

**STARLINE**  
**COMMUNITY POLICIES AND PROCEDURES**

It is Management's goal to maintain this development as an outstanding Apartment Community in this area. In order to promote and maintain this Community, and as a condition of residency, Management has established the following policies. It is required that everyone abides by these policies, as they are essential for the comfort and convenience of all Community residents. Failure to abide by any of these policies and procedures may result in termination of your lease.

1. **SERVICE REQUESTS:** All requests for service should be made to the on-site Management at the office number provided. Any plumbing leak of a serious nature, frozen water lines, lack of heat or electrical failure should be considered as emergencies, in which case the Management should be notified immediately. Air conditioning problems will not be considered as an emergency unless the outside temperature is 85 degrees or above. Our answering service will receive calls after office hours. If for any reason it should be necessary to call FIRE, RESCUE or POLICE assistance, please call the emergency service directly for help. Notify Management immediately after calling the Police, Fire Department, etc.
2. **KEYS AND LOCKS:** Alterations or replacement of locks or installation of bolts, door knockers, peepholes or other attachments on the interior or exterior of any door must be installed by Maintenance and have Management's prior approval. Management will admit residents who have been locked out of their apartment at the following nominal charges: during office hours – no charge: after office hours - \$25.00.
3. **PETS:** This community permits two pets per apartment by permission only and only under pet policy guidelines. Permission must be secured in writing from Management with the appropriate fees paid in full before the pet may reside in your apartment. Visiting pets are not permitted at any time. Please make sure your guests are aware of this so they can make other arrangements. Pet owners must clean up after their pets and adhere to all other guidelines included in the Pet Addendum. Residents or guests may bring their service animal onto the property without a pet fee. A doctor's statement will be required in these cases.
4. **WATERBEDS:** Waterbeds are permitted in this community with proof of insurance coverage. A copy of your current Renter's Insurance Policy must be provided to the Rental Office prior to installation of such furniture. This policy must cover the Community for any damage caused by ruptures or leaks of furniture.
5. **DELIVERIES AND PACKAGE ACCEPTANCE:** The Rental Office will accept deliveries for you when you are not at home. You must give the Office written notification prior to the delivery. Management cannot assume any responsibility for the delivery or theft or breakage resulting from delivery. We will not notify residents of packages; that is the responsibility of the delivery/postal service. Management assumes no responsibility for the contents or for theft. Because of limited storage space, please pick up your packages at your earliest convenience from the Rental Office.
6. **GUESTS:** Guests are welcome at our community. However, if you would like them to use our facilities, you must be with them at all times. Guests should limit their stay to no more than 1 week duration per visit unless prior written Management approval has been received. Please direct your guests to park their vehicles in our available "Guest Parking" areas. You are responsible for the conduct of your visitors and their adherence to the Community Policies and Procedures. Please help make their stay more enjoyable by informing them of the Community Policies in advance.
7. **COMMON AREAS:** Specific attention should be given to preventing loitering in or around the entryways, laundry room, trash receptacles and parking areas. Toys, bicycles, etc. should be stored within your apartment and not outside or on common areas. Unattended articles will be subject to confiscation by Management at Management's direction.
8. **RECREATIONAL FACILITIES:** Please check with the Rental Office prior to using the swimming pool or other recreational facilities for specific policies that govern their use. Use of such facilities is prohibited after hours posted. We cannot assume responsibility for your safety or that of your family members/guests who use our facilities. Please adhere to all posted signage for your safety and protection.
9. **COURTESY OFFICER:** Residents are responsible for their own safety. We do not warrant that our courtesy officer is capable of deterring or preventing crime.
10. **RENTER'S INSURANCE:** It is the responsibility of the Resident to secure Renter's Insurance for the contents of the apartment in addition to liability coverage for major occurrences. Please make sure your policy is current at all times. See item #4 for insurance requirements regarding all liquid-filled furniture.
11. **LESSOR INSURANCE:** Lessor may provide liability, property and casualty insurance insuring the Lessor, Premises, Buildings and Property from and against all forms and kind of liability, hazards, damage and destruction. All such insurance is for the sole benefit of Lessor and Lessee shall not be entitled to the benefits of such insurance and Lessor and its insurers shall have the right to subrogation from Lessee, as the result of the acts, omissions, willful misconduct and negligence of Lessee, its family members, co-habitants, guests, invitees and licensees.
12. **DISTURBANCES, NOISES, ETC.:** Residents are asked to refrain from making or permitting any disturbing noises by their guests. The loud playing of stereos, televisions or musical instruments is discouraged and any noisy or boisterous conduct which would disturb the peace and quiet enjoyment of other residents is absolutely prohibited. The practice of illegal activities is grounds for eviction.

13. **LAUNDRY ROOM:** Laundry facilities are available for the exclusive use of our residents during the hours posted. For safety reasons, residents are requested not to permit their children to go to the laundry room unless attended by an adult. Clothes, laundry baskets, detergents, etc. should not be left unattended in the laundry area. Please remove your laundry as soon as the machine shuts off. Management cannot be responsible for loss or damage of these articles. Please help us in maintaining your laundry room by disposing of lint, empty containers, softening sheets, etc., in a trash receptacle. At no time should facilities be used as a playroom or storage area.
14. **ENTRANCES, HALLWAYS AND MECHANICAL ROOMS:** In compliance with the State and Local Fire Codes, bicycles, wagons, carts, flammable or combustible items, or any other items are not to be left at the entrances or in the breezeways at any time. Likewise, nothing should be stored in the mechanical rooms that contain the furnace and/or hot water heater. Management asks that all residents give complete cooperation with this regulation. Failure to do so could result in needless damage or personal injury. Please secure written permission from the Rental Office prior to posting flyers, notices, etc. in any location.
15. **TRASH REMOVAL SERVICE:** Please wrap all refuse securely and place it inside the receptacle. Please do not place large articles such as furniture, mattresses, etc. in these areas since the removal service will not handle these items. Residents will be responsible for the cost incurred to remove large items. Boxes should be completely collapsed and shredded before disposal. Blocking of trash receptacle is strictly prohibited and vehicles doing so will be towed at owner's expense.
16. **INTERIOR ALTERATIONS:** Residents wishing to make any alterations such as painting, wallpaper, or hanging decorative light fixtures on the interior of their apartment must first obtain written approval from Management. If approval is given, the following general rule will apply: upon vacating the apartment the resident must remove the improvement and restore the apartment to its original condition. If the outgoing resident wishes to leave the improvement and Management determines that it is acceptable, the improvement may remain in the apartment and become part of the property. Alterations not permitted include contact paper, tub adhesives, corkboard, mirrored squares, non-strippable wallpaper and tape to secure wall hangings. Nails, mollies and toggle bolts are acceptable and will be removed upon move out by Maintenance at no charge unless there is excessive damage to the wall.
17. **EXTERIOR ALTERATIONS:** In order to maintain an attractive Community and not disturb the architectural designs that have been created, no alterations to the exterior of the building may be made by residents. The only exception will be the displaying of the American Flag on private patios and balconies only, on such days as the 4<sup>th</sup> of July, Flag Day (June 14) and other recognized dates. The means of mounting the flag must be approved by Management. Residents may not install their own outside antennas.
18. **SATELLITE DISHES:** The location of a dish or antenna may only be installed on a balcony or patio that is totally within the Lessee's leased premises. No part of the dish may extend beyond the balcony railing line or patio line. The installation of the dish must not cause any damage to the property. No holes may be drilled in any exterior wall, roof, window or balcony railing. The hookup to an inside-receiving device can be made by either a flat cable under a sliding door or by means of a device on a window that allows a signal to pass through glass. The inside hookup of the satellite dish must be a stand-alone system. Lessee may not splice into any existing wires or cables. Lessee indemnifies Lessor and assumes total responsibility for any personal or physical damage to property or persons as a result of damage or injury caused by the satellite dish or antenna. Lessee assumes responsibility for any damage that could occur to the leased premises as a result of the satellite installation. Lessee is encouraged to utilize a licensed professional installation vendor. Should the leased premises become damaged beyond "normal wear and tear" due to improper satellite installation, Lessee may be charged a reasonable fee to repair said damage.
19. **PARKING SPACES:** Due to the distribution of parking spaces, we request that residents park only one car near their apartment and park any additional cars in extra spaces adjacent to or across from the building. Under no circumstances will parking on the grass or in restricted areas be permitted. Unauthorized, abandoned, improperly licensed, and out of repair vehicles will be towed at the car owner's expense. Trailers, boats and motorcycles must be parked in a designated area as assigned by Management. Vehicles that take up more than one (1) parking space or that extend into the driving lanes are strictly prohibited. Motorcycles must have a small board under the kickstand to prevent damage to the asphalt. At no time may gasoline powered vehicles be parked inside a building or apartment, on a patio/balcony, next to a building, in an entrance way or on the sidewalks. See #6 regarding guest parking.
20. **VEHICLE WASHING / REPAIRING:** Auto repairs and oil changing will not be permitted on property. Washing of vehicles in the community will not be permitted unless designated by Management in a specific area.
21. **SOLICITORS AND SALESMEN:** Because we want our community residents to enjoy the privacy of their apartment, we ask that any uninvited solicitors or salesmen be reported to the Rental Office immediately. Anyone having approval of the Management to sell or solicit within the community (such as Girl Scouts, Little League, etc.) will be issued a letter of authorization from the Rental Office.
22. **SUBLETTING:** Subletting is not permissible.
23. **DWELLING:** Apartment shall be used for residential purposes only. No business shall be operated from the leased premises.
24. **WINDOW COVERINGS:** In order to enhance the appearance of your community, all window coverings must appear white to the outside of the buildings. Sheets, blankets, etc. are not to be hung in place of draperies/blinds. Management has the right to determine the acceptability of the window coverings. Screens are furnished upon move-in for each window and sliding glass door. Any damage or replacement will be charged to resident.

25. **PATIOS AND BALCONIES:** Littering of any kind is prohibited. Residents shall not sweep or throw debris of any kind off balcony or patio or out windows, doorways or breezeways. Inflammables and explosives such as gasoline, kerosene, butane or other bottled gases are strictly prohibited. The hanging of rugs, laundry, towels, mops or articles of clothing over the windowsills, balcony rails, etc is forbidden as it is unsightly to others. Final determination of any “questionable” displays will be solely at the discretion of Management. Barbecuing is not permitted on community grounds unless on grills provided by management. By order of the fire department, personal grills are not permitted on apartment community grounds.
26. **FURNISHINGS:** All apartment equipment, appliances or amenities are to be used for the purpose intended and in accordance with any instructions provided. Alteration to these furnishings is strictly prohibited without written consent of Management.
27. **PIPE FREEZE PREVENTION:** If you plan to be away from your apartment for any length of time during the cold season, remember to notify Management of your planned absence and leave the heat on in your apartment. Failure to do so may result in damages such as water line freeze-up, for which you would be held responsible.
28. **PEST CONTROL:** This service is routine maintenance and may not be refused unless medical reasons prohibit. A signed doctor’s statement must be on file to excuse you from this service.
29. **POOL AREA:** Glass, food and pets are not allowed in the pool area due to Metro Codes. Alcohol is not allowed in the pool area. There are no lifeguards on duty and diving is not permitted. You must swim at your own risk.
30. **RENTAL PROMOTIONS:** Occasionally Management will offer rental promotions. Only persons leasing apartments and paying the Administrative Fee on the day of the promotion are eligible. Persons currently under a lease with the Management Company are not eligible.
31. **TRANSFER FEE:** There is a \$350.00 charge for transferring from one apartment to another apartment on-site before expiration of a lease. Any concession given during the current lease term must be paid back in full prior to transfer.
32. **RENTAL PAYMENTS:** All rents are due on or before the first day of each month. Acceptable forms of payment are personal check, cashier’s check, money order, or online at [starline.schattenproperties.com](http://starline.schattenproperties.com) by e-check, Visa, MasterCard or Discover. Our grace period extends the late date to **8:00 a.m.** on the **6<sup>th</sup>** day of the month. All payments received after that time will be assessed a late fee in accordance with your lease. Checks returned for non-sufficient funds will be assessed a late fee in accordance with your lease.

These Policies and Procedures have been incorporated into the Lease Agreement and may be amended or added to at any time. Thank you for your cooperation in helping us maintain a positive living environment for each and every resident.