

EDGEMERE

COMMUNITY POLICY ADDENDUM

This Community Policies Addendum is for the benefit of Townhomes on Edgemere and their residents.

Our goal is to provide quality housing to each of our residents. We regard service as a foundation of our business. Our entire staff is skilled in their areas of responsibility. Please take a few minutes to read these community policies. Do not hesitate to call the management office if you have any questions.

1. **Office Hours:** Our Leasing Agent and Customer Service number is 915-472-7680, Monday - Friday 9:00 AM to 5:00 PM.
2. **Rent:** Rent is due on the 1st and late on the 4th. An initial late fee of \$50.00 is due on the 4th and \$10.00 per day for each day late until paid in full.

Payments must be made by on-line payment. All late fees apply in accordance to the lease contract and will be satisfied first.

3. **Cancellation of Lease and Concession:** In addition to fees for not fulfilling your lease obligation (i.e. Re-letting Fee) you will be responsible for paying back to the owner any concessions, discounts, or specials received during your lease term and rent thru your required 30 day written notice without any monthly concession. Upon submitting your 30 day written notice to vacate early, you agree to submit payment for the Re-letting Fee.
4. **Maintenance:** We intend for our maintenance staff to be prompt and of top quality, however, we need your help in maintaining this high standard by reporting any needed repairs immediately. All requests for maintenance should be made by calling (915)598-2248 and sending an email to jennifer@epluxurytownhomes.com, Monday - Friday 9:00 AM to 5:00 PM.

Emergencies - Our emergency maintenance service is designed to assist you in making your home a safe and functional environment. When you call (866)893-4786 to place an emergency request, please use the following guidelines:

What is an After-hours Emergency?

No heat (when outside air is below 55 degrees), no air conditioning (when outside air is above 85 degrees), no water, flooding, broken pipes, no electricity, anything that can cause harm or injury to a resident, any situation of potential property damage.

What is not considered an After-hours Emergency?

Light bulbs, dripping faucets, exterminator request.

Qualified maintenance staff for emergencies are on duty 24 hours a day to handle emergency maintenance, but please be considerate of after-hour emergency calls. An emergency is a circumstance that calls for immediate action. Example: Any condition posing immediate threat to health or safety or which may cause property damage.

Emergency call hours are Monday - Friday 5:00 PM to 9:00 AM and all-day Saturday and Sunday.

Emergency maintenance number is (866)893-4786.

If you have an emergency involving a crime, call the El Paso Police Department at 911. Be sure to give the exact location (community name, address, building number, floor & apartment number).

If you have an emergency involving a fire, call the El Paso Fire Department at 911. Be sure to give the exact location (community name, address, building number, floor & apartment number).

Owner reserves the right to determine whether a maintenance situation is an emergency. This provision shall not be construed as a waiver by Owner to require written notice of any repair requests.

5. **Pets:** Pet owners must pay a pet deposit and sign a pet agreement. Please clean up after your pet. A pet agreement, once signed, becomes a part of your lease. Residents not in compliance with these policies will be in violation of their lease.

Pet Policy

Edgemere is a pet friendly community. The following policy is in place to assist in maintaining a healthy and attractive community. Please contact the Main Office in the event you have any questions concerning this policy.

As defined in this policy **Small pets are considered adult pets** under 20 lbs. The pet deposit is \$300 (\$150 non-refundable). The monthly rent per pet is \$20 (maximum 2 small pets). **No pets that weigh 20 lbs. or more will be permitted.**

Edgemere does restrict certain breeds. Cats must be littered trained. Tenants must bring their pet(s) to the office prior to management's approval of the pet. You must provide copies of vaccination records as well as a recent photo for the file. There is no deposit or weight limit for a service or therapy dog, however, proper paper work and certifications for the dog are required.

Edgemere **does not** permit the following pets under any circumstances:

Ferrets, squirrels, skunks, foxes, pigs, large tropical birds, spiders, lizards, snakes, rabbits, rats and mice, hamsters, guinea pigs, amphibians, birds.

No aquariums are allowed.

6. **Decorating/Windows/Outside Surfaces:** It is permissible to hang pictures, mirrors, etc, on interior walls, but please use the small nails specifically for hanging pictures. Please do not use large nails. No modification to walls, shelves, closets, or counters may be made to the apartment. All windows MUST show white to the outside. You may use your own drapes, but they must have white backing, do not remove the mini-blinds. There is to be no aluminum foil or other unsightly materials in the windows. If any window or patio door is broken, the resident will be expected to pay for replacement of glass immediately upon breakage. **THERE WILL BE NO MODIFICATIONS TO THE OUTSIDE SURFACES (IE. WALLS, DOOR SURROUNDS, & SOFFITS), THAT INCLUDES NO DRILLING, NAILING, OR PENETRATION OF AN OUTSIDE MATERIAL (IE. STUCCO).** Please use a cutting board rather than chopping and cutting on the kitchen counter tops. Alterations to your townhome are generally not permitted. Those made without permission of management will be charged to the resident.

7. **Community Appearance (Porches):** Please keep your porches and entryways clean and free of debris and clutter. We pride ourselves on our neat and attractive grounds. Porches must be neat and clean at all times, failure to comply will result in a \$50.00 fine to your account. Healthy potted plants are an asset to the community; we suggest attractive pots and containers when displaying them outdoors.

The Landlord is not responsible for your property that is left in the porches or entries.

8. **Noise (Disturbances):** We request that you keep your sound equipment and televisions at a reasonable level at all times. Boisterous conduct, large parties, or excessive noise is prohibited. Residents in violation of this rule will be given two (2) written notices; repeated offenses will result in eviction.

9. **Pest Control:** The management provides pest control services. Please contact the office if you have a specific problem. Kitchen waste should never be left in the apartment for an extended period of time. Residents will be charged if they do not cooperate with management, and the exterminator has to spray because of the resident's fault. Residents with pets will be charged for any flea spraying necessary. Resident cooperation with the exterminators is extremely important. If a resident has a health problem that prevents them from being exposed to the exterminating chemicals, they need to contact the management office to make special arrangements for extermination.

10. **Guests/Visitors:** Friendly gatherings of residents and their guests are welcomed providing that such gatherings do not become

loud, boisterous, rude, or disturbing to other residents. Residents are liable for the conduct of their guests. Keep the volume of stereos, radios, and televisions to a minimum. All residents, guests and other occupants must comply with all terms of the lease and the written rules and regulations.

11. **Toilet:** Do not flush diapers, sanitary napkins, tampons, Kleenex, paper towels or other foreign materials down the toilet. Toilet tissue is the only biodegradable material designed for this purpose. If foreign matter (toothbrushes, toys, etc.) is found in the toilet as a cause of a stoppage, the resident will be charged \$50.00.
12. **Locks and Keys:** Fire regulations require management to have keys to all entrances and exits, including all dead bolt locks. There will be a \$25.00 charge for replacement of lost door keys and a \$25.00 charge for replacement of all lost mailbox keys. No lock changes, including re-keying or installation of additional locks will be permitted without prior written permission from the management. The resident will be responsible for providing keys for the new lock to management.

The office does not perform lock outs after hours. You must contact a locksmith to gain entry.

13. **Insurance:** We strongly recommend that you obtain renter's insurance. You are responsible for damage or loss to personal or real property to the townhome and yourself from fire, theft, vandalism, or water damage. The Landlord is not responsible for damage of loss to your personal or real property to the townhomes and yourself from fire, theft, vandalism, or water damage. This is outlined in your lease.

Waterbeds are not allowed in any of the townhomes.

14. **Appliance Care:** Please do not put grease down any sink or garbage disposal. Dispose of grease by placing in a container and putting in the trash. Pouring grease down any sink or garbage disposal will cause a stoppage in the line. Please do not put bones down garbage disposal, as this will cause the garbage disposal to break. When using your garbage disposal, please run cold water for approximately 30 seconds before switching on the unit. Keep a strong flow of cold water running while the unit is on and let it run for another 30 seconds after the unit is turned off. A \$50.00 fee will be charged if a garbage disposal needs to be serviced.
15. **Satellite:** Satellite dishes are only permitted with the approval of management.
16. **Electric, Water and Gas Utility Addendum:**

I certify that I have changed the electric, gas and water billing to my name starting on the day of move-in and I am responsible to keep it in my name until the office approved move-out date.

This is an addendum to the Lease Contract executed by you the resident(s), on (address) _____ at Townhomes at Edgemere. You are responsible for connecting electricity, gas and water in your name prior to occupying the above townhome. You understand and agree that the electricity, gas and water will be disconnected from the Landlord by the day that you accept the keys to the above townhome and that you will provide the Landlord with your electric, gas and water account numbers. You agree to pay the Landlord a \$50 administrative electric fee, and/or \$50 administrative water fee, and/or \$50 administrative gas fee if service is not transferred before receiving the townhome keys. Anytime you switch providers you agree to

- (1) Give us advance written notice of the switching of providers
- (2) Pay all switching fees, including fees to switch back to our provider when you move out

ACCOUNT NUMBER: _____

NAME OF COMPANY: _____

17. **Non-Smoking Community**: There is a separate addendum pertaining to our non-smoking policy. Please read it carefully and sign it.

SIGNATURE FOR COMMUNITY POLICIES And ALL ADDENDUMS

Do NOT sign this Addendum if you have not read it!

Please read carefully before signing.

These 5 pages become a part of your lease agreement. Your signature below acknowledges that you have read, received, understand, and will abide by the "Community Policies Addendum".

Resident(s) (All residents must sign)	Date of Signing
X _____	_____
X _____	_____
X _____	_____
_____	Owner or Owner's Representative
Contact Number	_____

Date Signing
