

**Attachment 3**  
To Lease

**HOUSE RULES**  
**AND**  
**RESIDENT HANDBOOK**

Lynchburg Covenant Fellowship, Inc.  
Housing Programs

Management Office:  
412 Madison Street, Lynchburg, VA 24504  
Mailing Address: P.O. Box 6016, Lynchburg, VA 24505

Phone: 434-847-9059  
TTY: 1-800-828-1120 VA 711  
Fax: 434-846-3164



## **INTRODUCTION**

Welcome to our community! We are very pleased that you have chosen a Lynchburg Covenant Fellowship community to call home. We are confident that living here will be a pleasant experience. The following has been prepared to acquaint you with our community and how it operates. We recommend that each Resident take a few moments to familiarize himself/herself with the community and our policies and provisions of your lease. This information will certainly enhance your living experience here. These policies are in place to ensure that all of our Residents and their guests have the best opportunity to enjoy their home and to help the staff maintain this community at the level you deserve and we expect.

If it should be necessary to call for Fire, Rescue or Police assistance, please let the maintenance or office staff know immediately after this is done. Please notify the office staff of any accidents, injuries, etc. within twenty-four (24) hours of said event.

IMPORTANT TELEPHONE NUMBERS

Management Office: 434-847-9059

TTY: 1-800-528-1120 VA: 711

Work Order Line for all LCF Apartments: 434-528-0737\*

**\*Automatic Answering Telephone Machine (answers 24/7) – These numbers should be called and a message left stating your name, address, apartment number and your need for non-emergency assistance. In the event of an emergency, call the following numbers**

**Emergency Maintenance Line: 434-907-8467**

Police and Fire Emergency: 911

Police Non-Emergency: 847-1602

American Electric Power (AEP): 1(800) 956-4237

Poison Control Center: 1(800) 222-1222

Department Of Social Services: 455-5850

Central Virginia Community Services: 847-8050

Central Virginia Area Agency on Aging (CVAAA): 385-9070

**Emergency Only: Maintenance and Management Staff:**

Facilities Manager – Judy Coleman: 907-8455(cell)

Associate Director – Connie Snavelly: 610-6230(cell)

**Please do not disturb staff at their homes unless there is an absolute emergency and it cannot wait until the next working day.**

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## Maintenance Requests

In case of fire, accident, medical or police emergency, **call 911**. Keep all emergency numbers handy. **Call Management only after you have notified emergency personnel.**

All requests for routine repairs and maintenance must be made by notifying maintenance staff during posted business hours by calling the maintenance number for your property. If the answering machine takes your call, leave a message with a clear and complete explanation of the service needed, your name, apartment number and phone number. Maintenance staff will retrieve your message and complete a work order so your repair can be scheduled. **For non-emergencies, do not call maintenance staff's cell phone numbers or ask them to make repairs when you see them. These requests must be called into the maintenance office number at 528-0737.**

In cases requiring emergency maintenance, notify the maintenance staff immediately by calling staff's cell phone numbers listed above. If the emergency occurs after office hours, call the emergency maintenance numbers listed in this handbook. **It is the resident's responsibility to continue to call the emergency staff phone numbers until a staff member is reached.** The following are considered emergencies:

- Water leaks (other than dripping faucets)
- All sewer back-ups
- No Heat (**if outside temperature is below 55 degrees**)
- Electricity out when breakers are in correct position for operation
- Broken windows
- Entrance lock broken
- Commode stop-ups in apartments having only one bathroom
- Water heater inoperable more than one day
- Air conditioner inoperable (**if outside temperature is above 90 degrees, this does not include window air conditioning units owned by residents**)
- Refrigerator inoperable
- Oven inoperable more than one day

Non-emergency maintenance requests are to be made in writing or by calling the property's maintenance number listed above by the Resident.

## Management Office

The Management Office will be open Monday through Friday 8:30am to 4:30pm. If you need to discuss a business matter, please schedule an appointment with the office staff during these hours by calling (434) 847-9059 or TTY: 1-800-828-1120 VA:711.

# **GENERAL RULES AND REGULATIONS**

## **PARKING/VEHICLES/PARKING LOTS**

Management reserves the right to control the method, manner, and number of parking spaces allotted per rental home.

Management reserves the right to regulate the entry to the community by agents, furniture movers, and delivery people. Uncovered parking spaces are provided on a “first come, first served” basis. All vehicles must be parked only in areas that are designated for such purposes. **(No Parking on Grass or Curbs)** By order of the Fire Marshall, any and all vehicles parked in designated fire lanes will be towed without any warning at the vehicle owner’s expense. Any vehicle parked in a handicapped parking space without proper handicapped designation may be towed, without warning, at the vehicle owner’s expense and the owner may be fined.

All vehicles must be currently licensed, inspected and in good operating condition (i.e. free of oil leaks, flat tires, broken window, safe, not unsightly, etc.). Additionally, any vehicle remaining on the Community once possession of the rental home has been surrendered or abandoned will be towed without notice at the vehicle owner’s expense. Resident agrees that any violation of these rules will result in the vehicle being towed without notice at the vehicle owner’s expense. Agent for Owner, its principals and its employees, shall not be liable for any damages arising as a result of towing. In addition, Resident agrees to indemnify (to include attorney’s fees) Owner and Agents for Owner for any liability that may be imposed on them. RV’s, boats, personal watercraft, trailers and commercial vehicles are not permitted to be stored or parked in the community at any time. The Owner and its Agents or assignees assume no responsibility for the security of the personal property of the Resident or Resident’s guests.

Repairing, servicing or washing any vehicles will not be permitted in the community under any circumstances. Residents who violate this policy will be subject to eviction or non renewal of lease. Exception may be made in the case of an emergency battery change or tire repair with the expressed written permission of Management.

Residents and guest are **not** permitted to play, loiter, gather or congregate in common areas with the exception of the designated smoking areas. The playground is for children **12** and under **only**, and **no** other residents or guests are permitted to play, loiter or gather in the playground area. Children under age 12 should **always** be supervised by **parents or adults**.

## **APARTMENT LIVING IS NEIGHBORLY LIVING**

When people live close together, life for all is much more pleasant if they respect and try to understand each other. A pleasant atmosphere can be enjoyed by everyone with just a little effort and with each individual being considerate of each other.

We are proud of our communities and hope you will also be proud of your community. We will do everything we can to make living here comfortable and convenient for you and we expect you to do your part as well. You will find that generally your neighbors are friendly and cooperative about respecting the rights and privileges of others. We ask that you do the same.

Please instruct your household or guests not to throw foreign objects, glass, tin, nails, rocks or other dangerous objects in the play areas or toward windows in order to prevent injuries or damages. Please instruct them not to litter the common areas or grounds. Remember the head of the household is responsible for any damage by the entire household and their guests.

Loud televisions, radios or stereos, late parties, shouting and door slamming can be most annoying and will not be tolerated.

Residents and guests are expected to always dress properly in public areas of the building such as hallways, all common areas, laundry rooms and grounds. Appropriate dress for all public areas is street clothing, not bedroom attire.

The consumption of alcoholic beverages is a personal matter and should only be consumed inside your apartment. However, habitual drunkenness, private or in public, will not be tolerated and will be considered reasonable grounds for eviction. This also applies to guests, and the head of household will also be held responsible for such behavior of his or her guests.

Lease Agreements for all properties owned or managed by LCF provide that a resident, family member or guest may not “use the apartment for any unlawful purpose,” or “engage in or permit unlawful activities in the apartment, common areas or on the community grounds.” Illegal drug activity in violation of either of these provisions by the resident, household members or guests constitutes material noncompliance of the Lease and is, therefore, grounds for immediate eviction from the unit.

Disturbances of any kind will be dealt with promptly, with safety, welfare and well-being of all residents of our community in mind. After proper written notification, the Lease Agreement will be terminated on grounds of continued, objectionable conduct by any resident, their family or guests.

In the event of a head of household’s death, with no other adults listed on the Lease, the resident’s family has 14 days in which to clear the apartment of personal belongings. If the unit is not vacated and the keys returned to the Management Office within this period, the rental fees will automatically be calculated at market rate with subsidies discontinued. The family should contact Management staff with their plans for coordinating the move, cleaning the apartment, returning the keys and providing a name and address for forwarding the Move-Out Statement.

## **ANNUAL RECERTIFICATION**

An annual recertification is required of all persons living in HUD (Department of Housing and Urban Development) assisted housing. This recertification is scheduled on the anniversary date of your move-in, to determine eligibility and/or the amount of continued subsidy and occupancy of the apartment. Timely and proper notification of your annual recertification will be mailed to you at least 120 days prior to your anniversary. This process must be completed and into the VHDA/HUD office within this 120-day period. Your continued subsidy is contingent upon satisfactory completion of this annual recertification.

**FAMILY CHANGES, CHANGE IN FAMILY INCOME OR STUDENT STATUS** must be reported to Management staff **immediately**. Your rental fees are based on gross family income, therefore, you must report any change in the size of your family and family income immediately to Management

staff. A Resident must report a change in income immediately if there is a substantial change in income if the estimated amount is \$ 200.00 or more per month. A resident may also at any time request a reexamination due to a substantial change in income. If you fail to report an increase in income and this is discovered by Management before or during your Annual Recertification, rental fees will increase retroactively to the first of the month following the change in income and all monies owed Management will become due in full within a thirty-day period. Reporting a decrease in family income is still very important because any decreases or changes in income becomes effective the first of the month following verification of these changes. Adding persons or family members to your Lease, once approved, will go into effect thirty days after completion of paperwork.

## **SERVICE/REPAIR REQUEST**

If you should have any repair needs such as plumbing, electrical, etc., please call the **Maintenance Number** at 434-528-0737. This telephone has an automatic answering machine and is monitored during office hours. Please speak clearly leaving your name, apartment number, phone number where you can be reached and type of repair or problem. Maintenance staff will prepare a work order and assign the repair to a maintenance staff member. Service requests will be taken care of as soon as possible and emergencies will be taken care of immediately.

Non-emergency maintenance requests should be made first thing in the morning so work orders can be prepared. Requests that are made in the afternoon and that are not emergencies will not be addressed until the next business day.

Please remember that the Maintenance staff will not enter your apartment to complete a repair without a work order. Please do not attempt to tell maintenance staff about needed repairs when you see one of them, rather call the Maintenance Office number and leave a message so a work order can be generated. All service requests must be scheduled and prioritized. All requests should be for repairs or services for your apartment, **not personal property repairs or service.**

It is important to report repair needs immediately so they can be taken care of before they become bigger problems. This is your responsibility to report repair needs while they are minor. **For example, as soon as a dripping faucet or toilet that continues to run is noticed, a call should be made to maintenance staff immediately. It is in everyone's interest to report repairs immediately to keep costs down.**

When the office is closed, the answering machine will record all telephone calls. In the event of an emergency, contact the number on the answering machine recording. Several staff numbers will be provided and **you should call those numbers in the order provided until you reach a staff member.**

## **BUILDING INTERIOR / EXTERIOR**

All areas outside the rental home, including the lawn area, patios/balconies and entrances are to be kept free and clear of items that would detract from the uniform appearance of the community or create a hazard. Patios/balconies are to be used for furnishings that are in good condition and intended for outside use only. Patios/balconies are required to be kept neat and clean at all times. Patios/balconies are not intended for storage of any kind including but not limited to: recyclable, garbage, toys, housekeeping tools, machinery, recreational equipment, exercise equipment, and

kitchen/household appliances. With the expressed permission of Management, exceptions may be made for storage of bicycles where no other bicycle storage facilities are provided. No flowerpots, planters or other objects may be placed or stored on balcony railings. Towels, bathing suits, or other laundry, brooms, mops, rugs and the like are not permitted to be hung from the patios/ balcony railings. Residents shall not throw any object from the balcony, nor permit any object to be thrown from the balcony. Pets, if allowed in the community, are not permitted on the patio or balcony for any time that the Resident is not accompanying the pet. Management reserves the right to require Residents to remove any items which may be unacceptable, offensive or in poor condition.

All residents and their guests are responsible for preventing the accumulation of trash, leaves and litter around his/her apartment. The grounds will be policed and maintained by our maintenance staff, but residents are expected to dispose of trash properly in trash containers. Maintenance staff is also responsible for cleaning the inside stairwells, however, residents with adjacent stairwells or landings should keep these areas clean. Residents with exterior patios are also responsible for keeping these areas trash and litter free. If patio or porch areas are not kept clean and maintenance staff has to clean them, the resident will receive a 21-30 Day Notice of Lease Violation and Potential Lease Termination.

Window screens are to keep tiny insects from coming into the home while allowing for air circulation. Window screens are **not** designed for keeping items from falling out of the window, including people- no matter how big or small. Arrange your furniture so that large climbable pieces are away from windows.

With the exception of The Carey House, Rockbridge Apartments, the Group Homes and Lynchburg High, the other housing communities currently do not have central air conditioning. With Management approval, residents may have their own air conditioners. Maintenance staff will install these units after approval, and a resident charge will be billed to the resident. This is a personal service request and must be scheduled in advance.

Sidewalks, steps, entrances, hallways, walkways, stairways and landings shall not be obstructed or used for any purpose other than entering or exiting the rental home.

All window treatments must be white in appearance from the exterior of the rental home. Blinds or shades are provided and are not to be removed and must be kept in good condition. **Damaged blinds or shades are to be immediately replaced at the Resident's expense without exceptions.** Sheets, bedspreads, cardboard, aluminum foil, stickers, decals, garbage bags, and/or any other inappropriate material shall not be used to cover windows. Windowsills must be kept free from all personal property. No sign, signal, illumination, advertisement, notice or any other lettering or equipment shall be exhibited, inscribed, painted, affixed or exposed on or at any window or any part of the outside of the rental home building without prior written consent of the Management.

No awnings or other projections, front door screens, storm doors, television or radio antennas or wiring shall be attached to or extended from the outside walls of the building, common areas, windowsills, roofs, porches, balconies, breezeways, stairwells, balcony railings, or wing walls without the **prior written consent** of the Management.

Residents shall **not alter or install** a new lock, knocker, peephole or other attachment on any door of the rental home. Hardwired alarm systems are not permitted at any time. Wireless alarm systems may be permitted **with prior written consent from Management.** Residents may decorate their apartment door providing it is not offensive to the Management.

Small nails, tacks and picture hangers may be used to hang pictures as appropriate. **Fasteners, hooks, molly anchors, etc. may NOT be installed on drywall surfaces. Wallpaper, border or paint changes are not permitted. No contact paper, tape or stickers will be affixed to any part of the rental home, particularly cabinetry, walls and shelves.** Upon move-out, the Resident is responsible for removing all nails, tacks and picture hangers. **A charge will occur for required drywall repairs that exceed normal wear and tear**, or additional coats of paint required to return the walls back to the original color or condition. Ironing of clothing should be done on an ironing board and **NEVER BE DONE ON THE CARPET OR FLOORING. Iron burn marks on the carpet will result in a charge to the Resident for replacing the carpet.**

**All Residents must keep their home in a clean, safe, tidy and sanitary manner.** Crating or boxing of furniture or other articles will not be allowed in or outside of the rental homes. Periodic reviews or apartment inspections will be performed by staff. The main purpose of the review is to inspect the apartment, equipment, building and housekeeping, in order to respond to unreported repairs, to eliminate any fire hazards and unsanitary conditions that may exist and to perform preventative maintenance. All residents are notified in writing of property review dates prior to the inspection date. If you are not home, staff will complete the inspection and leave a notice of the visit, along with a copy of the housekeeping results. Any deficiencies found by Management are to be corrected within a timeframe established by Management or a lease termination may result. **Should a resident receive three (3) 21-30 Day Notice of Lease Violation and Potential Lease Termination notices for any reason, he or she may be evicted.**

It should also be noted that **any time** Maintenance staff or Management staff enter an apartment for any reason and find conditions that warrant a 21-30 Day Notice of Lease Violation and Potential Lease Termination, these findings will be reported to Management. Subsequently, a 21-30 Day Notice of Lease Violation and Potential Lease Termination will be issued to the Resident.

If your rental home and/or building contain a fire sprinkler system, **caution must be taken upon move-in and thereafter not to damage or tamper with the fire sprinkler heads or fire prevention system. Do not hang anything from the fire sprinkler heads. Residents must immediately report any and all damage to any fire prevention equipment to Management. Residents will be held responsible for any and all damages due to negligence. Additionally, it is unlawful to tamper with emergency notification system and/or fire prevention system (i.e. fire alarms, fire pull stations, fire extinguishers, sprinkler heads etc.)**

The equipment in the bathrooms and kitchens must not be used for any purposes other than those for which they were constructed. Food should **NOT** be put down the sink/drain in any community that does not have a garbage disposal. **Frank Roane is the only community with garbage disposals. Grease should never be put in the sink/drain or toilet.**

Frank Roane and Lynchburg High are the only communities with trash chutes and trash compactors. A trash room with a trash chute is located on most floors at Frank Roane and most floors in the elderly/disabled apartments at Lynchburg High. The trash compactor is an added convenience to the buildings to make it easier for elderly and disabled persons to dispose of trash. The rules are simple and residents' cooperation is necessary in order to keep the trash compactors in good working condition. There are limitations as to what the main trash machine will accommodate. If you have any questions, please contact maintenance staff or the management office. For sanitary and safety reasons, these rooms and chutes will be closed if there is negligence and abuse. **Always place your trash in plastic bags before depositing into the trash chute. Do not throw ANY FOOD, loose bottles, glass items, boxes, hypodermic needles, or stacks of newspapers down the chute. Broken glass can**

damage the compactor and possibly cause serious cuts to maintenance staff, and newspapers and boxes can jam the compactor and cause garbage to back up. **Please take your bottles, glass items and stacks of newspapers or cardboard boxes to the dumpsters located on the property. Do not put broken or small appliances, such as electric irons, toasters, small ovens or coffee makers in the trash chutes. Do not drop wet items or any unsanitary items into trash chutes. Please remember that the trash chute interiors are not for food items or health related disposable items, which cause undesirable odors and pests. No feminine hygiene products, kitty litter, diapers, toys, excessive paper products or other obstructive substances should ever be placed in the commodes or drains.** Please take extra care not to place items on the toilet tank or bathroom sink that may easily fall or be knocked into the toilet bowl.

## **BALCONIES AND PATIOS**

No trash or other items are to be thrown from balconies or patios. Your cooperation will enhance your neighbor's enjoyment and use of his/her balcony or patio.

Vegetable or flower gardens must have written approval from Management. If the garden becomes unsightly, Management reserves the right to have the garden removed.

Nothing but patio type furniture should be kept on your balcony or patio. Please do not use these areas for drying clothes or rugs.

Balconies and patios should be maintained in a neat and orderly manner **at all times**.

Grilling is prohibited on balconies, patios and parking lots in accordance with the City fire ordinance and LCF policy.

## **ELEVATORS**

Lynchburg High and Frank Roane Apartments have an elevator for the convenience of the elderly, handicapped, disabled, family members and guests. There is **NO** automatic HOLD button in these elevators to hold the doors open for an extended period of time. Should the elevator at Lynchburg High be held open for more than a minute, an alarm will sound and an emergency call will go to emergency personnel. Residents should contact maintenance staff when moving in or receiving furniture deliveries so that the elevator door can be opened for loading without setting off an alarm. If the alarm is set off due to the door being propped open and the fire truck comes, the Resident will be charged for the unnecessary call.

**SMOKING IS NOT PERMITTED INSIDE THE ELEVATORS OR ANY OTHER COMMON AREAS OF THE BUILDINGS, ONLY IN THE DESIGNATED SMOKING AREAS.**

LCF performs all necessary maintenance on the elevators in an effort to prevent any problems with the elevators, however, elevators are complex machines and on occasion may become non-operational. In the event the elevator is not working and a resident notices that it is not working, he or she should call the following **emergency cell phone numbers**:

Emergency Maintenance Line (if after 4:00 PM): 434-907-8467

Facilities Manager – 907-8455

Connie Snavelly – 610-6230

It is very important that you continue to call these numbers until you speak with a LCF staff person. Maintenance staff will contact the elevator company, place “out of service” notices on the elevator doors and unlock the following stairwells. **Once the doors are unlocked, Residents are NOT to prop the doors open. Any Resident who props the door open will be in breach of his or her Lease and may be subject to Lease termination.**

Residents living at Lynchburg High on the 4<sup>th</sup> and 5<sup>th</sup> floors should enter the building using the middle exterior stairs on the water tower/ 7<sup>th</sup> Street side of the building. Lynchburg High Residents who live on the 2<sup>nd</sup> and 3<sup>rd</sup> floors should enter the building using the back exterior stairs just past apartment 111 on the water tower side of the building. When exiting the building from inside, Residents on the 4<sup>th</sup> and 5<sup>th</sup> floors should use the stairwell next to apartment 69 on the 5<sup>th</sup> floor, and next to apartment 55 on the 4<sup>th</sup> floor. Residents on the 3<sup>rd</sup> floor should use the stairs next to apartment 42, and Residents on the 2<sup>nd</sup> floor should use the stairs next to apartment 35.

Frank Roane Residents should use the stairs at either end of the building to go up to the 2<sup>nd</sup>, 3<sup>rd</sup> and Attic floors. These same stairs should be used to exit the building when the elevator is not working.

In case of an emergency, such as the elevator stopping on a floor and the door not opening, REMAIN CALM. If this should occur, push the emergency button. The elevator’s answering service will talk with you to determine the problem and when necessary will contact the fire department to assist in safely getting you out of the elevator. PLEASE DO NOT ABUSE THE ELEVATORS BY PUTTING FOREIGN OBJECTS INSIDE THE DOOR OPENINGS OR REPEATEDLY HITTING THE BUTTONS. The controls are sensitive and this can damage the elevator causing it not to work. Please report any misuse or vandalism to the Management Office immediately.

## **RESIDENTS AND GUESTS**

Residents will, without exception, be responsible for the conduct and behavior of their entire household and guests. Resident, all occupants, and Resident’s guests will, at all times, comply with all written Community Policies furnished to the Residents in the Community. Any damage resulting from misconduct will be the responsibility of the Resident. Conduct inconsistent with the lease, House Rules/Attachment 3 to the Lease, community policies, or any other Lease addenda will not be tolerated. Management reserves the right to terminate the use of the recreational facilities and/or terminate the Lease of any Resident because of the Resident or guests refusing to conform to the established rules, policies, and procedures.

## **NOISE**

All Residents should respect the rights and comfort of their neighbors. Resident agrees that their conduct, as well as all occupants and guests will never be disorderly, boisterous or unlawful and will not disturb the rights, comforts or conveniences of the other persons in or around the

community. No noise (loud music, vehicles, shouting) or other disturbing conduct will be permitted at any time in such a manner as to disturb or annoy other Residents or the surrounding community.

Residents who have never lived in an apartment may not be aware of the loudness of their activities.

Residents agree to abide by any curfew that may now or at some time be implemented for the collective welfare of the community.

In an event of a problem, please contact the Management staff. If this occurs after hours, we request that you advise the Management staff in writing on the next working day of the apartment number of the offending Resident and circumstance surrounding the complaint.

If immediate action is needed, please contact the local Police or Sheriff's Department for corrective action. Call 911.

**AS A REMINDER: Continued Resident complaints, substantiated by Management, could result in a warning from the Management Office and possible eviction should the problem not be corrected.**

## **ENTRY TO APARTMENT**

Keys are the responsibility of the Resident. There is a charge for the replacement of any lost key or for the replacement of door locks when requested by the Resident.

No additional lock or security device is permitted.

If all keys are not returned upon vacating, the Resident will be charged.

**Windows are not to be used to enter or exit an apartment except in the case of a fire.**

## **EXTERMINATION**

If you feel that you have a potential pest problem, please notify maintenance staff **immediately**. Please do not allow the problem to get out of hand.

We ask your cooperation in preventing infestation **by performing normal cleaning procedures regularly, not leaving dirty dishes, food containers, and garbage unattended, and discarding all grocery bags and boxes.**

In addition to taking requests for service, there is a regular schedule of directed sprayings. It is of the utmost importance that all apartments scheduled to be exterminated are treated, (with no exceptions) and that you follow any instructions given by the Management Office for preparation. Not complying with extermination services will result in termination of lease.

## **LAUNDRY FACILITIES**

Coin operated washers and dryers are located on most of the premises for your convenience. Hours of access will be posted.

Exterior doors to these facilities should be kept closed at all time to prevent vandalism and use by non- Residents. Only residents of the community are permitted to use the laundry facilities.

Please help us keep the laundry areas clean and free from debris such as soap boxes, dryer sheets, etc. by depositing such items in the trash receptacles provided.

Any clothes in machines at closing time will remain in the laundry room until it is opened the next day. Clothes should be removed from machines promptly.

Do not use tints or dyes in the machines.

Do not deposit household trash or food in the laundry room trashcans or use the area for storage of any personal belongings. **Management is not responsible for any items stolen, lost or damaged.**

Use and operation of laundry room equipment will be restricted to manufacturer's guidelines.

Please report any inoperable machines to the telephone number of the vendor posted on the machine, giving the machine number and description of the problem.

## **LANDSCAPING**

Well maintained landscaping (grass, trees, shrubs, and flowers) is vital to the attractive appearance of our community. At the time of move-in, during the lease, or at the time of move-out, it is necessary that all Residents and their guests respect the landscaping and do not operate any vehicles (cars, trucks, bicycles, etc.) on unpaved areas of the community. All Residents and guests must not walk, loiter or play on, or in, restricted areas of the community. Any damage to the lawns and/or landscaping caused by Residents or guests will be the responsibility of the Resident and repair costs will be billed directly to the Resident. Instruct members of your household and guests to use the sidewalks and paved areas in front of and around your rental home and throughout our community. Damage, mutilation and defacement of the landscaping will be deemed as a violation of the Lease Agreement.

Management will maintain the lawns and common areas of the community. Please assist the staff by disposing of all trash in the proper receptacles.

Bicycles, motorcycles, and other items are not to be kept on the lawns or sidewalks.

No gardens, clotheslines, outside antennas, fences, enclosures, or structures of any kind are permitted on the grounds under any circumstances.

## **LOCK OUTS**

If you are locked out of your apartment during office hours, you may call the maintenance number for your community and maintenance staff will unlock your door. Charges are as

follows:

7:00 a.m. to 4:00 p.m. - \$ 10.00 (Monday through Friday)  
4:01 p.m. to 6:59 a.m. - \$ 20.00 (Monday through Thursday)  
Weekends (Friday 4:01 p.m. – Monday 6:59 a.m. and Holidays - \$ 25.00)

**Please note, staff will not unlock your apartment door for anyone, without written permission from the head of the household.**

## **SAFETY AND SECURITY**

Lynchburg High has security cameras installed throughout the common areas of the building that can be monitored 24 hours a day, seven days a week. A security company also monitors the properties several times per day.

Frank Roane, Lynchburg High and Shalom Apartments have an intercom system and other apartments have doorbells. The intercom system is located outside the main entrance to the apartments and the door to the apartments remains locked. Residents should communicate with visitors so you know whom you are letting inside of your building. **Do not automatically release the apartment building's front door when you are buzzed, even if you are expecting company. Talk to the person first, and then open the door if you want them to visit your apartment. Do not open the door by intercom or in person for another resident's visitors, open it only for your visitors. This is extremely important.**

**Never open your apartment door or the front door to the building unless you know who is on the other side. Use the peephole in your apartment to see who is on the other side before opening.**

Keep your apartment door locked at all times as a safety measure.

If a person comes to your door and says he/she is there to check something in your apartment and you have not made a request for service, have the person show identification before permitting entrance to your apartment. During office hours, you may also check by telephoning the Management Office before letting someone into your home.

If you see a strange person loitering around your apartment building, inform the Management Office or Maintenance staff. If any person seen loitering is loud or disruptive, call the Lynchburg Police Department (911) and then report the situation to the Management staff.

Remember, when a child is locked out of his/her apartment and the parents are not home, our staff will not open the door without prior written permission. Our staff may not know your children or their friends, and their safety is our highest priority. (Resident charges for lockouts apply in all circumstances.)

**EMERGENCY CALL BUTTONS** (Elderly/Handicapped Apartments at Lynchburg High and Frank Roane)

The bedrooms and bathrooms of these apartments are equipped with a “call” button. If you should become ill or have a medical emergency and cannot call someone for assistance, pull the string to switch on the emergency call button. Your apartment number will light up on the main emergency panel. At Lynchburg High, the answering service will call you to see if you are okay. Should they not reach you, they will call 911 and the paramedics will come to assist you. At Frank Roane, an alarm sounds and a light over the door and in a panel located in the lobby lights up. The Emergency Key Holder who is also a resident will check on the resident when possible. Should she not be available, other residents will check on the resident and call 911 if needed.

## MASTER ALARM SAFETY SYSTEM

The City of Lynchburg notified all permit holders that: Section 27-108. False alarms, penalty assessments and permit revocation. (a) Any alarm system which has more than two (2) false alarms within a permit year shall be subject to service assessments as hereinafter provided and any alarm system which has ten (10) or more false alarms within a permit year shall be subject to permit revocation as hereafter provided... The notice of service assessment shall contain at least the following information:

- (1)The amount of the assessed fee and number of false alarms during the permit year.
- (2) The dates and times that emergency personnel responded to each alarm...

... (c) If the City of Lynchburg records more than two (2) false alarms within a permit year for any alarm system, the City shall notify the alarm user (LCF and Associates or Lynchburg High, LLC) of such fact and direct that the user pay to the City a service assessment... in the amount as follows:

The first two (2) false alarms within a permit year.....	No
Charge (Alarm year is May 1 – April 30)	
3 <sup>rd</sup> false alarm within a permit year.....	\$ 50.00
4 <sup>th</sup> false alarm within a permit year.....	\$ 50.00
5 <sup>th</sup> false alarm within a permit year.....	\$ 50.00
6 <sup>th</sup> false alarm within a permit year.....	\$ 75.00
7 <sup>th</sup> false alarm within a permit year.....	\$ 100.00
8 <sup>th</sup> false alarm within a permit year.....	\$ 125.00
9 <sup>th</sup> false alarm within a permit year.....	\$ 150.00
10 <sup>th</sup> false alarm within a permit year.....	\$ 175.00
11 <sup>th</sup> and all successive false alarm and within a permit year.....	\$ 200.00

Lynchburg High and Frank Roane are permit holders for the Master Alarm and Safety Systems. The City of Lynchburg bills Management and we will bill you for related costs related to your false alarm. If a resident of Lynchburg High/Frank Roan Apartments causes the smoke alarm system to activate because of negligence in cooking or other problems, the resident will be assessed \$ 50.00 per alarm activation, without exception. There may be times when the system malfunctions and the resident is not charged for these incidents. Please note the \$ 50.00 charge may be substantially more to Management, but we are only assessing our residents \$ 50.00 per occurrence. If, however, there are persistent alarm incidents other actions will be taken which could cost more in fees, as well as eviction.

## WHAT TO DO IN CASE OF FIRE

Above all, **STAY CALM!** What you do in the first five minutes of a fire is the most important. Immediately leave using caution as you proceed to a safe fire exit. Once safely out of the apartment/building call the Fire Department and Management.

Fire rises and spreads through open doors and stairways. Anything you can safely do to delay or retard this will help. If you have to leave your apartment due to fire, feel the door first. If the door is hot or if smoke is seeping through, **DO NOT OPEN IT**. If you are able to leave through the door, do not leave it open. However, do leave the door unlocked to allow access for fire fighters.

Remember that fire thrives on fuel and air. If you can safely remove one of these elements, you can help stop the fire.

Residents are not allowed to keep gasoline or other combustibles materials in any area of the premises, nor permitted to use gas or kerosene powered appliances other than those provided, nor do anything which would increase the possibility of a fire.

These simple precautions can help prevent fires:

1. Make sure matches and cigarettes are completely cold before they are discarded in the containers in the designated smoking areas.
2. Keep matches out of the reach of children.
3. **ONLY SMOKE IN DESIGNATED SMOKING AREAS AND PLACE ALL BUTTS IN CONTAINERS PROVIDED.**
4. Never throw water on a grease fire. Keep a box of baking soda handy to douse such a fire.
5. **Do not use aluminum foil to line drip pans, rings, oven racks or ovens,** rather clean them after cooking **each time.**

## EMERGENCY INFORMATION CARDS

When you move in, you will be asked to complete two “emergency information” cards. It is very important to do this immediately so that we will have this information in case of an emergency.

**Tape one card inside the door of the circuit breaker box in your apartment,** so that we know exactly where to look for this important information. The other card should be submitted to the Management Office for your personal file.

## MAIL

Any person receiving mail at the address who is not on the lease agreement is considered to be an unauthorized occupant. He/she must register with Management immediately by filling out the appropriate paper work and going through the screening and approval process as required. If

he/she fails to meet qualifying criteria, then he/she must not occupy the rental home. Any person not on the lease agreement, staying for more than fourteen (14) days or nights must be added as a tenant, if eligible.

## **NON-LEASED RESIDENTS**

Only the Residents listed specifically on the lease may occupy the apartment. If you wish to add an individual to your lease agreement, he/she must follow the same procedures as any other initial occupant, prior to moving in.

If you intend to have a houseguest for more than three consecutive nights, **you must first notify the Management Office and register the guest(s).**

Please remember that you are responsible for the actions of your guests while on LCF property. Any non-registered individuals may be considered an illegal occupant.

**AS A REMINDER: Any changes in family composition must be reported to the Management Office within 30 days. An appointment must be made with Management staff to report any change in income of \$ 200 or more within 30 days for residents receiving HUD rental subsidy.**

## **PETS**

Pets are NOT permitted, under any circumstance, in multifamily mixed population housing communities. Pets are not visitors. Lease permitting, a “Pet Addendum” with other requirements may be completed to accommodate residents in buildings that are designated “elderly,” or 202 Housing which also includes service animals. As applicable, LCF’s Pet Policy will be attached to the Lease and should be followed.

## **RENTAL PAYMENTS, LATE FEES, RETURNED CHECKS**

All rental payments are due on or before the first day of each month. A late fee of \$ 1.00 per day will be charged after the 5<sup>th</sup> day of the month. Please have your check or money order made payable to:

**Lynchburg High, LLC** (if you live at Lynchburg High)  
**LCF and Associates** (if you live at Frank Roane  
Apartments) **SAI Associates** (if you live at Shalom  
Apartments)  
**Carey House** (if you live at Carey House)  
**Rockbridge/Lynchburg Residential Services** (if you live at Rockbridge)  
**Amherst Residential** (if you live at Amherst Group Homes)  
**Appomattox Residential** (if you live at Appomattox Group Home)  
**Lynchburg Covenant Fellowship, Inc.** (all other housing)

On the face of your check or money order, include your name, address and apartment number. The rent is to be paid at the Management Office at 412 Madison Street – no rental fees will be

collected on the premises of the apartments. If your preference is to mail your rental fees to the office rather than to come in, please use the Post Office Box listed below. A supply of pre-addressed envelopes is available for your convenience.

**Name of your housing complex or company as listed above**  
**P.O. Box 6016**  
**Lynchburg, Virginia 24505**

**PAYMENTS FOR RENT OR OTHER RESIDENT CHARGES IN EXCESS OF**  
**\$ 10.00 MUST BE IN THE FORM OF A CHECK OR MONEY ORDER**

## **DELINQUENT RENT**

Rent is considered delinquent after the 5<sup>th</sup> day of the month and a late fee of \$ 1.00 per day will be charged. If you are unable to pay your rent on time due to unforeseen circumstances, we suggest you discuss your situation with the Management Office before the 5<sup>th</sup> of the month. This does not mean that we will forgive the rent or late fees, but it does mean that we know what to expect and will work with you through your crisis. Late payment of rent means extra expenses to you. Failure to pay your rent may result in the unnecessary expense of Court action and possible eviction from your apartment. Residents who are habitually delinquent may receive a Lease cancellation notice. If any resident is delinquent in paying rental fees or other resident charges more than 3 times during a 12 month period and Management has secured Unlawful Detainers to begin eviction proceedings, the Lease Agreement may be cancelled.

Should a check be dishonored for any reason, Resident agrees that all monies will be repaid in the form of a money order within the time stipulated on the notification. In the event of a second dishonored check, a charge plus applicable late charges will be added to any check returned unpaid for any reason, including bank errors. Should a second check be dishonored, Resident agrees that all future payments shall be made in the form of a money order and that payment tendered in any other form will be refused.

## **SECURITY DEPOSIT**

A security deposit in the form of a money order or certified check must be paid prior to occupancy. The Resident and Management representative will complete a move-in inspection prior to move-in. Findings will be documented on an inspection form which will be signed by both parties. This same form will be used for the move-out inspection when the unit is vacated. A comparison of the two inspections will be made in order to determine any necessary charges and other damages.

The Resident may not elect to apply the security deposit to his/her last month's rent. Any remaining balance of the security deposit will be mailed to the Resident within the timeframe permitted by local regulations after the keys have been returned to the Management Office.

## **SOLICITATION**

Door to door solicitation is not permitted. If you become aware of a violation in this policy, please call the Management Office immediately.

## **TELEPHONE NUMBERS**

PLEASE provide the Management Office with your home and business telephone numbers for your own protection. Occasionally, we may need to contact you for emergencies or other reasons. Your telephone numbers and address will be handled as confidential information by our staff.

## **TERMINATION OF LEASE BY LCF**

**Management has the right to terminate a Resident's lease if there is a breach of the agreement or noncompliance with related rules and regulations.** Management also has the right to give the Resident proper written notice prior to the expiration date of the Lease that said lease would not be renewed. **On HUD properties 3 or more 21/30 violations may result in Lease cancellation.**

## **EXTENDED ABSENCE AND ABANDONMENT**

The Resident must provide Management with written notice if the Resident will be away from his or her apartment for more than seven (7) consecutive days. Failure to do so may result in Management determining that the Resident has abandoned the apartment. Rent and utilities must be paid and kept current at all times including during any absence.

Residents who are absent from their apartment for an extended period of time shall be subject to lease termination. An extended absence is defined as the resident being absent from his or her apartment for more than 60 days continuously, or for more than 180 days continuously for medical reasons.

Management may consider extenuating circumstances on an individual basis.

## **TRANSFERRING WITHIN THE COMMUNITY**

A change in the size of your family may mean that you need a smaller or larger size apartment. If you are over-housed, you may be asked to transfer to an apartment that is better suited for the size of your family. You may also apply for a different size unit, should your family size increase. If we should request that you transfer to another unit, you will be provided with a 30-day written notice, after we have communicated this information to you. If major neglect is found during the housekeeping inspection, you will not be transferred, but rather, you may be evicted.

For many personal reasons, sometimes residents ask about transferring to another apartment of the **same size** within the same community as the one the family currently occupies. Transfers of this type are discouraged because of turnover expenses. If, however, a family needs to transfer

for medical or other important reasons, the Management Office will consider such request, but all damages not related to normal wear and tear must be paid for prior to the transfer.

When a Resident is requesting a transfer from his/her apartment to another within the community, the following must apply:

1. Resident must submit a request for desired property.
2. A transfer will not be approved on an apartment of the same size unless the request for the relocation is due to a verified medical reason.
3. The Resident agrees to allow Management to perform a preliminary inspection of the presently occupied apartment to assess any charges for damages, painting, and necessary repair beyond normal wear and tear caused by negligence or misuse on the part of the Resident.
4. The Resident agrees to pay all of the above charges prior to the transfer.
5. The Resident agrees to pay within thirty days of the transfer any additional charges accrued for the above mentioned items and cleaning of the original apartment.
6. The Resident agrees to allow Management to perform a housekeeping inspection in the apartment occupied by the resident. Should the housekeeping inspection be unsatisfactory, the request for a transfer will be denied and Lease cancellation may result.
7. There may be additional considerations at your community. Please check with the Management Office.

## **TRASH/GARBAGE**

All trash and garbage must be tied in plastic bags and placed **inside** the dumpster or trash compactors closest to your rental home. Do not leave trash outside your door, in the hallway, landing or on the patio/balcony. At move-in or time of deliveries, boxes must be broken down flat and placed inside the dumpster or compactor area. It is the sole responsibility of the Resident to properly remove such items from the community. Any trash not placed in the proper container or placed outside of dumpster or trash compactor will cause Resident to be subject to a fifty dollar (\$50.00) fine, and Resident will be considered in direct violation of the Lease Agreement.

Residents living in a community with a trash chute and a compactor **should always place trash in plastic bags before depositing into the trash chute**. Broken glass can damage the compactor and can cause garbage to backup. **Please take your bottles, glass items and stacks of newspapers or cardboard boxes to the dumpsters located on the property**. Do not put broken or small appliances, such as electric irons, toasters, small ovens, or coffee makers in the trash chutes. **Do not drop wet items or any unsanitary items into trash chutes. Please remember that the trash chute interiors are not for food items or health related disposables, which cause undesirable odors and pests.**

## **INSURANCE/WATERBEDS/AQUARIUMS**

It is expressly understood and agreed by the parties that Management is not an insurer and that insurance covering personal injury and property loss or damage occurring on, in or near the rental home of the community must be obtained by Resident to cover any fire, theft, tornado, flood, hurricane, leak, injury, claim, death, damage or loss Resident may incur. The Owner and its Agents strongly urge the Resident to obtain renters' insurance that would name the community as a loss payee, and cover all personal injury or loss from other sources.

**In the event a Resident has an aquarium, the Resident agrees to furnish Management with a copy of their policy, which names the Owner/Agent as a loss payee on their current Rent's Insurance Policy. The Resident will be required to continue insurance coverage throughout the duration of their residency. The aquarium must not exceed a capacity greater than 25 gallons, and it must be placed in a safe location in the rental home, on a shelf or table giving the aquarium adequate support. Residents will be responsible for all damage caused by leakage or breakage from any aquarium. No water beds or water filled furniture is permissible.**

## TELEPHONE AND CABLE

You may place an order for telephone and T.V. cable service by calling the provider of the service. Plan to locate your telephone near the built-in locations – **NO OTHER HOLES CAN BE MADE FOR ADDITIONAL WIRING AND WIRING CANNOT BE LONGER THAN 6 TO 8 FEET. THIS ALSO APPLIES TO T.V. CABLE. THE TELEVISION MUST BE LOCATED NEAR THE CABLE OUTLETS AND CABLE CANNOT BE LONGER THAN 8 FEET AND IT CANNOT BE ATTACHED OVER DOOR FRAMES OR RUN ACROSS THE FLOOR UNDER ANY CIRCUMSTANCES.**

## NO SMOKING POLICY

Lynchburg Covenant Fellowship, Inc. (LCF) has always been concerned with the health, safety and welfare of all of its residents. The goal of LCF is to promote and provide safe, quality housing.

Statistically it has been proven that smoking increases the risk of fire and maintenance costs. In addition, second hand smoke is detrimental to the health of non-smokers. Therefore, Lynchburg Covenant Fellowship, Inc. adopted a No Smoking Policy for all properties owned and/or managed by Lynchburg Covenant Fellowship, Inc. effective June 1, 2011. This includes all apartments at Lynchburg High, Shalom, Frank Roane, Carey House, Amherst and Appomattox Group Homes, Rockbridge, 700 Federal Street and 410 and 412 Madison Street. **Effective June 1, 2011**, smoking is prohibited in all apartments, common areas, community rooms, community bathrooms, hallways, laundry rooms, stairways, elevators, porches, patios and balconies, maintenance offices, the main office at 412 Madison Street or anywhere on the properties **except** for the clearly designated areas marked specifically for this purpose. This policy also applies to service personnel and employees immediately.

This No Smoking Policy will be **STRICTLY ENFORCED**. Anyone who does not follow the LCF No Smoking Policy will be in breach of these House Rules which is also known as Attachment 3 of the Lease and will receive a 21-30 Notice of Lease Violation and Potential Lease Termination. Eviction procedures will be followed should there be further occurrences of smoking in any undesignated area. Smoking areas will be clearly identified and containers will be available in these areas for residents and guests to place the cigarette butts. As with all

LCF policies and lease terms, residents are responsible for the actions of their household members and guests. It is the resident's responsibility to ensure that his or her household members and guests only smoke in the designated areas and place all cigarette butts in the designated containers. Non-compliance by household members and guests will result in a 21-30 Notice of Lease Violation to the resident. Failure to adhere to any of the conditions of this No Smoking Policy will constitute both a material non-compliance with these House Rules and a violation of the Lease. Additionally, the resident will be responsible for all costs to remove smoke odor or residue.

LCF's adoption of a No Smoking Policy does not make LCF or any of its managing agents the guarantor of Resident's health or of the smoke free condition of the non-smoking areas of the properties. However, LCF will take all reasonable steps to enforce the No Smoking Policy.

LCF's adoption of a non-smoking living environment, and the designation of areas of the properties as non-smoking does not in any way change the standard of care that LCF and its managing agents have under applicable law to render the properties any safer, more habitable or improved in terms of air quality standards than any other rental premises. LCF and its managing agents specifically disclaim any implied or express warranties that the properties will have any higher or improved air quality standards than any other rental property. LCF and its managing agents do not warranty or promise that the properties will be free from secondhand smoke. Residents with respiratory ailments, allergies or any other condition relating to smoke are put on notice that LCF and its managing agents do not assume any higher duty of care to enforce this policy than any other landlord obligation under the rental agreement/lease.

## **BED BUG POLICY**

Bed bugs are a growing national problem, and as a result, this policy has been created for both the LCF Housing Program and all of the properties we manage. The purpose of this policy is to set forth the roles and responsibilities of all parties, Tenant and Landlord, in minimizing the potential for bed bugs. The policy will also provide guidance in cases where bed bugs are present in order to eliminate them as quickly as possible.

Bed bugs are difficult to contain without the proper treatment. Therefore it is imperative that all parties, both the Tenant and Landlord work simultaneously toward a common goal, extermination and elimination. Left untreated bed bugs can spread throughout a residence affecting current and future tenants.

### **Tenant Roles and Responsibilities**

In our Section 8 Housing the HAP contract requires the Tenant to keep the unit and its premises free from damage. It is also expected in all our market rate housing that the Tenant will keep the unit and its premises free from damage. Therefore, if the presence of bed bugs is suspected, it is the Tenant's responsibility to notify the maintenance staff **immediately** in order to minimize any potential damage to the unit. In addition, it is the responsibility of the Tenant to work cooperatively with the maintenance staff and/or extermination professional to ensure the successful elimination of bed bugs. This will allow LCF to address the potential infestation at its onset and before it affects other Tenants. If it is determined that bed bugs are present, the Tenant must complete all items listed on the "Tenant

Roles and Responsibilities" prior to treatment and as soon as possible. This will help minimize

the severity of bed bug presence and resolve the problem quickly. **Tenant non-compliance may result in Lease termination.**

If the Tenant notifies the maintenance staff of the presence of bed bugs and the maintenance staff fails to take action within a reasonable period of time, the Tenant should notify the management office at 434-847-9059. HUD regulations and the terms of your lease require the Tenant's cooperation in order to successfully eliminate the presence of bed bugs.

## **Bed Bug Management Plan**

### **Management and Tenant Roles and Responsibilities**

It has been determined, based on the inspection of your residence that bed bugs are present and professional treatment is required. Bed bugs are a problem that can only be solved when both parties, landlord and tenant, work simultaneously toward a common goal, extermination and elimination.

HUD regulations require the tenant's cooperation in order to successfully eliminate the presence of bed bugs. Without proper treatment, bed bugs are difficult to contain and have the potential to infest neighboring apartments.

In addition, if a tenant relocates and the proper treatment has not taken place, the bed bugs will move with the tenant as bed bugs can be carried in furniture, bedding, clothing, etc. LCF will not be responsible for the reimbursement and/or replacement of tenant furniture, clothing, household items, or medical expenses.

#### **LCF Responsibilities:**

- Inspect residence for infestation within one work day of receipt of emergency work order.
- Schedule first treatment ASAP, but no later than three days after the initial inspection (subject to tenant readiness and exterminator availability).
- LCF will provide a dozen (12) large trash bags at no charge to the tenant for the storage of clothing, towels, toys, and other linens, etc. prior to and during treatment.
- Will have the residence treated, including furniture. Furniture will be re-inspected to make sure treatment was effective and no further action needs to be taken.\*
- After treatment, exterminator will return for a follow-up inspection in approximately 21 days (to be scheduled at a later date).

**Your scheduled treatment date is: \_\_\_\_\_.**

#### **Tenant Responsibilities:**

Tenant must be onsite at the scheduled time when the initial inspection is conducted. For treatment to be effective, tenant must perform the tasks listed below prior to the scheduled treatment date.

**Tenant is to complete all items listed below within 72 hours (3 days) in order to be ready for treatment by the exterminator.** It is imperative to minimize severity of bed bug presence and resolve the problem quickly.

If tenant fails to perform all of the responsibilities below, LCF, at its discretion, will be forced to either:

1. Hire a contractor to complete these tasks at the resident's expense or
2. Terminate the tenant lease.

#### **Tenant must (within 72 hours):**

- Remove all children's toys and other items that children can put in their mouths. Wrap toys

and items in double plastic bags and seal tightly. Plush toys should be laundered according to the instructions below.

On day of treatment, remove all sheets, blankets, mattress covers, pillowcases, etc. from beds and wash in hot water (120+ degrees recommended) in washing machine and dry clothes in clothes dryer on the highest heat setting for at least 30 minutes. Fold them and place them in plastic garbage bags and seal tightly. Do not put them back on the bed until the evening after treatment. Tenant understands that only linens/sheets that are needed immediately should be unpacked (**Everything else should remain in bags until cleared by LCF**). In addition, these linens/sheets must be washed at a minimum of twice/weekly in the methods described below until the entire apartment has been cleared.

Remove everything from bedrooms and all closets. Closets, dresser drawers, and night stand drawers must be empty. Remove all clothing, toys, boxes, etc. from all floors.

Wash all clothing, towels, and other linens in hot water (120+ degrees recommended) in washing machine and dry in the dryer on the highest heat setting for at least 30 minutes. Place

clean items inside airtight plastic storage bins or new, unused plastic garbage bags that are sealed tightly and **store until LCF staff has told you that you could remove belongings from the plastic bags.**

Vacuum (using disposable vacuum cleaner bags) all furniture, dresser drawers, night stand drawers, mattresses, and box springs. The most common place for bed bugs to hide is in the seam of your mattress. Make sure you lift and vacuum that seam well all the way around and on both sides. Place disposable vacuum cleaner bag inside plastic garbage bag that is sealed tightly and discard in outdoor trash dumpster **immediately.**

Discard all cardboard hangers, boxes, and check books/magazines/papers in rooms where bugs are found. If infested, double bag, seal the bag tightly and discard in the dumpster.

Do **NOT** use any aerosol insecticide sprays. This will cause the bed bugs to spread.

Discarded mattresses, box springs, furniture, etc. **must not** be placed in dumpsters; they

**must be slit open and then completely wrapped in plastic** provided by LCF staff and removed from premises.

If you are sick, are sensitive to pesticides, pregnant, or have other medical conditions, please inform the technician **immediately.**

All household residents & pets must remain out of the residence for 4 hours after treatment.

\*Furniture that does not respond to treatment must be disposed of or professionally re-treated.

If the tenant chooses to dispose of furniture, LCF will coordinate the procedure to ensure that the tenant cuts open all furniture with material or cushions, (including mattress and box springs) before tenant completely wraps the furniture in the plastic provided by LCF staff. The tenant will then be responsible for the removal of the furniture (mattresses and box springs) as they will not be permitted to go into the property dumpsters. If LCF must remove the furniture from the unit it will be at the tenant's expense. If tenant chooses to dispose of furniture on their own, it **MUST** be removed from the premises. Furniture must be completely wrapped in plastic before it leaves the apartment. If tenant chooses not to dispose of infested furniture they **MUST** have it re-treated by a licensed exterminator (at their own expense and within 24 hours after determination that initial treatment was unsuccessful). Tenant must provide proof of re-treatment to LCF within 48 hours of determination that initial treatment was unsuccessful. If this re-treatment of furniture is deemed unsuccessful, tenant will be required to dispose of furniture according to the methods described above.

**FAILURE TO COMPLY:** If treatment is scheduled and the exterminator or LCF staff determines that the tenant has not performed the above stated responsibilities, the following will occur:

1. Treatment will be cancelled by the exterminator/LCF staff

2. Tenant will be held financially responsible for all costs incurred.
3. Tenant lease may be terminated at LCF's discretion.

**TENANT STATEMENT OF CERTIFICATION**

I, \_\_\_\_\_, certify that I have read and understand the roles and responsibilities (LCF and tenant) as stated above and **I agree to perform them exactly as outlined above** in order to successfully eliminate the presence of bed bugs. I also understand that if I do not follow through with the process after my unit is treated, I know that my lease may be terminated at LCF's discretion.

I also understand that as the tenant, it is my responsibility to identify the source of the bed bugs. I understand that I need to discuss with LCF the possible sources of this infestation and agree to be aware of these issues so that further infestations do not occur.

\_\_\_\_\_  
 Tenant's name printed

\_\_\_\_\_  
 Date

\_\_\_\_\_  
 Tenant's signature

\_\_\_\_\_  
 Management Signature

\_\_\_\_\_  
 Date

**Lynchburg Covenant Fellowship**  
 Bed Bug Management Plan  
 Prevention Tips

- Wash all bedding regularly in hot water. The water should be at least 120 degrees.
- Use bed bug encasements on all mattresses and box springs.
- Check your own bed for bed bugs from time to time. Catching them early will make bedbug treatment easier if bed bugs do occur. Blowing hot air on the seams of the mattress with a hair dryer may bring them out should there be any.
- Vacuum floors regularly. Use the brush tool of your vacuum to vacuum your mattress. Use the crevice tool to vacuum crevices in the mattress and your baseboards.
- Clean up clutter to reduce hiding spots.
- When purchasing used furniture, examine it for bed bugs. Pay special attention to used mattresses and bed frames. Also check used clothing before bring into your home.
- When traveling, check your room for signs of bed bugs such as blood stains on the pillows or linens. Inspect mattress seams, look behind headboards and pictures. If you suspect you may have brought bed bugs home, place infected items in the dryer or freezer for at least 30 minutes.
- After you return from a trip, check your luggage for insects that might have hitched a ride.

# **YOUR APARTMENT**

## **CARPETING (WHERE PROVIDED)**

Carpeting has been installed for your comfort. The life expectancy of new carpeting is about 10 years or more. The life span is directly related to how well it is taken care of. **Carpet must be vacuumed at a minimum of once a week.** Sometimes it may be necessary to vacuum more often in moderately used and heavy traffic areas such as doorways and halls. This will remove loose soil, keep the pile erect and delay the need for shampooing. **Sweeping carpet with a broom does not properly clean the carpet, it must be vacuumed.**

**Quick attention to spots to prevent them from drying and setting** will make it easier to remove should something be dropped or spilled. It is the Resident's responsibility to make sure necessary cleaning equipment and supplies are on hand. Any spills resulting in stains should be removed immediately, otherwise, it will be difficult to remove them. Any damage other than normal wear will be the financial responsibility of the Resident.

A cleaning solution that can be safely used is a teaspoon of a neutral detergent such as laundry detergent and a teaspoon of **white** vinegar mixed in a quart of warm water. This is a weak acidic solution that will serve to neutralized alkaline spills. Stain removers made for carpets should be tested in a closet to make sure they do not discolor the carpet before using directly on the stain. The following procedure should be followed to remove stains:

1. Remove excess liquids and/or materials. In the case of liquids, absorb with a clean, white cloth or paper towel. If the spill is semi-solid, scrape with a knife or use a sponge to remove the excess materials.
2. Apply the detergent-vinegar solution. Use a clean, white cloth and wipe gently from the edge of the soiled area toward the center. Periodically blot with a dry, clean cloth to absorb excess solution.
3. Allow the carpet to dry.
4. If this procedure removed some of the stain, it would be wise to repeat the procedure again.
5. It is recommended to have a skid proof door mat inside in the foyer area near the door of your apartment to help catch the loose dirt from shoes, wheelchairs and scooters.
6. **NEVER** use beach around your carpeted areas.
7. **NEVER IRON CLOTHING ON THE CARPET OR PLACE A HOT IRON ON THE CARPET OR FLOOR.** Clothing should be ironed on an ironing board only.

## **VINYL/TILE FLOORS**

Floors should be regularly cleaned in order to avoid discoloration. Solvents, detergents, and harsh abrasive cleaning solutions should **not** be used as such fluids loosen and soften the mastic undercoat causing damage to the flooring. All vinyl and tile floors should be vacuumed weekly and mopped weekly with a solution of 1 teaspoon **white** vinegar in a gallon of warm water. It is important to clean around the edges of the floor next to the walls, corners, under the appliances where the floor is visible and around the base of the toilets to avoid a build up of dirt that becomes very difficult to remove.

Some communities have hardwood flooring. Cleaning with a dust-mop or vacuuming regularly and mopping with the same vinegar solution with a **damp mop** will keep the floors clean. **DO NOT EVER USE A WET MOP OR ALLOW WATER TO STAND ON HARDWOOD FLOORS AS THIS WILL PERMENATELY DAMAGE THE FLOORS.** The hard wood floors have a urethane finish and, therefore, do not require wax. Do not use liquid floor wax on hardwood floors.

## COUNTERTOPS AND CABINETS

The laminated plastic countertop should be cleaned with a nonabrasive household cleaner or mild detergent and water. **Please do not place hot objects on the countertops, this will damage the countertop.** Always use a cutting board for chopping or slicing foods to prevent unnecessary damage to the surface. Should damage be incurred, the Resident will be responsible for the cost of replacement.

It is recommended that kitchen cabinets be cleaned with Murphy's Oil Soap mixed with warm water as directed on the label. Furniture polish will restore the wood shine to your cabinets. Spilled liquids and food should be removed immediately with a damp cloth.

## DISHWASHERS (WHERE PROVIDED)

All dishwashers require the use of **dishwasher** detergent only. Use of any other cleaning agent may result in damage to the unit for which you the Resident will be responsible.

**Always scrape and rinse dishes before placing in the dishwasher.** This will prevent the waste line from becoming clogged and stopped up. Prior to engaging the dishwasher, be sure the door is closed and locked. It is not advisable to put light weight plastics in the dishwasher as they may melt.

Glasses, plastic items safe for a dishwasher, long handled knives and utensils should be loaded with the opening facing down in the top rack of the dishwasher. Place delicate items on the top rack. Glasses should be placed securely against the pins and not over the pins. Load items so they are secure and do not jar loose. Racks should be moved slowly when pulling in and out. The lower rack is best for plates, saucers, bowls and cookware. Large items should be placed along the edge so they do not block the spray arm rotation. **Make sure no items protrude below either the top or lower rack as this will block the spray arm from moving and may cause damage to the dishwasher.** Some of the silverware should be placed facing upward and some should be faced downward for best cleaning results.

It is best to not open the door once the dishwasher has started its wash cycle. However, if it is necessary to add another dish, unlatch the door and wait a few seconds until the wash action stops before opening. Add the item and wait a few seconds to allow cold air to slowly expand inside the dishwasher. Close the door firmly to latch and resume the cycle.

Use only fresh automatic dishwashing detergent made for dishwashers. Other detergents will cause over-sudsing. Follow the directions on the dishwasher detergent for the correct amount to use. When using automatic dishwashing detergent tabs, place one tab in main wash cup and close. Add detergent just before starting dishwasher. Store detergent in a cool, dry location because moist or caked detergent will not dissolve properly.

A rinse aid greatly improves drying and reduces water spots and filming. The dispenser is located next to the detergent cup and automatically releases a measured amount of rinse aid during the rinse cycle. If spotting and poor drying are problems, increase the amount of rinse aid dispersed by rotating the dial to a higher number. The dial is located under the dispenser cap. The indicator will be dark when full and will show clear when it is time to refill. To add liquid rinse aid, turn the dispenser cap ¼ turn counterclockwise (to the left) and lift out. Pour rinse aid until liquid touches the indicated fill level and replace the cap. **Do not overfill since this can cause oversudsing. Wipe up any spills with a damp cloth.**

Hot water is needed for best dishwashing and drying results. To check water temperature entering the dishwasher, turn on hot water at kitchen sink for a few minutes to clear cool water from the pipes. In order for the dishes to dry completely, use the **Heat Dry option**. The **outside of the dishwasher should regularly be wiped with a mild, non-abrasive detergent and water. Then rinse and dry the surface. Be sure to clean around the tub gasket area with a damp cloth.** A glass trap located in the center of the filter is designed to collect pieces of broken glass. Grasp the handle, lift out the filter, empty it and replace. The overflow protector is located in the left, front corner of the tub and keeps the dishwasher from overflowing. **Clean this occasionally with household cleaner containing vinegar or bleach to dissolve any buildup. The overflow protector should move up and down freely about one inch. If it does not move, lift and clean underneath.**

Management is not responsible for any articles damaged in the dishwasher.

## **DOOR MATS**

Only standard door mats made of rubber or hemp should be used at all apartment entrances. Carpet remnants or small rugs of any type are not allowed due to fire regulations. It is the Resident's responsibility to keep the area outside his/her door clean and free from trash or debris.

## **ELECTRICAL FIXTURES AND SYSTEMS**

Your apartment has electrical fixtures which are easy to clean and maintain. Each apartment is equipped with a circuit breaker 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. **Wait approximately five minutes before you reset the breaker. A tripped breaker must be switched to the OFF position, then back to RESET.** Should this not correct the problem, check with your neighbors to see if they have power. If your neighbors do not have power, the problem is likely in the power outside your apartment. Please report power outages to AEP at 1(800) 956-4237.

Light bulbs will be supplied upon occupancy, but the replacement bulbs will be the responsibility and expense of the Resident. This includes appliance bulbs.

Each apartment is wired for the normal use of lamps, radios, and television sets. **Do not use multiple outlet plugs or extension cords as overloading a circuit can be a fire hazard.**

## **GARBAGE DISPOSAL** (FRANK ROANE APARTMENTS ONLY)

Lynchburg High Apartments do NOT have garbage disposals any longer.

For Frank Roane, your garbage disposal is for food waste ONLY! It is recommended that **the cover be kept in the drain position when not in use to prevent foreign material from accidentally dropping in the unit.**

In using your disposal, be sure to have the **cold water turned on at all times**. Use of hot water is costly, and may cause overheating of the motor. It is important to maintain a sufficient flow of water to flush shredded waste through the drains, even **after the disposal has been turned off**.

Use caution when filling the disposal with waste so as to avoid overloading. **Should the disposal shut off due to an overload, allow the motor to cool for three to four minutes, then push the red reset button on the motor (located in the cabinet under the sink), and resume operation.** If the unit will not operate after following this procedure, call the Maintenance Office.

The disposal is self-cleaning. Never use caustic drain cleaners on the unit. An occasional use of baking soda should eliminate odors.

**Do not put bottle caps, strings, pins, bones, foil, rags, glass, fibrous vegetables such as celery, or paper in the disposal. As a precautionary measure, avoid leaving utensils lying in the sink when the unit is in operation.** Vibrations could cause these items to drop into the unit.

Any damage or costs for repairing the disposal resulting from negligence or misuse will be charged to the Resident.

## **FILTERS**

**In order to protect the Resident's health, aid in cleanliness, conserve energy, and insure the efficient operation of the heating/cooling system, the maintenance staff will periodically change the filter in the heating and air conditioning systems where applicable. Residents will be notified in advance of the specific schedule. This also allows the staff to check your apartment for any necessary preventive maintenance and housekeeping concerns. This includes checking for dripping faucets, improperly flushing toilets, smoke detectors and the general condition of the apartment. Please note that it is the resident's responsibility to notify maintenance about leaky faucets and toilets as soon as they are noticed.**

## **HEATING AND AIR CONDITIONING**

You have been provided with individual heat and air conditioning controls (where available). For the best result in operation during the heating season, the thermostat lever should be set on HEAT with the temperature on 72°. Likewise in the cooling season, the lever should be set on COOL with the temperature at 74° to 76°.

When changing from one system to the other, please allow a minimum of five minutes to elapse from the time one is turned OFF and the other is turned ON. If the unit is not allowed sufficient time to energize itself, damage could result.

The AUTO position on the thermostat will automatically regulate the temperature indicated on the thermostat. The heat or air conditioning will cut on and off as the room temperature fluctuates. The FAN position simply circulates air through the apartment and should not be used with HEAT or COOL positions.

Solar heat gains are stored in the roof, walls, and furnishings of your apartment. They are released at a later hour, possibly when the outdoor temperature is the hottest. This must be in operation before the heat gain is released in order to keep up with the increasing heat load. Many manufacturers recommend operation 24 hours a day at one temperature setting, but you may prefer to shut the equipment off in the late evening and use natural ventilation. If the latter is your preference, the cooling system should be started very early the next day before the outdoor temperature becomes uncomfortable. **Your air conditioner can be expected to keep the apartment approximately 12° cooler than the outside temperature.**

**Do not obstruct the furnace air intake unit in any way.** Keep all materials clear of the outside condensing unit also. Check for papers or plastic which may blow against its air intake. **No possessions, whether flammable or inflammable, are to be stored in the furnace closet with the exception of a mop, broom, and bucket. Nothing else can be stored in this closet.**

**In periods of your absence, it is imperative that the utilized system be kept in operation.** Failure to do so in cold weather could result in burst water pipes. **If this should occur due to your negligence, the charges for any resulting damages will be your responsibility.** Likewise, in very warm weather, damages to apartment property and your furnishings may result. Ideally, temperature should not fall below 55° or rise above 85°.

If HEAT and COOL cycle does not respond to temperature setting, check breakers in the electrical wall panel and the wall switch in the furnace room. Make sure these are ON.

## VENTILATION

**It is extremely important to turn on the vent fan in the range hood when cooking and to turn on the vent fan in the bathroom (for those apartments with vent fans) when taking a bath or shower.** This is especially important at the Lynchburg High Community because the apartments have been weatherized. Use of the vent fans will prevent moisture problems. Should you see condensation on the windows, notify maintenance staff immediately. In addition, windows, window sills and frames should periodically be cleaned by residents to avoid a problem with mold or mildew.

## INSTALLATION OF APPLIANCES

No appliances such as freezers, ceiling fans or window air conditioners may be installed in your apartment without the prior written consent of the Management. Installation of refrigerators, washing machines, dryers or antennas of any kind are not permitted. Installation of ceiling fans at Lynchburg High will **not** be permitted.

We do not allow our appliances to be replaced with your own under any circumstances.

Microwave ovens and freezers 18 cubic feet and under may be used if electricity is paid by the Resident.

## **PAINTING, WALL COVERINGS AND REDECORATING**

The kitchen, living room and bathroom walls are semi-gloss paint. To clean them, use a mild soap or detergent or recommended wall cleaner. Please do not use steel wool or other abrasives as it may permanently damage this surface. **It is important that the kitchen wall and backsplash area near the stove be kept free of grease build up.**

Painting or the installation of contact or wallpaper by the Resident is **prohibited**.

Each apartment is painted at turnover, with a few exceptions. Given normal wear and considerate care, this painting should last at least 8 to 10 years. Care, however, is extremely important. The walls are washable, but marks from ball point pens, crayons and markers are almost impossible to wash away. Generally, most walls can be kept clean with occasional cleaning with warm water with a mild detergent such as dish detergent.

When placing furniture in your room, keep furniture at least 3 inches away from the walls so that the walls are not damaged. General soil or dust on the brick walls can be removed with a vacuum cleaner brush attachment, but crayon or other similar markings can only be removed with special solutions designed for cleaning brick.

Before hanging pictures or wall objects in your apartment, consult with the Facilities Manager or Management Office concerning the type of hanger to use. Picture hanging hooks or small nails are preferred to the tape-type hangers. All residents are responsible for any unusual damage to walls because of carelessness. If you have a heavy object to mount, such as a mirror, please contact maintenance staff for assistance.

It is LCF policy to paint your apartment upon request after seven (7) years of occupancy. There are several requirements which must be fulfilled. Upon receipt of your written request at the Management Office, a Management representative will inspect your apartment. Upon a satisfactory inspection, staff and the paint contractor will then schedule painting. On the scheduled day you should move all furniture away from the walls, remove pictures and wall hangings. The painter will cover all personal belongings. **Apartments cluttered with belongings and furniture will not be painted until the Resident removes the clutter so the painter has enough room to work.**

NOTE: There will be additional fees for damages that exceed normal wear and tear. **Also, should you not be ready for the painters, a service charge may be assessed.**

## **PLUMBING FIXTURES**

All plumbing fixtures are to be used only for the purpose intended. Therefore, **no solid articles, paper towels, sanitary items, disposable diapers, rags, grease, food stuffs, toys or rubbish should be placed in them.** All such waste should be placed in appropriate trash containers.

Please review with your children that toys are not to be thrown into toilets or down sinks or tub drains.

**Residents will be charged the full expense of retrieving articles or removing clogs from drains or toilets due to negligence or misuse.**

Should your toilet overflow, immediately lift the cover off the tank, reach inside, and push the flapper firmly into the hole on the bottom of the tank, then call the Maintenance Emergency number or the Management Office.

The water supply for the toilet tank **should** be cut off by turning the handle located under the tank in a clockwise direction (to the right) for any leaks that continue.

**REPORT ALL WATER LEAKS IMMEDIATELY. DO NOT LEAVE YOUR APARTMENT UNTIL YOU HAVE SPOKEN TO A MAINTENANCE STAFF OR AN OFFICE STAFF MEMBER IF YOU HAVE A WATER LEAK THAT YOU ARE UNABLE TO STOP SUCH AS A TOILET, TUB OR SINK OVERFLOWING.**

## **HOT WATER HEATERS**

Temperature of hot water heaters are set when installed and maintained by maintenance staff. The hot water heaters at Lynchburg High are located in a closet specifically for them. These closets cannot be used for any type of storage and are to remain locked and only accessed by Maintenance Staff or authorized personnel.

## **TUBS AND SHOWERS**

Ceramic tile or fiberglass has been installed around tubs and in shower stalls. If soap residue or mildew is allowed to accumulate, the tub or shower surrounding **may be permanently damaged and thus costly to you at move-out**. In order to prevent floor damage, please remember to **place the shower curtain completely inside the tub when showering**. Residents with roll-in showers should take extra care to be sure the shower curtain is inside the small lip of the shower floor so water stays inside the shower area.

## **RANGES**

To insure maximum cooking efficiency, it is important to frequently clean the oven racks, oven, broiler section, top of and underneath the range hood and filter with hot soapy water. **Grease buildup should always be avoided on top of the range, control panel, burner rings, drip pans, range hood, back splash and walls near the range. All of these areas should be cleaned with warm soapy water after each and every cooking to prevent grease build up including the walls and backsplash near the range and wiped dry with a clean, dry cloth.**

**CAUTION: DO NOT PUT ALUMINUM FOIL OVER THE DRIP PANS, RINGS, OVEN RACKS OR BOTTOM OF THE OVEN. THESE ARE ALL FIRE HAZARDS AND WILL RESULT IN VIOLATION OF YOUR LEASE.**

## REFRIGERATORS

Your refrigerator-freezer is a model manufactured by one of the best companies in the country. The interior of the appliance should be cleaned with a solution of baking soda and warm water or mild detergent and water. (An open box of baking soda left in the refrigerator will help absorb odors). Plastic parts should be washed in lukewarm water. Please do not use scouring powder or other strong abrasives on the interior or exterior as they will scratch the surface. **The exterior and interior of the refrigerator and freezer should be cleaned on a regular basis and any spills should be cleaned immediately.**

When cleaning the freezer, do not use any sharp objects to chip away ice. Use of such objects can result in punctures to the Freon lines and/ or lining, and subsequent replacement of the appliance will be at the Resident's expense.

## SMOKE DETECTORS

Smoke detectors have been installed for your protection and safety. When the move-in inspection is conducted, the smoke detector will be tested and you will be given instructions for operation and maintenance. These detectors will sound an alarm if there is excess smoke or heat in your apartment. If the alarm sounds, please vacate your apartment immediately. Remember to close your door behind you. To alert others, pull any fire alarm that you may pass in the hallway as you leave your apartment, then proceed to a stairwell where you will be safe as you exit the building. Additionally, fire extinguishers are located at strategic points throughout the building. Know where they are located and familiarize yourself with how to use them and the fire exits near your apartment. Remember, the elevators will **not** be operational in the event of a fire.

It is the responsibility of the Resident to notify Management of any malfunction of your smoke detector.

Please do not disconnect your smoke detector or cover it in any way. Doing so would be considered a form of negligence and misuse and could make you responsible for any damages in the event of a fire. In addition, it is a breach of your lease and cause for immediate eviction.

If your rental home and/or building contain a fire sprinkler system, **caution must be taken upon move-in and thereafter not to damage or tamper with the fire sprinkler heads or fire prevention system. Special care should be taken by everyone at all times to avoid touching the sprinklers. When moving furniture, it is extremely important to stay clear of them. Do not hang anything from the fire sprinkler heads as this could set them off. Should a sprinkler be damaged, it could cause the entire sprinkler system to be set off resulting in major damage to the apartments, building, and your furniture and personal belongings. Residents must immediately report any and all damage to any fire prevention equipment to Management. Residents will be held responsible for any and all damages due to negligence. Additionally, it is unlawful to tamper with the emergency notification system and/or fire prevention system (i.e. fire alarms, fire pull stations, fire extinguishers, sprinkler heads etc.)**

## **RECREATIONAL FACILITIES**

Children's playgrounds, as well as all other facilities and amenities, are to be used at the risk of the person(s) using them. Use of recreational facilities shall be restricted to Residents and their guest only. Anyone found within a recreational facility after hours without expressed written permission from the community Management will be considered trespassing and will be subject to prosecution. All use of facilities will be in accordance with posted rules, which may be changed at the discretion of Management and without prior notice. Guest limit will be two (2) per rental home. Guests using the Residential facilities must be accompanied at all times by an adult Resident listed on the lease. Resident parties or large gatherings at any recreational facility/community room are not permitted without written permission from Management.

There will be NO alcoholic beverages permitted outside of the rental home, including the recreational facilities, at any time.

## **SUGGESTIONS**

### **INSURANCE**

It is strongly recommended that all Residents purchase a renter's insurance policy. Such a policy protects your personal belongings in the event of fire, vandalism, theft, water damage, etc. Also, these policies will usually pay for temporary lodging if you cannot stay in your apartment due to damages. The price of such a policy is usually minimal and can be acquired through several local agents.

Any of the aforementioned damages caused by your negligence or misuse, or that of your children or guests, which occurs to your apartment, adjacent apartments, or public areas will be your responsibility.

### **MOVING DAY**

After submitting your notice to move to Management, the following people and agencies should be notified before you move:

Banks	Cable Television Company
Creditors	Division of Motor Vehicles
Doctors	Dentists
Electric Co.	Employer
Friends	Gas Company
Insurance Co.	Local Suppliers (laundry)
Magazines	Newspaper
Post Office	Schools
Telephone	Voter Registration

## SECURITY

If you intend on being away from your apartment for a period exceeding seven (7) days, **you must notify Management in writing**. Please leave telephone numbers where you may be reached. Your failure to do so could result in the unit being considered abandoned.

**In periods of your absence, NEVER:**

- **Leave a key hidden for any reason.**
- **Allow the newspaper to continue to be delivered.**
- **Neglect to let Management know you plan to be away and where you can be reached.**
- **In the colder months, never turn your heat down too low or off. You will be responsible for all damages due to pipes freezing because you left the heat too low.**

**Do not hesitate to contact Management if you notice unusual circumstances that might be of an illegal nature. Residents are encouraged to call 911 should an illegal activity be observed.**

## STAIN REMOVER

Always remember to act quickly. Remove spots and stains before they have a chance to dry or set. Always have the necessary equipment on hand. Be certain that you have properly identified the spot or stain before removal.

### Cleaning Agents

A solution of one teaspoon neutral detergent to one teaspoon white vinegar mixed in one quart warm water will neutralize alkaline material.

Club soda is a most effective spot removal. Pour onto clean cloth and blot stain.

### General Cleaning Procedure

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

1. Remove excess materials with a blunt instrument and/or remove liquids with a clean absorbent material
2. Apply detergent-vinegar-water solution from the soiled edge to the center of the spot with clean, white cloth wiping gently from edges of stain to center
3. Dry the carpet
4. Apply dry cleaning fluid, again wiping gently from edges of stains to center
5. Dry carpet 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 or vacuum cleaner attachment is helpful.

## Procedure for Identifiable Stains

1. OILY Materials (grease, oil, hand cream, ball point ink): Remove excess materials with blunt knife, apply a dry cleaning fluid, dry carpet surface and repeat the application if necessary. Dry carpet thoroughly.
2. OILY FOODSTUFF, ANIMAL MATTER (coffee, tea, milk, gravy, ice cream, sauces, eggs, chocolate, salad dressing, blood, vomit): Remove excess material, absorbing liquids and scraping semi-solids; apply solution of detergent-vinegar-water sparingly. Dry carpet. Apply dry cleaning solvent; dry carpet again.
3. ANIMAL MATTER, STARCHES, SUGARS (candy, soft drinks, alcoholic beverages, fruit stains, urine, excrement): Blot up liquids or scrape off semi-solids. Apply detergent-vinegar-water solution if necessary. Dry carpet and brush pile gently.
4. GREASY MATERIALS (tar, lipstick, crayon, heavy grease): Remove excess material. Apply dry cleaning fluid; apply detergent-water-vinegar solution. Reapply dry cleaning. Dry carpet thoroughly and brush pile gently to restore original texture.
5. CHEWING GUM: Hold ice cube to gum until it becomes cold. Remove material and sponge lightly with nonflammable dry cleaning fluid.

## PREVENTING MILDEW AND MOLD

1. CIRCULATE THE AIR. When the air outside is drier than that inside, ventilation allows the dry air to enter, take up excess moisture, and then be carried outside. When natural breezes are not sufficient, you can use electric fans placed near a window.

Poorly ventilated closets get damp and musty during continued wet weather, and articles stored in them are apt to mildew. Try to improve the air circulation by opening the closet doors or by using a fan.

In addition, hang the clothes loosely so that air can circulate around them. Dry all wet clothing (including clothes wet from rain or perspiration) before putting them in the closet.

Increase airflow in home by moving furniture away from walls. This also protects the walls.

2. HEAT. Get rid of dampness by heating the apartment for a short time. Then open doors and windows to let out the moisture-laden air. An exhaust fan may be used to force it out.

Using an electric light continuously (60 - 100 watt bulb) can dry air in closet and other small areas. The heat will prevent mildew if the space is not too large.

**PRECAUTION:** Be sure to place the light bulb far enough from clothing and other flammables to avoid the danger of fire.

Chemicals that absorb moisture may be used to absorb moisture from the air. Follow directions on the label exactly.

3. **GET RID OF MUSTY ODORS.** Get rid of musty odors as soon as possible to prevent further mold growth. Usually musty odors disappear if the area is well heated and dried. If the odors remain, the following treatment may be necessary.

On cement floors and on tiled walls and floors in bathrooms, get rid of mustiness by scrubbing with a diluted solution of sodium hypochlorite or other chlorine bleach available in grocery stores. **Use one-half to 1 cup of liquid household bleach to a gallon of water. Rinse with clear water and wipe as dry as possible. Keep windows open until walls and floors are thoroughly dry.**

PRECAUTION: Work quickly and carefully on plastic and asphalt tile to avoid spotting the surface.

4. **CLEAN WEEKLY AND KEEP THINGS CLEAN & DISINFECTED.**
5. **USE EXHAUST FANS WHENEVER COOKING, DISHWASHING, SHOWERING, AND CLEANING.**
6. When the weather is damp, you may find items in your home that have musty odors and mildew stains.

**Once you find mold and mildew spots, remove them as soon as you can. Old stains are very hard to remove.**

### **Preventing & Removing Mildew & Mold**

1. Bath tubs, shower stalls, tiled floors and bathroom walls often have mildew.

Wipe with a mixture of 1/2 to 1 cup of chlorine bleach in 1 gallon of water. Wear water-proof gloves to protect your hands. An old toothbrush works well on grout. Soak plastic shower curtains in a solution of chlorine bleach and water. Then wash.

2. **Carpet should be cleaned using as little water as possible.** Brush off mold. Shampoo lightly with an upholstery shampoo, or use a rug shampoo on carpets. Wipe with a damp cloth. Dry in the sun, if possible, or use a fan. Spray with a fungicide spray.

### **Maintain Vigilance**

Once the mold growth has been removed and the source of the problems fixed, make sure you and your apartment do not sustain further damage by checking for the following symptoms regularly:

1. Condensation on windows
2. Cracking or staining of plasterboard
3. Drywall tape loosening
4. Wood Warping
5. Musty odor

If the conditions continue to exist, notify the Management Office immediately.

# THANK YOU

In this handbook we have tried to provide information which will help you settle into your new environment and aid you and your neighbors in daily living.

If the consideration of others is kept in mind, there should not be any problems.

We expect that there are other points which you may feel helpful that are not included. Please feel free to contact the Management with any suggestions or questions that you may have.

We want your residency in our community to be a long and comfortable one!

## LCF COMMUNITY HANDBOOK

THE INFORMATION CONTAINED IN THIS DOCUMENT PROVIDES COMMUNITY GUIDELINES AND IS **ATTACHMENT 3 OF YOUR LEASE**. THIS DOCUMENT IS NOT AN EXPRESS CONTRACT, NOR IS ANY CONTRACTOR OBLIGATION IMPLIED HEREBY. LCF EXPRESSLY ASSERTS THAT NO CONTRACTUAL RELIANCE SHOULD BE MADE BASED ON THE INFORMATION HEREIN. LCF RETAINS THE RIGHT TO DEPART FROM AND/OR TO MODIFY, AMEND, OR RESCIND INFORMATION CONTAINED IN THIS DOCUMENT AND/OR ITS APPLICATION AT ANY TIME WITH OR WITHOUT NOTICE.

**I have received and read a copy of the Community Policy Handbook of LCF.**

\_\_\_\_\_  
Resident Signature

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Date





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\_\_\_\_\_  
Resident Signature

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Date

**Please sign, print name and date this page and tear out this page and give to the housing staff at move-in.**

### Mold Information and Prevention Addendum

**Please Note: It is our goal to maintain a quality living environment for our residents. To help achieve this goal, it is important to work together to minimize any mold growth in your dwelling. That is why this addendum contains important information for you, and responsibilities for both you and us.**

1. **Addendum.** This is an addendum to the Lease Contract executed by you, on the dwelling you have agreed to rent. That dwelling is :

Apt. # \_\_\_\_\_ at \_\_\_\_\_  
\_\_\_\_\_ located in \_\_\_\_\_, VA.

2. **About Mold.** Mold is found virtually everywhere in our environment- both indoors and outdoors and in both new and old structures. Molds are naturally occurring microscopic organisms which reproduce by spores and have existed practically from the beginning of time. All of us have lived with mold spores all our lives. Without molds we would all be struggling with large amounts of dead organic matter.

Mold breaks down organic matter in the environment and uses the end product for its food. Mold spores (like plant pollen) spread through the air and are commonly transported by shoes, clothing and other materials. When excess moisture is present inside a dwelling, mold can grow. There is conflicting scientific evidence as to what constitutes a sufficient accumulation of mold which could lead to adverse health effects. Nonetheless, appropriate precautions need to be taken.

3. **Preventing Mold Begins With You.** In order to minimize the potential for mold growth in your dwelling, you must do the following:
- **Keep your dwelling clean** – particularly the kitchen, the bathroom(s), carpets and floors. Regular vacuuming, mopping and using a household cleaner to clean hard surfaces is important to remove the household dirt and debris that harbor mold or food for mold. Immediately throw away moldy food.
  - Remove visible moisture accumulation on windows, walls, ceilings, floors and other surfaces as soon as reasonably possible. Look for leaks in washing machine hoses and discharge lines, especially if the leak is large enough for water to infiltrate nearby walls. Turn on any exhaust fans in the bathroom and kitchen **before** you start showering or cooking with open pots. When showering, be sure to keep the shower curtain inside the tub or fully close the shower doors. Also, the experts recommend that after taking a shower or bath, you: (1) wipe moisture off shower walls, shower doors, the bathtub and the bathroom floor, (2) leave the bathroom door open until all moisture on the mirrors and bathroom walls and tile surfaces has dissipated and (3) hang up your towels and bath mats so they will completely dry.
  - Promptly notify us in writing about any air conditioning or heating system problems you discover. Follow our rules, if any, regarding replacement of air filters. Also, it is recommended that you periodically open windows and doors on days when the outdoor weather is dry (i.e., humidity is below 50%) to help humid areas of your dwelling dry out.
  - Promptly notify us in writing about any signs of water leaks, water infiltration or mold. We will respond in accordance with state law and the Lease Contract to repair or remedy the situation, as necessary.

4. **IN ORDER TO AVOID MOLD GROWTH**, it is important to prevent excessive moisture buildup in your dwelling. Failure to promptly pay attention to leaks and moisture that might accumulate on dwelling surfaces or that might get inside walls or ceilings can encourage mold growth. Prolonged moisture can result from a wide variety of sources, such as:

- Rainwater leaking from roofs, windows, doors and outside walls, as well as flood waters rising about floor level;
- Overflows from showers, bathtubs, toilets, lavatories, sinks, washing machines, dehumidifiers, refrigerator or A/C drip pans or clogged up A/C condensation lines;
- Leaks from plumbing lines or fixtures, and leaks into walls from bad or missing grouting/caulking around showers , tubs or sinks;
- Washing machine hose leaks, plant watering overflows, pet urine, cooking spills and steam from excessive open-pot cooking;
- Leaks from clothes dryer discharge vents (which can put lots of moisture into the air) and
- Insufficient drying of carpets, carpet pads, shower walls and bathroom floors.

5. **IF SMALL AREAS OF MOLD HAVE ALREADY OCCURRED ON NON-POROUS SURFACES** (such as ceramic tile, Formica, vinyl flooring, metal, wood or plastic), the federal Environmental Protection Agency (EPA) recommends that you first clean the areas with soap (or detergent) and water, let the surface dry and then within 24 hours apply a pre-mixed, spray-on-type household biocide, such as Lysol Disinfectant®, Pine-Sol Disinfectant®, (original pine-scented), Tilex Mildew Remover® or Clorox Cleanup®. (Note: Only a few of the common household cleaners will actually kill mold). Tilex® and Clorox® contain bleach, which can discolor or stain. **Be sure to follow the instructions on the container.** Applying biocides without first cleaning away the dirt and oils from the surface is like painting over old paint without first cleaning and preparing the surface.

Always clean and apply a biocide to an area 5 or 6 times larger than any visible mold. More may be adjacent in quantities not yet visible to the naked eye. A vacuum cleaner with a high-efficiency particulate air (HEPA) filter can be used to help remove non-visible mold products from porous items, such as fibers in sofas, chairs, drapes and carpets, provided the fibers are completely dry. Machine washing or dry cleaning will remove mold from clothes.

6. **DO NOT CLEAN OR APPLY BIOCIDES TO:** (1) visible mold on porous surfaces, such as sheetrock walls or ceilings, or (2) large areas of visible mold on non-porous surfaces. Instead, notify us in writing, and we will take appropriate action, subject to the special exceptions for natural disasters.
7. **COMPLIANCE.** Complying with this addendum will help prevent mold growth in your dwelling, and both you and we will be able to respond correctly if problems develop that could lead to mold growth. If you have questions regarding this addendum, please contact us at the Maintenance Number at 528-0737 or the Management Office at 847-9059.

**If you fail to comply with this addendum, you may be held responsible for property damage to the dwelling and any health problems that may result. We cannot fix problems in your dwelling unless we know about them.**

**Resident or Residents (All Lease Holders Sign Here)**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Date of Lease Contract** \_\_\_\_\_

\_\_\_\_\_  
**Owner Representative Sign Here**

You are entitled to receive an original of this Mold Information and Prevention Addendum after it is fully signed. Keep it in a safe place.



**Mold Information and Prevention Addendum**

**Please Note: It is our goal to maintain a quality living environment for our residents. To help achieve this goal, it is important to work together to minimize any mold growth in your dwelling. That is why this addendum contains important information for you, and responsibilities for both you and us**

8. **Addendum.** This is an addendum to the Lease Contract executed by you, on the dwelling you have agreed to rent. That dwelling is :

Apt. # \_\_\_\_\_ at \_\_\_\_\_  
\_\_\_\_\_ located in \_\_\_\_\_, VA.

9. **About Mold.** Mold is found virtually everywhere in our environment- both indoors and outdoors and in both new and old structures. Molds are naturally occurring microscopic organisms which reproduce by spores and have existed practically from the beginning of time. All of us have lived with mold spores all our lives. Without molds we would all be struggling with large amounts of dead organic matter.

Mold breaks down organic matter in the environment and uses the end product for its food. Mold spores (like plant pollen) spread through the air and are commonly transported by shoes, clothing and other materials. When excess moisture is present inside a dwelling, mold can grow. There is conflicting scientific evidence as to what constitutes a sufficient accumulation of mold which could lead to adverse health effects. Nonetheless, appropriate precautions need to be taken.

10. **Preventing Mold Begins With You.** In order to minimize the potential for mold growth in your dwelling, you must do the following:

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12. **IF SMALL AREAS OF MOLD HAVE ALREADY OCCURRED ON NON-POROUS SURFACES** (such as ceramic tile, Formica, vinyl flooring, metal, wood or plastic), the federal Environmental Protection Agency (EPA) recommends that you first clean the areas with soap (or detergent) and water, let the surface dry and then within 24 hours apply a pre-mixed, spray-on-type household biocide, such as Lysol Disinfectant®, Pine-Sol Disinfectant®, (original pine-scented), Tilex Mildew Remover® or Clorox Cleanup®. (Note: Only a few of the common household cleaners will actually kill mold). Tilex® and Clorox® contain bleach, which can discolor or stain. **Be sure to follow the instructions on the container.** Applying biocides without first cleaning away the dirt and oils from the surface is like painting over old paint without first cleaning and preparing the surface.

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**Resident or Residents (All Lease Holders Sign Here)**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Date of Lease Contract** \_\_\_\_\_

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**Owner Representative Sign Here**

