

Resident Services, Inc.
General Policies & Guidelines for Residents – Rev.10/2015

To maintain a consistently pleasant environment for you and your fellow residents, it is necessary for us to establish and enforce reasonable policies and guidelines pertaining to the use of your apartment or duplex home.

This document may contain information that does not pertain to the property you will be renting. It is inclusive of all the properties we currently manage, even though they differ in features and amenities. Residents will be provided with a Resident Handbook specific to their property prior to lease signing. If you have any questions about the policies governing your property prior to submitting an application, please contact the management office of that property. Management may from time-to-time adopt new guidelines. We will notify you in writing of any changes at least 14 days before they take effect.

Service Requests:

Please report all service requests promptly to our service department by **calling 829-1111 or faxing us at 829-1177**. You may submit an on-line service request form by visiting our website located at www.residentservices.com (click on the “service request”).

Please leave explicit information and a phone number where we may reach you. If you discover a routine problem on the weekend or after normal business hours we suggest you call early in the morning on the next business day. You may fax, e-mail, or submit a request online anytime, however after-hours non-emergency requests will not be answered until the next business day.

It is not always possible for our service staff to make repairs by appointment. Emergency situations notwithstanding, all service requests are done on a first-reported, first-served basis. Please understand that if you have special requests, such as wishing to be present while the work is being performed, we may not be able to respond to your request in as timely a manner as we would all prefer. We will attempt to accommodate your special requests whenever possible.

Emergency Service:

Most service requests are routine and will be corrected during our normal working hours. Occasionally a more serious problem may occur. For those times we provide 24-hour emergency service for weekends, holidays and after office hours. Just call our service office at 829-1111. Your request will be taken by our emergency answering service and relayed to our on-call maintenance personnel. Here is a listing of what we consider to be after-hours service emergencies:

Service Emergencies

- No heat (when temperature in home is below 67°F)
- No air conditioning (when outside temperature is above 80°F)
- No water
- No hot water
- Gas leaks
- No electricity throughout entire home (other than neighborhood outage)
- Frozen or broken water pipes (Duplex residents turn off water to house.)
- Major water leaks (including washing machine, dishwasher, plumbing pipes, etc.)
- Refrigerator malfunctioning
- Toilet plugged if there is only one toilet in home

- Garage door won't open/close
- Fire alarm sounding (exit building to safety; call "911")
- Carbon monoxide detector sounding (exit building to safety; call 911)
- Smoke alarm or carbon monoxide detector intermittently beeping or chirping (do not tamper with the device as per City Ordinance)
- Elevator malfunctioning
- Lockouts if resident manager is unavailable. Minimum charge of \$50 to be paid directly to technician when he/she arrives.

For FIRE, RESCUE, AMBULANCE or POLICE emergencies, call 911

Move-in Inspection forms:

Your move-in inspection form must be returned to us within 7 days of occupancy. If you have indicated the need for repairs on the form, our service staff will automatically proceed to make the repairs without further notice to you, unless you have instructed otherwise in writing at the time you submit the form.

Occupancy:

Only those persons listed on your lease may reside in your home. Should a change of occupants occur during the term of your lease, please notify management. All permanent occupants must complete a rental application (subject to management approval) and sign the lease.

Subletting:

If you must vacate before the end of your lease, please contact management immediately. You may not sublet your apartment without written permission from management. All sub-lessees must pre-qualify by completing a rental application, paying a deposit, and signing a lease.

Use of Your Home:

The following are prohibited:

- Business or commercial uses, including daycare or babysitting on a regular basis. You may have a home-based office not requiring public access.
- Signs or banners visible from the outside.
- Bird or squirrel feeding.
- Open-flame cooking (see special section on grilling).
- Brightly colored window coverings visible from the outside -- neutral colors only.
- Window unit air-conditioners.

Vehicles:

A maximum of 2 vehicles are permitted per residence, unless otherwise agreed to in writing. (Highland Terrace allows 1 vehicle per residence.) You are required to provide management with information about your vehicles, as well as any change in vehicles. Those with a garage or underground parking stall are required to park at least one vehicle in the garage. At no time are vehicles to be parked in driveways, garage entranceways, or on the lawns.

Recreational vehicles (boats, trailers, RV's, campers, jet skis, snowmobiles, etc.) may not be parked or stored on the premises. Commercial-type vehicles are not allowed on the property unless belonging to contractors working for management.

Moving vans, semi-trailers, or portable moving containers (PODS) may not remain in the parking lots overnight, or placed in such a way that impedes traffic flow, or substantially reduces parking for other residents. Management reserves the right to remove such items at the expense of the resident.

Abandoned vehicles will be removed at the vehicle owner's expense, including junked, non-licensed, or infrequently driven vehicles. Unsightly vehicles will be removed at management's discretion, upon notice to the owner.

Parking lots are for the express use of residents. Guests are required to park on city streets.

You may not perform vehicle repairs on the property. Car washing is to be done in designated areas only, where applicable.

Garages:

If you have a private garage you must keep the door **closed** at all times. You may not park vehicles in front of your garage door (except in duplex homes). Vehicles may not be run inside common or private garages for a period of time beyond what is necessary to park or remove the vehicle from the garage.

When You're Away:

If you will be away from your home for an extended period, please advise management. We would also appreciate it if you would leave contact information where you could be reached in the case of an emergency.

Please leave the heat on during cold weather with thermostats set no lower than 65 degrees. Doors to each room should be left open.

Cold Weather Tips:

Each property has a list of procedures to follow should we experience extremely cold weather. These include turning your heat up, keeping exterior doors, garage doors and windows closed tightly, closing fireplace dampers. A list of "Cold Weather Tips" and general snow removal policies are included elsewhere in this handbook.

Modifications to Your Home:

You may not make modifications to the interior or exterior of your home (including gardening or the construction of fences) without prior written consent of management. In most cases, you will be required to restore your home to its original condition upon moving out.

Damage to the Property:

The management reserves the right to charge a resident for damage to the property as a result of negligence, carelessness, or misuse.

Satellite Dishes:

Apartment residents are **not** permitted to install satellite dishes on patios, balconies or anywhere on the building or grounds. Residents interested in satellite service, whether a new or existing satellite customer, need to contact CTI Satellite & Sound at 608-846-5085 to arrange for service utilizing the common dishes located at each building.

Duplex Residents are not permitted to install satellite dishes unless they comply with specific criteria. Please contact your management office for details **before** proceeding with the installation of satellite equipment. If the specific criteria are not adhered to, you will be required to immediately remove the dish and make any necessary repairs to the building at your expense.

Clubhouse, Pools, Recreational Facilities, Resident Business Centers:

Properties with clubhouses and recreational amenities have established policies regarding their use. These guidelines are located elsewhere in this handbook, and are posted at the property.

Pets:

Pets are ***not*** allowed without permission from management by way of a signed pet agreement and the payment of a monthly pet fee. We have adopted a limited pet policy that takes into account the important contributions pets make to the lives of responsible people who value and appreciate animals. At the same time, we recognize there are people who wish to avoid contact with pets and other animals. Our pet policy is designed to protect both pet owners and non-pet owners and ensure that the animals themselves receive responsible care. Pet policies vary from property to property as noted below.

- **dogs are not permitted at Highland Terrace**
- 1 dog, adult weight not to exceed 35 lbs.
- or 2 cats, declawed, or with Soft Paws (lightweight vinyl caps) applied, and neutered (veterinarian verification required)
- or 1 dog not exceeding 35 lbs. and 1 cat, declawed/neutered (veterinarian verification required)
- or 2 dogs with a combined weight not to exceed 35 lbs.
- Dogs must be at least 1 year old (veterinarian verification required)
- Pets must be housebroken. Use of “pee pads” or training pads, newspaper or similar material for indoor pet relief is not permitted.
- Permission to keep a pet is granted at management's sole discretion.
- Management may restrict pets to specific apartments.
- Management reserves the right to modify its pet policy and pet lease terms upon renewal.
- Management may restrict certain breeds.
- Requests to keep pets of any other species will be approved at management's sole discretion.
- Before acquiring a pet, resident must first obtain management approval and sign a pet lease.
- Resident agrees to pay a monthly non-refundable pet fee as specified in the pet lease.
- Only the pets described and named in the pet lease are permitted. No additional or different pet is authorized.
- Unauthorized pets may not be kept in the apartments, even temporarily. Visiting pets (if authorized) are subject to the same restrictions as resident pets.
- All pets are to be licensed and vaccinated in accordance with local ordinances.
- Resident warrants the pet to have no history or tendency of causing physical harm to persons or property. Residents are responsible for ensuring that their pets do not disturb or annoy other residents, guests or neighbors.
- The pet fee does not apply to the cost of repairs or restoration.
- Larger dogs negotiable at duplex homes only.

Notwithstanding any other provision, people with disabilities may keep service/companion animals in accordance with the Americans with Disabilities Act.

Common Areas:

No items may be stored, kept or displayed in the common areas, including hallways, apartment doors, basements, entrances, underground or outdoor parking areas. All items must be stored within your apartment or separate storage compartment, where applicable. Door mats must be placed inside your apartment, not in the common hallway.

Please return luggage and utility carts to designated area after each use.

Patios, Decks, Porches:

Only appropriate patio furniture and equipment may be kept on patios/balconies, decks and porches, where visible to other residents. Management reserves the right to determine what is appropriate. Bicycles should be kept in your home or storage area, or in common bicycle racks where applicable.

Bicycle Storage:

Common bicycle racks are provided in the underground parking garages of our applicable properties for use by our residents on a first come first served basis. If you wish to park your bike in one of our racks, you must first obtain a bike tag from the rental office. Untagged bikes are at risk of being removed and disposed of by management. You are responsible for providing your own lock for securing your bike.

Community Rooms:

Community rooms, where applicable, may be reserved by residents of the property on a first come first served basis. Please inquire at your rental office for information on availability, required deposit, fees, and other details.

Guest Apartments:

Guest apartments, where available, may be reserved by residents of any Resident Services, Inc. property on a first come first served basis. Please inquire at your rental office for information on locations, availability, required deposit, rates, and other details.

Sprinkler Systems:

If your apartment home is equipped with a sprinkler system, do not hang or drape items on the sprinkler heads or pipes. Sprinkler heads should not be blocked with any furniture or wall coverings. Do not tamper with sprinkler heads because such action can trigger an accidental water flow and result in significant damage to the building and belongings.

Trash:

Trash removal policies vary depending on location. If your trash is picked up curbside (duplexes), you may not place trash at the curb prior to 12 hours before pickup. All trash should be secured in sealed containers which must remain stored within your garage until trash day. Check with the City of Madison before placing large items such as furniture or appliances at the curb. Some items will not be picked up, and must be taken to a recycling center.

At properties with “dumpster” trash removal, all trash must be placed within the containers. If you have large items that won’t fit inside the containers, please contact your management office for instructions.

Check with the City of Madison before placing large items such as furniture or appliances at the curb. Some items will not be picked up, and must be taken to a recycling center.

DO NOT place automotive oil, anti-freeze, batteries or tires in the dumpsters, next to the dumpsters, or in the enclosures. The trash removal company does not remove these items. For questions regarding recycling/disposing of these items, or other special materials, contact Dane County Department of Public Works at 267-8815 or visit <http://www.countyofdane.com/pwht/recycle/categories.aspx>.

Recycling:

Recycling is mandatory at all of our properties, and separate containers for recyclables have been placed at the apartment communities utilizing the dumpster method of trash disposal. These containers are located near regular trash dumpsters.

Yorktown Estates: The recycling containers are located in the garage at the center of the building near the elevator and at the end of the building near the garage door.

Highland Terrace: The recycling container is located adjacent to existing dumpsters.

Province Hill: The recycling containers are located in the garage in buildings without a trash chute. In buildings with a trash chute, the containers are located in the chute room on each floor.

Madison Duplex Residents: The City of Madison provides you with special containers for trash and recyclables. For your pick up schedule, please visit www.cityofmadison.com/streets/index.cfm.

Specific recycling instructions are included elsewhere in this handbook.

Noise and Disturbances:

Should you experience excessively loud neighbors or witness a disturbance on the property, it is our recommendation that you notify the local police department to investigate, and provide management with a written statement of the event as soon as possible. Also report the incident to your resident manager (where applicable) at the time of the occurrence. In the case of minor annoyances, it may be best to discuss the situation calmly with your neighbor first to resolve the situation amicably.

If you live in a multi-unit dwelling, please limit activities that are likely to disturb your neighbors to the hours of 7:30 a.m. to 9:30 p.m. This would include laundry, exercising, stereo, TV, etc.

Smoking/Candle Burning:

Smoking, burning candles, incense or oils is prohibited anywhere on the premises, including apartments/duplex homes, porches, patios and exterior grounds.

Smoking is prohibited by law (MGO 23.05) in the common areas including but not limited to lobbies, hallways, community rooms, laundry rooms, stairwells, elevators, enclosed parking facilities, pool areas, and restrooms contiguous thereto.

You will be responsible for the cost of repairing damages to your home resulting from smoking or candle burning, including, but not limited to burns, odor and soot removal, and wall sealing.

Mold:

To minimize the occurrence and growth of mold in the home, resident shall remove any visible moisture accumulation in or on the home, including on walls, windows, floors, ceilings, and bathroom fixtures; mop up spills and thoroughly dry affected area as soon as possible after occurrence; use exhaust fans in kitchen and bathrooms when necessary; and keep climate and moisture in the home at reasonable levels. Run the bathroom fan after showering/bathing for 15 minutes and periodically throughout the day if the humidity is high. Running the fan for a longer period of time can cause it to overheat and present a fire hazard (please turn the fan off before leaving the apartment.) When not in use, bathroom doors should be left open to allow natural ventilation to reduce moisture. Resident shall clean and

dust the home regularly, and keep the home, particularly kitchen and bath, clean. Resident agrees not to block or cover any of the heating, ventilation or air conditioning ducts in the home. Resident shall not engage in any activity that will raise humidity to unreasonable levels.

In addition, resident shall not place or store items directly in contact with outside apartment walls. Exterior walls are naturally cooler in the winter months and normally occurring moisture produced from living in the apartment will condense on the cool walls. Normal air movement will evaporate the condensation on open wall areas, greatly reducing the possibility of mold growth. However, when an item is placed in contact with the wall, condensation may develop between the cool wall and the item creating an optimal environment for mold growth.

Resident shall promptly notify management in writing of the presence of the following conditions:

- A water leak, excessive moisture, or standing water inside the home, storage room or garage.
- A water leak, excessive moisture, or standing water in any community common area.
- Mold growth in or on the home persists after resident has tried several times to remove it with household cleaning solution, such as Lysol or Pine-Sol disinfectants, Tilex Mildew Remover, or Clorox, or a combination of water and bleach (cleaning solutions containing bleach should not be used on or near carpet). Never mix cleaning products containing bleach with products containing ammonia.
- A malfunction in any part of the heating, air-conditioning, or ventilation system in the home.

Resident shall be responsible for damages sustained to the home or to resident's property as well as personal injury to resident or occupants as a result of resident's failure to comply with the above terms.

Bed Bugs:

We are committed to providing you with a healthy living environment. In order to do so, we have included information on bed bugs in this handbook as early intervention is the key to keeping bed bug problems manageable.

- Bed bugs are flat, small (less than ¼ inch long) oval shaped and wingless. Before feeding they are amber colored, after feeding they are a rusty red color
- They are nocturnal.
- They move around by hitching rides on clothing, furniture, bedding, and baggage.
- Bed bugs will live in any crack or crevice in or around your sleeping areas.
- Inspect items, especially previously owned items, thoroughly before bringing them home. Look for groups of small white eggs & red-brown bed bugs stuck in fabric, cushions, or small openings on furniture.
- Do not pick up items that were thrown out because you could bring someone else's problem home.
- Bites are small, reddish, and itchy, usually in a line or circle. However, the majority of people don't react to bed bug bites.
- Bed bug droppings appear as dark colored stains or smears on bedding or bumps on hard surfaces. They often appear in clusters of dots.

If you suspect a bed bug problem in your apartment, contact us immediately. Do not try to remedy the problem yourself as there is a certain protocol in which we need to follow. Should you have questions or concerns, please feel free to contact us.

Guests:

If you will have guests staying with you long term, please notify management. You are responsible for the activities of your guests.

Outdoor Grilling:

In accordance with the Madison General Ordinance and the State Fire Code:

308.3.1 **Charcoal burners and other open-flame cooking devices** shall not be operated on combustible balconies or within 10 feet (3048 mm) of combustible construction. (Exceptions: 1.) one- and two-family dwellings 2.) where buildings and decks are protected by an automatic sprinkler system). Make sure the coals are completely cooled down with water before disposing of them. Make sure all ashes are contained in a non-combustible container.

308.1.1 **Liquefied-petroleum-gas-fueled cooking devices**. LP-gas burners having a LP-gas container with a water capacity greater than 2.5 pounds (nominal 1 pound (0.454 kg) LP-gas capacity) shall not be located on

combustible balconies or within 10 feet (3048 mm) of combustible construction. (Exception: one- and two-family dwellings).

Residents are responsible for any violation of the above, which shall be considered a material breach of the lease agreement. For purposes of this section, any violations and/or fines received by the owner that have been assessed by the fire department shall be evidence that the resident has violated the foregoing restrictions. Any fines received from the fire department as a result of a violation of these codes will be the responsibility of the resident.

Electric Baseboard Heat:

Please be cautious not to place objects on or near the electric baseboard heaters. You are responsible for any damages that may occur.

Light Bulbs:

After move in you are responsible for purchasing and changing the light bulbs in the fixtures within your apartment and private garage (exterior as well for duplex residents). The only exceptions are appliance bulbs located in refrigerators, ovens, and built-in microwaves. Exceptions will also be made for tube fluorescent bulbs and those located in fixtures on very high ceilings. We will be happy to change these bulbs for you; you need only pay for the bulb/s. Please call 829-1111 to schedule the replacement.

For your convenience, we have light bulbs available for purchase in our rental offices, or you may purchase appropriate bulbs at a retail location. Please check your fixtures for proper wattage before replacing bulbs as using higher than suggested wattage could cause your fixtures to short or catch fire.

Insurance Requirement:

The building's insurance policy does **not** protect you against personal injury, loss or damage to your personal property, or cover your own liability for injury, loss or damage you (or your occupants or guests) may cause. You shall, at your own expense, obtain from an insurance company authorized to do business in Wisconsin, a standard type of Tenant's or Renter's insurance policy, to cover your personal property and provide other standard coverages, and which provides public liability coverage of at least \$100,000. Said policy will name the owner (Landlord, as named on your lease) and Resident Services, Inc. (Agent) as additional

insured. Proof of said insurance will be provided to Agent upon request by the owner or agent of the owner. This insurance coverage must be maintained during the entire term of the tenancy, and failure to do so constitutes a default. The above is incorporated in your lease under "Tenant's Insurance Requirement".

Lockouts:

If you are locked out of your home, first contact your resident manager (where applicable). Your manager or the responding service technician may, at their discretion, charge you a fee for their service. If you are locked out during regular business hours, management may charge you accordingly. Should you lose your keys, you will be charged for the cost of replacing the locks.

Vacating:

Vacating instructions may be obtained at the office. As stated in your lease, you must leave your home clean and in tenantable condition. Checkouts must be done no later than 12:00 noon of the last day of the lease term.

Returned/Rejected Payments (e.g. non-sufficient funds):

For any payment that is returned, repayment must be made *immediately* with a money order or a cashier's check. If 2 payments from any resident are returned, a money order or cashier's check will be the only form of payment acceptable from that resident for the remainder of their residency. There is a \$30.00 fee for all returned payments. (subject to change with prior notice). In addition you will be charged a late fee if your payment is not made by the fifth day of any month, in accordance with the terms of your lease. For security reasons, we do not accept cash payments at any of our locations.

Please make sure your name and address are noted on all rental payments.

For Your Information:

Firewood must be stored in your garage. Firewood may not be stored on patios, balconies, or against the buildings. Specific safety guidelines for wood burning fireplaces are included elsewhere in this handbook.

Self-cleaning ranges should *never* be subjected to commercial oven cleaners. Be sure to follow the manufacturer's instructions for cleaning your range.

Glass (smooth) range tops should be cleaned only with products specifically made for that purpose.

Stainless steel appliances should be cleaned only with non-abrasive products designed for that purpose.

Dryer lint filters need to be cleaned after each cycle. Please contact your rental office if you need instructions.

Dishwashers: Food particles should be scraped from dishes prior to placement in an automatic dishwasher. If spotting or clouding occurs on dishes, consider using a liquid rinse agent or a detergent containing a rinse aid (e.g. Finish Powerball).

Single-Sort Recycling Instructions

YES/ 



NO/ 

PAPER

- Business Envelopes (window type OK)
- Business Forms
- Cardboard (flattened)
- Cereal/Detergent/Shoe Boxes
- Computer/Copy/Fax/Typing Paper
- File Folders
- Junk Mail
- Ledger/Scratch Paper
- Magazines
- Manila Envelopes (pressure sensitive OK)
- Newspaper
- Sticky Notes
- Telephone Books



FOOD CONTAINERS

- Aluminum/Steel/Tin Cans
- Beer/Wine/Liquor Bottles
- Food Jars
- Glass Jars
- Milk/Juice (aseptic containers)
- Ketchup Bottles
- Narrow-Neck Plastic Bottles (regardless of the number on the bottom)
- Pie Tins
- Soda/Juice Bottles



- Auto/Mirror or Tinted Glass
- Blueprints/Overhead Transparencies
- Carbon Paper
- Carpeting
- Clothing
- Hazardous Waste or Containers
- Crystal Type Materials or Beverage Glasses
- Disposable Diapers
- Foil Type Containers (alcohol wipes and direct mail samples)
- Light Bulbs
- Metal or Steel Objects such as nails, wire, hangers or case strapping
- Paper Towels/Napkins or facial tissue
- Pet-Soiled Paper
- Photography or Photographic Paper
- Plastic Materials (take-out food trays, wrap, strapping, film cups)
- Pyrex and other heat-resistant ovenware
- Rubber Type Materials/Latex
- Self-Adhesive Labels
- Styrofoam Products
- Toys
- Wax Coated Products

Important

- Rinse food from containers
- Break down all large items to maximize space
- No trash, hazardous waste or food items
- Do not block or place obstacles in front of recycling container



COLD WEATHER TIPS

Snow Removal

Here is what you can expect in the way of snow removal on multi-unit properties:

1. We contract with outside firms that have large equipment to handle our properties.
2. If it is still snowing early in the morning or if the snow is quite deep, they will plow a path through the driveway so cars can get out. They will come back later to clear the lots more thoroughly.
3. Please try to have your vehicles out of the lots by 9:00 a.m. to facilitate the plowing.
4. Sidewalks will be shoveled just as soon as possible after a snowfall.
5. If City and County plows have been called off the roads, please do not expect your parking lots to be plowed. Private contractors follow the same guidelines as local government when it comes to snow removal.

Preventing Frozen Water Pipes

Your thermostats should be set at **no lower** than 65 degrees during cold weather months. In extreme temperatures, leave interior doors open (within your apartment) for maximum heat circulation. It is also important to leave the heat on in every room and open the cabinet doors under all sinks.

Going Away?

If you are going to be away from your apartment for more than a day during the extreme cold weather, be sure to:

1. Leave the heat on in every room to **at least** 65 degrees.
2. Follow all the procedures listed above for preventing frozen water pipes.
3. Contact your resident manager or office and let them know when you will be away so they can check your apartment periodically for freeze-ups or broken pipes.
4. For townhomes & duplexes: turn off the water to your home at the water meter if possible and open a lower level faucet to drain the pipes of water. (Call our service department if you have any questions.)

If You Have a Garage

If you have an automatic garage door opener:

1. Please take extra caution and clear the ice and snow from underneath your garage door and along the door track.
2. Failure to do so will cause the opener to malfunction and may cause the opener motor to burn out. As has been the policy in the past, any expense incurred by your neglecting to keep the above areas clear of snow and ice will be billed back to you.
3. The snow build-up will cause the door to re-open automatically. It is absolutely necessary that the garage doors be kept closed at all times to prevent both a tremendous heat loss and the possibility of frozen pipes.

PLEASE MAKE SURE ALL YOUR STORM WINDOWS ARE CLOSED TIGHTLY

SWIMMING POOL RULES/GUIDELINES

1. NO LIFEGUARD, SWIM AT YOUR OWN RISK.
2. An adult must accompany minors at all times.
3. Shower before entering the pool and after use of toilet facilities.
4. Do not use the pool if you have an infection, communicable disease or cut.
5. No pets, gum, food, drink or tobacco permitted in pool area.
6. Running and rough play prohibited.
7. Management has the right to deny use of the pool to anyone at any time.
9. Do not swim alone.
9. Diaper changing on the pool deck is prohibited.
10. Glass and shatterable items are prohibited in the pool area.
11. Non-toilet trained children are required to wear a swim diaper in the pool.
12. Diving is not allowed.
13. Pool area is for residents only. Management has the right to deny use of the pool to anyone at anytime.
14. Pool may not be reserved for private parties.
15. Pool hours are posted and vary by property. Management reserves the right to change the pool hours at its sole discretion at any time and without notice.

WHIRLPOOL RULES/GUIDELINES

1. Elderly persons, persons with heart disease, diabetes, high or low blood pressure should not use the whirlpool.
2. Unsupervised minors may not use the whirlpool. Minors under the age of 6 are not permitted in the whirlpool (per State Statute). Minors under the age of 12 who are unsupervised may not use the whirlpool (per State Statute).
3. Persons under the influence of alcohol or drugs may not use the whirlpool.
4. Pregnant women should avoid using the whirlpool.
5. Long exposure may be hazardous to your health and may cause nausea, dizziness, or fainting.
6. Do not use the whirlpool if you have an infection, communicable disease or cut.
7. No pets, food, drink, gum or tobacco permitted in the whirlpool area.
8. Shower before entering the whirlpool and after use of toilet facilities.
9. Running or rough play prohibited.
10. Glass and shatterable items are prohibited in the whirlpool area.
11. Whirlpool hours: 9:00 a.m. to 10:00 p.m. M-F, 12:00 p.m. to 10:00 p.m. S-S. Management reserves the right to change the whirlpool hours at its sole discretion at any time and without notice.

MAXIMUM CAPACITY: 7 PERSONS

Business Center / Cyber Lounge Procedures WiFi and Internet Access Terms and Acceptable Use Policy

- Business Center / Cyber Lounge hours are posted and vary by property.
- Management reserves the right to change the Business Center hours at its sole discretion at any time without notice.
- **No food or drink is permitted at the computer stations.**
- The Business Center / Cyber Lounge is for the use of residents and employees only. Management reserves the right to request identification of users. Management further reserves the right to deny use of facilities to any resident found to have provided access to non-residents.
- First and foremost, the Business Center / Cyber Lounge and its equipment is intended for professional and personal business, academic, and related research. Computer usage for pleasure (Internet “surfing” chat room visits, personal e-mail) will take secondary priority to professional and academic use. Anyone using the Business Center computers for purposes other than research, academia, instruction or business will be asked to relinquish usage if others are waiting to use the computers.
- Use of Business Center/Cyber Lounge equipment is on first-come basis. Time limits will be set to insure availability of equipment for many residents. If no resident is waiting, time limits will be extended.
- Use of the copy machine is limited to light individual resident usage. Management reserves the right to charge a “per/copy” fee if usage is deemed to be excessive. Extensive copying of books or other printed material is prohibited.
- Parents/guardians are responsible for their minor’s use of the Business Center / Cyber Lounge, including Internet access.
- Management reserves the right to require written permission from parent/legal guardian/caregiver of persons under the age of 18 requesting to use the Business Center/ Cyber Lounge.
- Persons under the age of 16 must be accompanied by an adult (parent/legal guardian) when using the Business Center / Cyber Lounge or its equipment.
- Business Center / Cyber Lounge computers (workstations) may not be used for illegal purposes, including the downloading of copyrighted materials/music.
- The user is responsible for any infringement of the copyright law of the United States. (Title 17 U.S. Code) governing the printing of copyrighted material.
- All users of the Business Center/Cyber Lounge computers and WiFi access agree:
 - a) Not to make any attempt to gain unauthorized access to any systems or networks or disrupt the normal flow of on-line dialogue or flow of information or data.

b) Not to post or transmit any information or data:

- i. That is defamatory;
- ii. That is known or User has reason to believe is fraudulent or false;
- iii. That contains false or misleading statements or misrepresentations, including but not limited to, false user information;
- iv. That is intended to harass, threaten, intimidate, abuse or embarrass any person or entity, by any means, including the use of vulgar, hateful, or racially or ethnically derogatory terms;
- v. That is similar in content to more than ten (10) Usenet or other newsgroups, forums, e-mail mailing lists or similar groups or lists;
- vi. To any Usenet or other newsgroups, forums, e-mail mailing lists or other similar groups or list articles which are off-topic according to the character or other owner-published FAQ or description of the group or list;
- vii. As unsolicited e-mail to more than twenty-five (25) e-mail users, if such unsolicited e-mail could reasonably be expected to provoke complaints;

c) Not to use the Internet access in any manner or way that could reasonably be expected to interfere with the Landlord's or other residents' use and enjoyment of the Internet access.

d) Landlord shall not be liable to User/Tenant for any losses incurred as a result of day trading, e-commerce, or other financial transactions and activities engaged in by User/Tenant over the Internet access. If the User/Tenant uses the Internet access to engage in such activities, User/Tenant does so at User's/Tenant's own risk.

- Use that damages equipment or software is prohibited and may result in legal action.
- Users may not install their own software on workstations or download and install programs on the workstations. Users may not use the computers for gaming, downloading or listening to music.
- Users may save data to a floppy disk or print paper copies. No data may be saved to the Business Center/Cyber Lounge workstations' hard drives. Management reserves the right to charge for printing and disks. Management is not responsible for loss of any resident's data. Computers will be reformatted on a regular basis.
- Information accessed from the Internet may contain computer viruses. Management not responsible for damage to any user's disk or home computer, loss of any data, damage or liability that may occur from use of the Business Center / Cyber Lounge computers.

- Users of the properties' internet access may not display graphics that might be reasonably considered obscene. Intentional display of materials demeaning to persons of a particular gender, race, creed, ethnicity, disability or sexual orientation is harassment and may be subject to prosecution under discrimination laws.
- Management does not monitor and has no control over information accessed via the Internet and is not responsible for its content. Users are responsible for determining that the information they access is acceptable, reliable and suitable to their needs.
- As with all Resident Services facilities, parent/guardians and caregivers are responsible for their minor's use of the Internet. Management and its employees cannot control the resources that minors may select on the Internet. Parents are encouraged to develop rules for acceptable Internet use with their minor/s. Parents and minors are also encouraged to read ***Child Safety on the Information Highway***, available at the public library.
- Users are expected to use the Internet in a courteous, reasonable and responsible manner. The Business Center / Cyber Lounge is a public place, so use discretion if displaying text, graphics or sound that may be offensive to others.
- Management reserves the right to end an Internet or general computer usage session at any time.

WARNINGS/PRECAUTIONS:

- **Sending any information, including name, address, credit card numbers or social security numbers, via the Internet is at the sole risk of the user.**
- **Users violating Business Center/Cyber Lounge policies will be asked to stop. If the violation continues, management may end the user's Business Center/ Cyber Lounge computer session at any time and the user will be asked to leave the premises. Management, at its sole discretion, may revoke the Business Center / Cyber Lounge privileges of any resident violating these policies.**
- **All users of this service agree to hold the Property, Resident Services and its Internet Service Provider harmless from any and all claims, losses, damages, obligations or liabilities directly or indirectly related to the use of the business center and its equipment and computers. This includes any computer virus that may be transferred from a Business Center /Cyber Lounge computer to another computer.**
- **Be aware that the Internet is unregulated and materials accessible through it may be outdated, biased, inappropriate or offensive. Not all Internet sources provide accurate, complete or current information. Management does not monitor and has no control over information accessed via the Internet and is not responsible for its content.**

Notice:

You may obtain information about the sex offender registry and persons registered with the registry by contacting the Wisconsin Department of Corrections at <http://offender.doc.state.wi.us/public/> or at 1-877-234-0085.

Management reserves the right to use its discretion concerning these guidelines. Management also recognizes this handbook and the information within as an addendum to your lease.

I/we have received a copy of the handbook and agree to abide by the policies contained herein.

Dated this _____ day of _____, 20_____

RESIDENT SERVICES, Inc.

LESSEE:

by _____

_____ address

apt., _____ Madison, WI