or electric, YOU, the resident, are responsible to maintain your smoke detector under state and local law and in accordance with your lease agreement.**

The smoke detector will be in operation at the time of move-in; thereafter, it is the residents' responsibility to notify the Management Office if the detector light goes out. This is for you and your neighbors' protection in the unlikely event and service.

**DO NOT DISCONNECT YOUR SMOKE DETECTOR!** Since the law requires that the detectors be operation at all time, YOU, the resident could be held liable for unhooking this fixture during your residence while in operation. Your cooperation is greatly appreciated.

## Smoking Policy

The no smoking policy prohibits smoking in the following areas: any interior common areas, including but not limited to, clubhouse, fitness center, storage rooms, hallways, laundry rooms, stairways, offices. Management reserves the right to designate non-smoking buildings that include individual apartment homes. This policy applies to all residents, guests, visitors, service personnel and employees.

Residences at 3101 Building and common areas are smoke free.

## Carbon Monoxide Detectors

Carbon Monoxide detectors are installed in all apartments and central laundry rooms. Each apartment home will have a Carbon Monoxide detector installed in the same room as the furnace closet. The Carbon Monoxide detector in your apartment will be plugged into an outlet receptacle and will have a battery back-up. Carbon Monoxide detectors are installed to provide early warning against Carbon Monoxide leaks. An alarm will sound if Carbon Monoxide is detected. Please refer to your Move In Packet to review in detail what Carbon Monoxide is and what to do if your alarm sounds. Never ignore an alarming CO detector/alarm. If the detector/alarm sounds, operate the Test/Silence button.



Call your emergency services (fire department or 911). Immediately move to fresh air outdoors or by an open door/window. YOU, the resident(s) are responsible to maintain the Carbon Monoxide detector. If the detector is removed or tampered with, YOU, resident could be liable for any damages that result. Furthermore, you will be fined a minimum of \$50 for replacement and labor to reinstall the unit. This includes removing or tampering with the batteries. If you have any problems or concerns with your Carbon Monoxide detector, please call the Management office (540) 774-0088.

### **Mold and Mildew**

Resident acknowledges and agrees that for both the maintenance of the apartment home and for the health and well-being of Resident and Resident's occupants, family and guests, it is necessary for Resident to provide appropriate climate control, keep the Premises clean, and take other measures to retard and prevent mold from accumulating in the Premises. Accordingly, resident agrees to :

- Clean and dust the apartment on a regular basis and remove visible moisture accumulation or condensation on windows, walls, and other surfaces as soon as it becomes apparent. See section titled Condensation for tips and answers about condensation.
- Avoid blocking or covering any of the heating, ventilation or air-conditioning ducts in the apartment.
- Immediately report any of the following to the Management Office:
  - a. Evidence of water leaks or excessive moisture or standing water inside the apartment or in any common areas.
  - b. The presence of mold, mildew, or similar growth in the apartment, which cannot be removed by applying a common household cleaner, or any mold/mildew growth that re-appears.
  - c. Any malfunction of any part of the heating, ventilation, air conditioning, plumbing, or laundry systems in the apartment.
  - d. Any inoperable doors or windows in the apartment.

Upon notifying the Management Office of the issue, you must fully cooperate with service and management team members by allowing them access to repair leaks, and properly remediate any affected area. Resident agrees that Resident shall be solely responsible for damages caused to the Premises and to personal property on the premises as well as any injuries or adverse medical condition suffered by Resident or Resident's occupants, family, or guest resulting Resident's failure to comply with the guidelines outlined above resulting from a failure to comply with the guidelines outlined above. Violation of this addendum shall be deemed a material non-compliance under the terms of the: ease and Owner/Agent shall be entitled to exercise all rights and remedies against Resident at law or in equity.



## Condensation

### What is this water on my windows?

Water or frost on windows is condensation. Condensation is formed when warm moist air comes in contact with cooler dry air just as a bathroom mirror will “steam up” after a hot shower. The inside or outside of your window can sweat or fog because of temperature differentials.

### Are my windows to blame?

Faulty windows do not cause condensation. Glass is usually the place you first notice condensation because glass surfaces have the lowest temperature of any of the interior surfaces in the house.

### Then what’s the cause?

The moisture in the air causes condensation. The reason you may observe more condensation in your home is because of modern energy efficient home building techniques and products.

The insulation and construction materials used today are designed to keep cold air outside. This is especially true of new windows. While energy efficient designs and weather stripping keep cold air outside, they also keep warm moist air inside. Older window designs were less efficient, and consequently allowed moisture to escape.

If you didn’t have as much condensation before replacing your old windows, it’s probably because they were drafty. Good windows and insulation all create barriers to the air exchange of a home. When combined with the additional water vapor (moisture) from showers, cooking, or from clothes dryers not vented to the outside, the result is excess moisture and a high relative indoor humidity level.

### How can condensation be reduced?

The key lies in controlling the humidity inside your home. First, let’s understand where the moisture comes from. During the hot humid summer, your house absorbs moisture. The same principle applies to a newly constructed or remodeled home, due to the abundance of moisture from the building materials used in construction.

During the beginning of the winter when you start to heat your home, condensation occurs. After a few weeks, your home will begin to dry out and you’ll see less condensation. Opening a window briefly is a quick temporary solution. The dryer cold air will enter the room while the moist air is allowed to escape.

Other steps to take include:

- Cracking open a window or door daily to air out your house.
- Opening a window or running exhaust fans longer in the kitchen, bathroom and laundry room.
- Opening drapes and blinds, allowing air to circulate against windows.
- Turning off any humidifying devices in your home.
- Installing and using a dehumidifier.



If you live in a northern climate, the above as well as the following points may be relevant.

- Adding storm windows or replacing existing single-pane windows with insulated windows.
- Keeping plants in a sun room, or in rooms that are infrequently used during extreme cold weather.
- Adding waterproofing protection to basement floors and walls.
- Removing radiator pans until sweating has been eliminated.
- Making sure that open-faced gas heaters are connected to a chimney and using them as little as possible.

### **When should I be concerned?**

Window condensation should only occur during extreme temperature differences and should be of a fairly small amount. During the winter months, condensation will be seen on the inside of the window. Condensation will present itself on the outside of the window during the summer months.

If you find condensation between the two layers of glass in an insulated window, the airtight seal has probably been broken and the glass will need to be replaced

If there is too much moisture inside the home, you will find evidence during both the cold and warm seasons. Moisture spots on the ceiling or walls, peeling paint, rotting wood or delaminating plywood, moisture on exterior walls, fungus, mold or mildew growth are signs of a more serious moisture problem. Should you experience these symptoms, an expert heating & cooling contractor should be contacted in order to solve your problem.

### **Hanging Pictures & Accessories**

You may hang pictures, mirrors, drapes, etc... on the walls of your apartment home provided you use small picture-hangers. All nail holes must be properly filled and sealed with spackling compound at move-out. PLEASE do not use glue/foam stickers as they create extensive damage to the wall.

Never attempt to place holes in metal entry door, interior doors, patio door, windows or window frames, cabinets, countertops, flooring, bathtubs, etc. Permanent damage can occur and residents will be responsible for replacement to its original condition.

### **Modified Apartments**

Some of our apartments are equipped for the handicapped with tub railings, wider door entries and, mirror, etc. These items cannot be altered.

### **Alterations**

HHHunt communities require written Management approval of all alterations to the apartment home by a resident. Should you wish to alter or improve your



apartment home, including painting, hanging wallpaper, adding additional shelving or installing additional cable jacks, you must obtain written approval PRIOR to completing the alteration or improvement. Management reserves the right to approve or deny these alterations in accordance with the lease agreement. Any alterations must be removed and the apartment returned to its original condition upon move-out unless otherwise approved by Management.

### **Housekeeping & Service Requests**

It is the resident's responsibility to take proper care of the premises. This includes cleaning and promptly reporting any repairs needed to the Management Office. Lack of notification may result in the resident being charged for repairs and replacement due to the delay in reporting. Owner has the right to make repairs, renovations and alterations at reasonable times. If the apartment is damaged in excess of ordinary wear and tear, the Owner shall make such repairs and replacements equal in quality to original construction and the resident shall pay the cost.

It is the resident's responsibility to clean around the windows and window sills. These areas are naturally prone to condensation. Proper cleaning is necessary to help prevent mold growth. Report unusually large amounts of condensation and any water leaks within the apartment should be reported immediately to the Management Office

### **Filter Changes – Heating and Cooling**

To ensure your heating and air conditioning is operating efficiently, the Service Team will routinely change the air filters. A schedule of this operation will be distributed throughout the community. Upon receipt of notification, residents must insure that the utility closet, located in one of the bedrooms, is accessible to the Technician on the day of service. Please also note when calling for service for your heating or cooling unit, our Technician will need access to the utility closet. This locked closet is accessible to our Service Technicians only. Residents are not provided keys to this closet. This utility closet should never be used for storage. We suggest that residents consider the accessibility of the closet door when arranging their furnishings in this room. Residents are responsible for moving personal items to allow access to the closet as needed. A return air vent is located in the hallway or dining room in each apartment. Do not store or place items that will block the vent. Blocking the vent will negatively impact efficiency of the heating/cooling unit and can cause damage.

The air filters are located in one of two areas, at the return air vent in the hallway or dining room or in the locked utility closet. Regardless of the location of the filter, the Service Technician will need access to the unit inside of the utility closet to perform a routine inspection and preventative maintenance.



During scheduled filter changes, Service Team members will check your apartment and complete preventive maintenance work. This inspection will include checking for dripping faucets, improperly flushing commodes, and the general condition of the apartment. In order to thoroughly inspect the apartment for preventative maintenance, our technician will inspect around resident's furnishings. Service requests will be written and a maintenance person will return at a later date to repair the noted items.

It is imperative that the filters be changed, as it greatly improves the efficiency of your heating/air conditioning system and the quality of the air you breathe. If filters are not accessible on the filter change date, a charge will be made for the filter to be changed within the following two weeks. It is recommended that furniture not be placed in front of the heating and air conditioning closet to ensure accessibility to our staff in the event of an unexpected maintenance issue or a scheduled filter change.

During the heating season, move the lever on the thermostat to HEAT. During the air conditioning season, move the lever to COOL. For normal satisfactory operation, it is recommended that the thermostat be set at 65 degrees in the winter and 75 degrees in the summer. When you are changing from cooling to heating or vice versa, allow about five minutes to elapse between the time you turn one OFF and the other ON. The unit will have time to energize itself, otherwise, the unit will be damaged. Please keep the cold air return vent in the hallway or dining room clean. Accumulation of dust can affect the efficiency of the system.

Your thermostat also has two fan settings. The fan switch located on the face of the thermostat provides this opportunity for operating the indoor fan continuously and independent of compressor action. With the switch in the "ON" position, the indoor fan will operate continuously. "AUTO" position provides fan operation only when the unit is actually heating or cooling. Try both modes of operation and select the one that better suits your needs. Continuous fan operation will increase electric operating costs.

For most efficient operation many manufacturers recommend operation 24 hours a day. If you prefer to shut the equipment off in late evening and use natural ventilation, the cooling equipment should be started very early the next day before the outdoor temperatures become uncomfortable.

While operating your heating/cooling unit, do not leave your windows and/or doors open. This will cause excessive wear and tear as well as significantly increase the cost of utilities for your apartment home. If you are found to be operating the heating/cooling unit and leaving your windows and/or doors open, you are in violation of your lease and you will be fined for the first offense. Continued violation of the policy could lead to an increased fine and more serious action toward the lease violation. Residents would also be responsible for paying



repair and maintenance costs for repairs to the unit as a result of misuse. This expense can include resources, equipment and labor.

Do not turn your heat off if you are away during the winter months due to the risk of your pipes bursting and causing excessive damage to the building and to your personal belongings. While away, maintain your thermostat at 60 degrees or above. Any damage that is sustained due to the apartment not being properly heated will be the resident's responsibility.

Window mounted air conditioning units are prohibited.

***Fire and safety regulations do not allow kerosene or other fuel burning heaters.***

### **Electrical Equipment & Fixtures**

Each apartment home is equipped with an electrical panel with circuit breakers in case of power overload. If you lose the electricity in your apartment, check to see if the circuit breakers are all in the "ON" position. If a breaker has tripped it will be in the "OFF" position or will be in the middle between on and off. Wait approximately five minutes before you reset the breaker. To reset the breaker flip it to "OFF" and then back to the "ON" position. If that does not resolve the problem, contact the office, 540-774-0088. In case of a general POWER FAILURE, please report difficulties to American Electric Power (1-800-956-4237). Light bulbs will be supplied upon initial occupancy, but replacement bulbs are the residents' responsibility. The Service team will replace appliance bulb and florescent bulbs located in the kitchen. When purchasing replacement bulbs, we recommend you take the burnt bulb with you to purchase the matching style and wattage. Replacement bulbs should never exceed wattage limits for the fixture. Please contact the management Office if you have any problems or concerns with replacement light bulbs. Upon vacating the apartment home, residents should ensure that all bulbs are functioning and are the proper style and matching type as provided at move-in. Bulbs requiring replacement will be charged to the resident in accordance with the Standard Vacating Checklist. For your safety, check with the Management Office before installing chandeliers or other permanent electrical fixtures. Written permission is required in advance. Do not use multiple outlet plugs or overload a circuit creating a fire hazard. Most electrical panels (circuit breakers) are located in the back of the closet of the bedroom with the utility closet. Other boxes may be located in the hall closet or the dining room wall.



## **Plumbing Fixtures**

All plumbing fixtures should be used only for the purpose intended. Therefore, no solid articles, disposable diapers, rags, rubbish, or feminine hygiene products should be placed in them. All such waste should be placed in trash containers. Plumbing fixtures, including water supply lines, should never be altered without management approval.

## **Hot Water Heaters**

Owner expressly reserves the right to charge the Residents for any Residential natural gas for the central laundry room and central hot water heater usage and service provided by the Roanoke Gas Company and billed to the Owner. In accordance with Section 55-226.2 of the 1950 Code of Virginia, as amended, the Residents hereby acknowledge and agree that the Owner has expressly reserved the right to bill the Residents for their natural gas for the central laundry room and central hot water heater usage and service as clearly stated and set forth in the Honeywood lease agreement. Residents also acknowledge and agree that the Owner will bill the Residents based on the size apartment unit in each apartment building. The rate per apartment size will be \$14 monthly for a (1) bedroom and \$16 monthly for a (2) bedroom. The Owner expressly reserves the right to increase the cost for the natural gas for the central laundry room and central hot water heater usage and service at each renewal or extension of the lease agreement based on any administrative billing, fees, and/or costs incurred by and/or charged to the Owner relative to said utility usage.

In accordance with the aforementioned code section, the Owner will consider any amounts owed by the Residents relative to the natural gas for the central laundry room and central hot water heater billing as rent, and any statutory late fees will apply to any such outstanding amounts owed for such usage and service. Residents further acknowledge and agree that they will remain responsible for any amounts owed pursuant to any applicable natural gas usage for the central laundry room and central hot water heater billing, as clearly stated in their lease agreement, even if the Residents vacate the apartment unit prior to the lease ending date.

## **Kitchen Fixtures**

It is best to clean the cabinets and the counter tops with a non-abrasive household detergent or all-purpose cleanser and water, especially around the handles. Please do not place hot skillets or other hot objects on the counter tops, and always use a cutting board for chopping or slicing food to prevent counter top damage.

## **Kitchen Appliances Care & Cleaning**

### **Refrigerator**

Clean the interior with a solution of baking soda and warm water. On the exterior





of the refrigerator, use a mild soap and warm water. Please do not use scouring powder or strong abrasives inside or out because these will scratch the surface. Use care in cleaning plastic parts; do not wash plastic parts in scalding water or place in hot water directly from a cold refrigerator. Once a month please remove the bottom grill and clean. Also, remove the plastic drain tray under the refrigerator and wash in warm soapy water.

### **Range – Cooking & Cleaning tips**

To insure maximum cooking efficiency on your electric range, please be sure to follow the operating instructions carefully. The range has a two-piece broiler with separate pan and grill and is completely removable for easy cleaning. This should be done after each use. Raised edges of the range top cooking surface retain spills, splashes, and boil-over. After the liquid begins to boil, decrease the intensity of heat that will hold the boil. This will save electricity, lessen the possibility of burning food or boiling food over your cookware, and keep the kitchen cooler.

Use stable cookware with flat bottoms. Always place the cookware on the burner before turning on the burner. Select cookware large enough to avoid spillovers; however, oversized cookware (diameters exceeding 8 1/2 inches) can cause the finish of the range to discolor, craze and chip.

Preheat oven for 10 to 12 minutes before placing food in oven (oven indicator light will go off when ready). It is not necessary to preheat for broiling or roasting.

It is important to select a proper temperature setting. Never set the dial to a higher degree than needed, with the intention of lowering the setting at a later time. This will not speed up the action. It can cause the oven to cycle slower and cause the temperatures to vary so that cooking results may be unsatisfactory.

When using glass bake ware, lower the oven temperature 25 degrees to prevent browning of the bottom and sides before the top becomes brown. With glass bakeware, it is better to increase the preheat time to have exact stabilization of temperature. Allow 20 minutes for temperatures up to 350 degrees and 30 minutes for higher temperatures. Avoid opening the door as much as possible.

The oven racks should be arranged before turning the oven on. Place the racks so that the food, not the rack, is "centered" in the oven. When baking more than one item, be sure to stagger them, allowing space between each one. Do not allow the bakeware to touch any part of the oven.

To remove the rack, pull the oven rack forward and lift up on the front of the rack so it will clear the rack keeper. To replace the oven rack, guide the angled rear portion of the rack under the rack keeper and slide the rack to the rear. NEVER cover the oven racks with aluminum foil. This traps heat and causes intense heat in spots, which will give poor baking results and can damage the porcelain interior.



When baking foods such as overfilled fruit pies, casseroles, etc., it is recommended that you put a cookie sheet or similar pan on the oven bottom. When doing so do not cover any of the holes in the oven bottom, this will upset the heat pattern. If you should get a heavy spillover on the oven bottom, wipe up the excess with damp cloth after the oven cools. Do not use any detergent, soap pads, or heavy rubbing; abrasives will destroy the finish. Never leave grease or oil unattended; fires are likely and costly repairs.

When cleaning your range, please make sure to clean inside the range hood, remove and wash the hood filter. Clean on and underneath the drip pans, burner rings, oven racks, range drawer, broiler pan, and oven walls (top, sides, and bottom). Do not use oven cleaner on the range top, drip pans, racks, range hood or back splash. Oven cleaner can be used inside your oven.

### **Instructions for self-cleaning ovens**

**BEFORE YOU START:** Do not move or bend the fiberglass oven door seal. Do not try to clean it by hand. If you want your oven racks to stay shiny and bright, take them out before starting the cleaning cycle. Do not leave any pots or pans in the oven during the cleaning cycle. Do not put broiler pans or burner rings in the oven to clean. It will discolor them and you will be charged for replacement at current prices. **CHROME REFLECTOR BOWLS MUST NOT BE CLEANED IN THE OVEN.**

### **TO USE THE CLEANING CYCLE: ALMOND COLORED OVENS**

1. Latch the door to "Closed."
2. Set Oven Selector Knob to "Clean" or "Auto Self-Clean."
3. Set Oven Temperature Control Knob to "Clean."
4. Make sure the clock and dials for start and stop time have the right time of day.
5. Push in on the Stop Time Knob and set it ahead as many hours as you want the cleaning cycle. For a slightly soiled oven, two hours may be enough. For heavy soil, three hours may be better.
6. Lock the oven door by moving the Lock Lever on the oven all the way to the right. When it is all the way over, the "CLEAN" light will come on. If the "CLEAN" light does not come on, the Lock Lever is not all the way over and the cleaning cycle will not start. When the "CLEAN" light comes on, the oven starts the cleaning cycle. About 20 minutes later, the "LOCK" light will come on. It will stay on during the cleaning cycle. The door cannot be unlocked while the "LOCK" light is on.
7. The oven will shut off when the proper time is reached, but the oven door will stay locked until the oven has cooled. When the "LOCK" light turns



off, turn the Oven Selector Knob and Oven Temperature Control Knob to "OFF." This turns off the "CLEAN" light. Now, move the "LOCK" lever back to the left. **DO NOT FORCE THE LOCK LEVER.** If it does not move easily, wait until it does. With the "LOCK" lever all the way to the left, the oven door can be opened.

**Note: The cleaning process can cause smoke and odors. If this occurs, please open the windows.**

When the oven has cooled completely, wipe out any residue or ashes from the bottom.

### TO USE THE CLEANING CYCLE: **WHITE COLORED OVENS**

1. Latch the door. Note: Never force the latch. If the oven is too hot, you will not be able to slide the latch. Allow the oven to cool.
2. Touch the Self Clean button.
3. Touch the + or – button until desired Clean Time is displayed.
4. Touch the start/on button. The self-cleaning cycle will automatically begin after Clean is displayed and the time countdown appears in the display. While the oven is self-cleaning, you can touch the Clock button to display the time of day. To return to the clean countdown, touch the Self Clean button. The oven shuts off automatically when the self-cleaning cycle is complete, and 0:00 will flash in the display.
5. Slide the latch handle to the left as far as it will go and open the door lock mechanism.
6. After a Clean Cycle: You may notice some white ash in the oven. Wipe it up with a damp cloth after oven cools. If white spots remain, remove them with a soap-filled scouring pad and rinse thoroughly with vinegar and water mixture. These deposits are usually a salt residue that cannot be removed by self-cleaning cycle. If the oven is not clean after one self-cleaning cycle, repeat the cycle.

\*You cannot set the oven for cooking until the oven is cool enough for the door to be unlatched.

\*Apply a small amount of vegetable oil to a paper towel and wipe the edges of the oven shelves with the paper towel. Do not spray with Pam or other lubricant sprays!

### **Dishwasher**

All dishwashers require the use of dishwasher detergent only. Scrape dishes before you place them in the dishwasher. Be sure the door is closed and



locked before turning on the dishwasher. For the considerations of your neighbors please do not run your dishwasher after 11:00pm.

### **THE DO'S AND DON'TS OF DISHWASHING:**

1. Wash plastic items that are marked "dishwasher safe" or the equivalent. Load all plastics on the top rack along the back face down. Place all plastic tumblers securely over two fingers of rack to prevent them from becoming dislodged and falling onto the heating unit.
2. Because of the possibility of the dishwasher leaking or malfunctioning, never operate it unless someone is at home.
3. To minimize the possibility of injury, load sharp items so that they will not damage the door seal. Load sharp knives with the handles up to avoid injuries.
4. Make sure your garbage disposal is empty before starting the dishwasher.
5. To avoid over-suds, use **ONLY** dishwasher detergent specifically made for use in the dishwasher. **DO NOT USE LAUNDRY OR OTHER DETERGENT.** Store all detergent in a dry place. Do not place detergent in the dishwasher's soap dispenser until you are ready to use the dishwasher.
6. Scrape off bones, seeds, skins, toothpicks, hard-shelled vegetables, meat trimmings, leafy vegetables, crusts, excessive quantities of oil, grease and quantities of food. Place dishes in the dishwasher before the soil on the dishes has a chance to become hard and dry.
7. Remove such foods as mustard, mayonnaise, vinegar, lemon juice and other foods, which may discolor stainless steel.
8. Never use abrasives or sharp objects on the panel. Clean it with a lightly dampened cloth and dry thoroughly.
9. When loading the dishwasher, make sure dishes are not blocking the wash tower, which rises up through the center of the bottom rack during the wash and rinse cycles.
10. Do not allow items to extend through the bottom rack or silverware basket, such as knives, skewers or pot handles.
11. Place glasses, cups and saucers on the top rack face down to prevent them from becoming dislodged.

***Make sure the door is closed and locked before turning on the dishwasher.***

Always reference the manufacturer's guidelines.



## What you can safely wash in your dishwasher.

MATERIAL	USUALLY SAFE	EXCEPTIONS
Aluminum	Yes	Some colored anodized aluminum can fade.
China/Stoneware	Yes	Antique, metal-hand painted, or over-glaze patterns will fade.
Crystal	Yes	Antique, metal-hand painted, or over-glaze patterns will fade.
Glass	Yes	Milk glass may yellow.
Iron	No	Iron will rust.
Pewter	No	Pewter tarnishes.
Plastics	Yes	Top shelf only.
Stainless Steel	Yes	
Sterling Silver and Plate	Yes	Don't put in same basket as stainless steel. Contact between metals can damage silver.
Teflon	Yes	
Tin	No	Tin can rust.
Wood	No	Wood can warp

### Garbage Disposals – proper use

To make everything as easy as possible for you, garbage disposals have been installed in each apartment. However, please do not use the unit for the disposal of paper, string, metal, wood, cleaning supplies, quantities of hot grease, banana peels, glass, pea pods, or corn husks. There will be a maintenance charge if the garbage disposal must be repaired as a result of any of these items.

If you follow these simple rules in operating your garbage disposal, we believe you will have uninterrupted service without the inconvenience of overflowing sinks, stopped-up plumbing, or other annoyances.

1. Turn on cold water faucet and let water run freely.



2. Turn on garbage disposal switch.
3. Feed food waste into the disposal. Do not put your finger or metal object into the disposal.
4. Let garbage disposal run for another 30 seconds after the food waste has cleared the disposal. The sound will indicate when it is clear. Continue to let the water run for a minute or more to flush the pipes.

Your garbage disposal will shut off automatically when it is overloaded. To start it again, PUSH THE RED BUTTON ON THE BOTTOM OF THE GARBAGE DISPOSAL. This should restart the unit; if it fails to start or continues to shut off, please report it to the Management Leasing Office.

### **Paint and Redecoration**

To fulfill our goal of keeping our residents satisfied, after three years it is our policy to paint your apartment upon request. Our office has only four requirements. First, all requests should be made between November and April. Second, the requesting resident should have one full year remaining on the lease. Third, the resident should move all furniture away from the walls, remove pictures and wall hangings, and cover all personal belongings. Fourth, at least one resident has to be present during painting.

### **Counter Tops and Tub Surroundings**

Formica and/or fiberglass has been installed to minimize work in cleaning. Please do not use an abrasive cleaner. For stubborn stains, use a good all-purpose, non-abrasive cleaner with a brush. If a stain persists, contact the Management Leasing Office and one of our cleaning or maintenance staff may be able to advise you.

### **Walls**

The kitchen and bathroom walls are semi-gloss paint. To clean them, use a mild soap or detergent or recommended wall cleaner, not steel wool or other abrasives. Please do not wallpaper or paint any areas in your apartment without written approval from the Property Manager.

### **Carpeting and Floors**

We request that you care for your carpeting and flooring as if it were your own. Regular and proper cleaning is required and it is recommended that you have the carpets shampooed or steam cleaned twice a year.

To keep a carpet looking fresh between cleanings, carpets should be vacuumed twice a week--sometimes more often in traffic areas. Spots should be cleaned immediately.



The carpet must be clean at move-out excepting normal wear and tear. If the carpet has been shampooed or steam cleaned and is still visibility stained or dirty, you may be charged for additional cleaning(s). In the event that the carpet is damaged beyond repair you will be charged for the replacement of the carpet.

The kitchen and bath floors are vinyl. Solvents should not be used because such fluids loosen and soften the mastic undercoat. Vinyl flooring can be cleaned most successfully with a non-abrasive household cleaner or with soap and water.

### **Carpet Spots**

Act quickly to remove spots and stains before they have a chance to dry or “set”. Always have necessary cleaning equipment on hand. Before attempting removal, be certain that you can identify the spot or stain.

#### **Cleaning Agents:**

1. A detergent solution of one teaspoon neutral detergent to one teaspoon of white vinegar mixed in one quart of warm water will neutralize alkaline materials.
2. Dry cleaning fluid is a solvent useful in the removal of some spots, BUT MUST BE USED WITH CAUTION.

#### **General Cleaning Procedures:**

If you cannot identify a particular spot or stain, you may:

1. Remove excess materials with a blunt instrument; remove liquids with a clean absorbent material.
2. Apply detergent/vinegar/water solution. Blot gently with a clean, white cloth from soiled edge to center.
3. Dry the carpet.
4. Apply dry cleaning fluid, again wiping gently from the edges of the stain to the center.
5. Dry carpet and brush pile gently to restore original texture.

With any type of cleaning, avoid getting the carpet too wet. Dry it as quickly as possible. Direct air blast from a fan, hairdryer or vacuum cleaner attachment is helpful when drying wall-to-wall carpet.

### **Stains**

1. OILY MATERIALS (i.e. butter, hand cream, grease, pen ink, oil): Remove excess materials with blunt knife. Apply dry cleaning fluid, dry carpet



surface and repeat the application if necessary. Dry carpets thoroughly and gently brush the pile.

2. OILY FOODSTUFFS, ANIMAL MATTER (coffee, tea, milk, gravy, vomit, blood, ice cream, sauces, egg, chocolate, salad dressing): Remove excess material, absorbing liquids and scarping semi-solids. Apply detergent/vinegar/water solution sparingly. Dry carpet. Apply dry cleaning fluid. Dry carpet again and brush pile gently.
3. FOODSTUFFS, STARCHES, SUGARS (candy, soft drinks, alcoholic beverages, fruit juice, urine, excrement): Blot up liquids or scrape off semi-solids. Apply detergent/vinegar/water solution if necessary. Dry carpet and brush pile gently.
4. HEAVY GREASE (tar, crayon, lipstick): Remove excess material. Apply a dry cleaning fluid; apply detergent/vinegar/water solution. Reapply dry cleaning fluid. Dry carpet thoroughly and brush pile gently to restore original texture.
5. HOUSEHOLD FINISHING AGENTS (varnish, shellac, paint): Blot excess with clean paper towel; apply a few drops of turpentine to a clean cloth and dab lightly, working from the outside to the center of stain. Apply dry cleaning fluid. Let dry.
6. CHEWING GUM: Hold ice cube to gum until it becomes cold. Remove material and sponge lightly with dry cleaning fluid.

## **Moving Day**

HHHunt values your residency but understands that sometimes our residents may have to leave the community. If you are moving, please be sure you notify the following people and agencies approximately two to four weeks before you move:

- Post Office (for forwarding mail)
- Magazine and Newspaper Publishers
- Telephone Company
- Banks
- Local Suppliers (laundry, etc.)
- Insurance Company
- Bureau of Motor Vehicles
- Stores (where you have charge accounts)
- Schools (for transferring children)
- Friends
- Employer
- Doctors, Dentists, etc.





- Electric Company (give them your lease expiration date)
- Cable/Internet Company (remember to return any equipment)

PLEASE DO NOT FORGET TO TURN IN YOUR APARTMENT & MAILBOX KEYS AND FORWARDING ADDRESS!

### **Moving Regulations**

Moving into or out of our community is permitted from 8:30am until 9:00pm each day, including weekends. Please be aware that noises do carry in the breezeways.

All trash and boxes must be disposed of properly. Failure to secure trash items in provided dumpsters may result in fines to the resident. Trash or disposed furniture items should not be left outside of the designated dumpsters.

Residents should not leave boxes or items in the breezeways balconies or patios. Stairs and walk-ways should remain clear and accessible at all times.

Residents contracting services of moving companies are responsible for communicating all community policies and parking policies with the company they employ. Please note moving storage receptacles can not be left in parking areas. Temporary short term storage of moving receptacles or trailers may be approved for short term storage in overflow parking lots by management for residents that are currently residing in the community. Management reserves the right to charge storage for any moving receptacle that has not been approved and/or is stored for a period of more than 24-hours.

### **Security Deposit**

A refundable Security Deposit must be paid prior to occupancy, in accordance with the laws of the Commonwealth of Virginia. All required deposits are retained by the Owner during the term of the lease to be refunded within 45 days after vacating the premises at lease expiration provided the Resident has kept and performed the conditions of the lease agreement and the Standard Vacating Checklist. In the event the Resident defaults in any provision of the agreement, the deposit may be used by the Owner to apply against defaults of the resident. **RESIDENT MAY NOT APPLY THE SECURITY DEPOSIT TOWARD RENT ON THEIR APARTMENT HOMES.** When a resident vacates their apartment, an inspection will be made using the Standard Vacating Checklist to determine what charge, if any, will be applied to the Security Deposit. Failure to return pet tags and all keys, including entry door, mailbox, Fitness Center, and storage room keys will result a deduction from the Security Deposit.

After residents vacate the apartment, the security deposit refund check or notification of inspection and pending charges will be mailed to the forwarding or last known address within 45 days of the lease expiration date. You will be notified with in 30 days of lease expiration date if your deposit is being held due to damage charges.



Deposits paid during the initial lease term will be held throughout residency and will be applied to lease renewal(s). Changes of deposits due to lease changes must be reimbursed per the applicable provision of the lease agreement. Deposits must be maintained and will not be decreased due to lease changes during any period of consecutive residency.

Prior to termination of occupancy, Resident agrees to provide forwarding address to which refund and correspondence will be mailed. Please note that HHHunt will not be responsible for lost refund checks or statements due to the resident's failure to provide a forwarding address. Failure to provide forwarding address may result in bank fees or administrative fees required to process a second check or statement.

### **Standard Vacating Checklist**

The following responsibilities are to be completed by the resident before vacating an apartment. For your convenience, the following is a checklist of items to be cleaned before the final inspection and the standard range of charges for failure to do so. The Apartment must be void of all personal belongings prior to the vacating inspection. All charges listed are estimates and could result in higher charges depending on the extent of the damages and/or increase in vendor pricing. Any labor required correcting damage, unusual wear and tear, cleaning or disposal of articles left behind will be figured at current contractor prices. This list does not represent a full list of potential damages and charges and HHHunt reserves the right to add to or change this list when necessary. Please complete the following items where applicable.

**DO NOT TURN OFF ELECTRICITY UNTIL THE EXPIRATION DATE OF YOUR LEASE.** Please refer to your lease: "Resident is responsible for contacting the local power and/or gas Company to initiate service and must maintain electric and/or gas service during the tenure of the lease to avoid damage to the premises."

**Provide the Management Office with an address to which the security deposit may be mailed. Do this by completing the Vacating Notice at least 120 days prior to the lease expiration date. Failure to provide a forwarding address may result in a delay in the return of any applicable security deposit.**

1. Clean apartment thoroughly.
2. Walls must be free of dirt, grease and fingerprints. Scuff marks and damage to wall from hard use or as a result of moving will be estimated accordingly. Nail holes, depending on size/number, \$2 & up per hole. Larger holes causing plaster damage will be estimated accordingly. The charge for double-faced tape is \$10 & up per piece. The air vent should also be cleaned, \$5-\$10.



3. Range/drip pans, chrome trim, and the surfaces under the range elements should be cleaned and free of spills and burned-on grease splatters. Oven racks and grill interior surfaces should be free of grease and carbon residue (including sides, bottom and top). Replacement cost \$10-\$60. Be sure to rinse oven free of any oven cleaner used. Do not spray oven cleaner on warm oven bulbs. Drip pans, \$7-\$25. Clean underneath hood and wash mesh screen on exhaust fan. Check light bulb under hood and replace if necessary.
4. Refrigerator should be defrosted and cleaned inside, outside and behind, \$10-\$25. Check pan underneath refrigerator and ensure all shelves are clean. Clean dust from under refrigerator. Interior light bulb must be present and functioning. Do not remove ice trays or vegetable drawers; these must be present and clean. Ice tray replacement, \$3 each. Vegetable drawers, covers and shelves are charged based on current vendor price.
5. Clean interior and exterior of dishwasher, including around and inside of door, \$5-\$15. Damage to be estimated.
6. Kitchen walls and door frame must be clean. Cabinets must be empty and cleaned inside and out. Shelf paper must be removed; removal charges to be estimated, \$10-25 per cabinet. Remove paper towel rack if installed by resident, removal charge \$2-\$5.
7. Vinyl flooring should be cleaned and any wax buildup should be removed. Be sure to clean corners of the room as well as the baseboards, \$10-\$50 per room. Kitchen flooring replacement, \$185 & up. Bathroom flooring replacement, \$120 & up.
8. Clean entry door, \$15. Interior door damage (scratches), refinish one side \$5-\$15, refinish both sides \$10-\$30. Holes or broken surface, \$15 each. Entry door replacement \$255. Front door facing and frame replacement, \$200. Change complete master lock and door knob, \$35.
9. Light fixtures: All bulbs are to be in working order. Clean grease and dust film from all glass fixtures. Clean out dirt and insect accumulation. Replacement of all bulbs, \$5 per bulb.
10. Carbon Monoxide & Smoke Detectors: CO and smoke detector(s) are to be in place and undamaged. Tampering with batteries, damage or removal of detector(s) will result in a \$50 replacement charge.



11. Carpeting must be shampooed and vacuumed. The carpet should be in the same condition as when the apartment was originally turned over to the resident, less normal wear and tear. Burn marks, pet damage and stains are not considered normal wear and tear. Carpets must be cleaned on a regular basis to prevent build-up in the traffic areas thus creating dark stains. If cleaning with a dry shampoo method, a professional company should be used for maximum cleaning performance.

12. The following are standard charges\* for shampooing carpet at the time of vacate:

1 BR = \$50 2 BR = \$65 an additional \$10.

13. The following are standard charges\* if the inspector determines only a light cleaning is required:

1 BR = \$25 2 BR = \$32.50 Dens are an additional \$5.

14. The following are standard charges\* if the inspector determines a heavy cleaning is required:

1 BR = \$100 2 BR = \$130 Dens are an additional \$20.

15. All damages to be estimated. Charges to restore or replace damage to flooring will be figured at current contractor pricing.

16. Bathrooms must be thoroughly cleaned, \$40-\$95. All rubber decals in tub area must be removed, \$20. Rust spots, \$20. Be sure to clean around tub area for any soap buildup. Replacement cost of medicine cabinet, \$50. Medicine cabinet door, \$25. Wall mirror, \$25.

17. Charges to repair or replace damaged closet doors, appliances, fixtures, screen and windows will be estimated.

18. Patios and balconies must be cleaned and all debris must be removed, \$15-\$50. The sliding glass door track should be clean and free of dirt or debris, \$5-\$15. Resident will be charged for painting, cleaning or board replacement on balconies where excessive grease, stains or dirt are present. Resident must remove all items and clean assigned storage bin, \$35.

19. Windows, windowsills and window tracks must be cleaned, \$10-\$20 per window. ALL SCREENS MUST BE PRESENT AND CLEAN. Replacement charge for window screen, \$25. Patio door screen, \$65-\$74. Window blinds must be washed, \$5-\$10 per set. Vertical blinds cleaned, \$25. Replacement charge for window blinds, \$25 and vertical blinds, \$85.



20. All door keys (including the original), mailbox key, Fitness Center key (if applicable), pool pins and pet tags must be returned to the Management Office on or before the lease expiration date. Also, remove name from mailbox. If all keys are not returned, the resident will be charged for lock replacement. Charges for a front door knob lock is \$25 -\$75.00, a Fitness Center key \$25, and a mailbox lock is \$7.

21. All personal items must be removed from the apartment by the lease expiration date or resident will be charged removal and storage fees.

22. All rent must be paid through the lease expiration date. Failure to pay rent as outlined in your lease agreement will result in late fees to your account. Residents that surrender possession of their apartment home prior to their lease expiration, as noted on their Notice of Vacating, are responsible for their apartment home through the lease expiration. If early lease termination results from early surrender of apartment home, management reserves the right to bill administrative fees equivalent to the Re-rental fee.

We thank you for your cooperation in turning the apartment over in good condition. All residents have the right to be present at the inspection of the apartment upon termination of the lease; however, your request should be submitted in writing 2 weeks prior to your lease expiration date for an appointment to be arranged.

You may obtain a copy of the Standard Vacating Checklist from the Management Office.

All rates are subject to change.

### **Vacating Inspection**

Upon your lease expiration and/or notification of vacating, an inspection of the apartment home will be completed. It is not necessary for a resident to be present at the time of inspection as a detailed statement will be mailed to all lease holders. After residents vacate the apartment and the lease has expired, applicable security deposit refund check, notification of inspection and/or pending charges will be mailed to the forwarding or last known address within 45 days of the lease expiration date.

If a lease holder would like to be present for the vacating inspection, a written request for the inspection can be made to the Management Office. Vacate inspection appointments are generally available Monday through Friday between 9:00am and 4:30pm. All requests must be in writing and received 2 weeks in advance of the lease ending dates. The requested appointment time must be



prior to the resident's lease expiration and/or noted move-out date. Prior to the time of inspection, the apartment must be completely vacated and cleaned per the Standard Vacating Checklist. Residents should be prepared to surrender possession and all keys to the inspector following completion of the inspection. Residents will not be permitted to make changes to the apartment during or following the inspection. Please note the inspector's role is to document the condition of the apartment and make notes based on resident's completion of the Standard Vacating Checklist. The statement of your account, including charges and credits will be sent by mail. Additional inspections may be conducted by management to assess damage and determine charges. Residents that have scheduled an appointment with management for their vacating inspection per the guidelines above, will be met at their apartment home by our inspectors within 10 minutes of the scheduled appointment time. Residents that are not present at the scheduled time of the appointment forfeit their request to be present for the inspection. If a resident would like to request a change to their appointment time, this must be made 24-hours prior to the inspection time. We are unable to guarantee a rescheduled appointment.



## Suggestions

In this handbook we've included information which we feel will help you settle quickly and easily into your new way of living. We also have tried to include information which will help you and your neighbors in your day-to-day activities. If the consideration of others is kept in mind, there should be no problems. An additional helpful suggestion concerns insurance. If you do not have renters insurance, we suggest you purchase a policy for your own protection in case of fire, vandalism, theft, etc. The small amount you pay each year could give you a great deal of peace of mind. Your apartment is totally your responsibility (doors, windows, screens). PLEASE PROTECT YOURSELF.

Any fire damage caused by your negligence occurring to your apartment, adjacent apartments, or public areas will be your responsibility.

Please feel free to contact the Welcome Center with any suggestions or questions you may have. We want you to have a long and comfortable residency in our community.

**Thank you for helping us make Honeywood Apartment Homes a better place to live!**