

# Resident/Tenant Handbook

## UPDATED 2023

Property Manager:

Occupied Properties, Inc.  
62 W. Kingfield Road  
Kingfield, ME 04947

**office@occupiedproperties.com**

**207-265-4006**

**Fax 888-511-0927**

### **Business Hours**

**Monday – Thursday**

**9:00am until 4:00pm**

**EXCLUDING HOLIDAYS**

***If you need to meet with a staff person at the office,  
please call ahead to schedule an appointment.***

# INDEX

	Page #		Page #
Introduction & House Rules	3	Lawn Decorations & Ornaments	8
Absenteeism	3	Lawn Furniture and Grills	8
Air Conditioners	3	Locked Out	8
Apartment Inspections	3	Maintenance Requests	8
Apartment Show Policy	3-4	Office Hours	8
Appliances	4	Outside Lighting	9
Bathtubs & Sinks	4	Painting	9
Bird feeders, etc.	4	Parking	9
Cabinets	4	Animal Policy	9-10
Ceiling Fans	4	Pictures and Mirrors	10
Circuit Breakers	4	Reasonable Accommodations	10
Cleaning	5	Recycling	10
Clotheslines	5	Renters Insurance	10
Complaints	5	Rugs	11
Community Building	5	Septic System	11
Doors	5	Shelving	11
Door Locks	5	Smoke Detectors	12
Emergency Maintenance	6	Smoking Policy	11
Fire Safety	6	Snow Removal	11-12
Flower Gardens and Shrubs	7	Storage	12
Hallways	7	Trash	12
Heating	7	TV	12
Home Heating Energy Saving Tips	7	Vehicles	12
Insect/Rodent Control	7		
Interior Lights	7		
Laundry Rooms	7		

Attachment #1

GENERAL HOUSEKEEPING/CLEANING

13

## INTRODUCTION & HOUSE RULES

The purpose of this information booklet is for use as a general regulation outline and good neighbor guide for residents in all properties managed by Occupied Properties, Inc.

The information contained here is general in nature and in many cases is also covered in the Lease Agreement. Should there be any conflict between the two documents, the Lease Agreement shall prevail over this booklet.

Property Management conforms to the requirements and guidelines set forth by the Management Plan, Management Agreement and USDA-Rural Development Section 515 guidelines.

The following House Rules will apply to all residents and their guests.

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### ABSENTEEISM

The Resident(s)/Tenant(s) agrees to use the apartment only as a full-time residence and to allow only those persons named on the Lease Agreement to reside in the apartment. Any Resident/Tenant interested in having a guest for 10 days must make the request in writing and receive permission. No guest will stay more than 14 days within a 45-day period without specific written notice of the need and written permission of the Property Manager. See the Lease Agreement for specifics regarding long-term guests and the application process for adding household members.

Tenants should keep the Property Manager advised whenever they are going to be absent from their apartment for more than 7 days so that apartment checks may be made. Tenants are not allowed to be away from their units for a period exceeding sixty (60) days except in case of emergency or for health reasons. While away, tenants should keep their thermostats set at a minimum of 60 degrees to prevent freeze—ups of the apartment during their absence.

### AIR CONDITIONERS

Rural Development regulations clearly state that any and all damage incidental to the installation, use, or removal of an air conditioner is the responsibility of the Resident(s)/Tenant(s). Air conditioner installation, use, and removal are the responsibility of the Resident(s)/Tenant(s). The staff does not aid or recommend installation, use, and or removal. Air conditioners may be in place from **May 15th through October 30th.** *Any buildings with crank out casement windows must use floor model portable air condition units as standard window units do not fit in the window opening.*

### APARTMENT INSPECTIONS

As per Rural Development regulations, each apartment will be inspected at least once annually.

### APARTMENT SHOW POLICY

The property has a waiting list for new tenancy. While management does everything it can to shorten the wait, there are administrative constraints that ensure fairness, over which we have no control. The one thing that we can control is the length of apartment vacancy. Minimizing vacancy time is an essential element of waiting list control.

Management makes every effort to re-occupy each vacant apartment as soon as possible. This policy was applied when you were the next applicant waiting to move-in and facilitated your residency with us. So, while we understand that the apartment is your home until your tenancy expires and you are due every respect of your privacy, in order to minimize apartment vacancy time, we must retain the option of showing the apartment before you vacate.

A notice via telephone call, email and/or in writing will be given at least 24 hours in advance for apartment showings.

#### **APPLIANCES**

Tenants are expected to treat their range, refrigerator, and range hood with care. Repairs, other than damage done by misuse, will be the responsibility of the property. Repairs or damage caused by misuse or negligence will be performed by the maintenance staff and the Resident(s)/Tenant(s) will be billed.

#### **BATHTUB AND SINK(S)**

Tenants are cautioned about using harsh abrasive cleanser products on the tub and sinks in your bathroom. The fiberglass scratches easily. Use a cleanser such as Soft Scrub or cleanser safe for fiberglass. No adhesive mats or stickers are to be attached to the bathtubs and sinks.

#### **BIRD FEEDERS, BIRD BATHS, ETC.**

There should be no bird feeders, baths, etc. on the property. Feeding the birds leads to issues with other rodents and animals on the property.

#### **BUSINESS USE**

No apartment or part of the property should be used as a place of business.

#### **CABINETS (KITCHEN & BATHROOM)**

No holes, adhesives, or fixtures may be put on or in any cabinet. Do not use any adhesive contact paper.

#### **CABLE AND INTERNET**

The property has provided wiring and outlets for each apartment. The Resident(s)/Tenant(s) must not use any out-of-set antenna. If the Resident(s)/Tenant(s) desires Cable TV and internet, he/she must arrange with the local Cable Company for connection to the existing apartment wiring now in place. **The Resident(s)/Tenant(s) will not install any wiring, aerials, antennas, or satellite dish on any buildings or grounds.**

#### **CEILING FANS**

Ceiling fans may **NOT** be installed in any unit.

#### **CIRCUIT BREAKERS**

Each apartment is equipped with an electrical panel of circuit breakers, which protect each electrical outlet. Example: if a room of lights or outlets does not work., the circuit breaker has probably tripped. To reset, turn to the OFF position first then to the ON position. GFI outlets are located in the Kitchen and Bathroom. To reset, push the reset button on the GFI outlet. **BREAKERS SHOULD NEVER BE TURNED OFF UNLESS IT IS DUE TO AN EMERGENCY THAT HAS BEEN PROPERLY REPORTED TO THE MANAGEMENT.**

## **CLEANING**

The expectation for all apartments and its Residents is to maintain safe and sanitary living conditions. All doors and windows must have an accessible route, all hallways, doors must be accessible in case of emergency. See the attachment #1 – General Housekeeping/cleaning practices.

## **CLOTHESLINES**

Clotheslines are not to be installed at any property.

## **COMPLAINTS**

Resident(s)/Tenant(s) complaints, comments, suggestions, etc. should always be reported to the Project Manager ***in writing***. If a satisfactory solution cannot be reached with the Project Manager or the Resident(s)/Tenant(s) feels they have been treated unfairly, please follow the Tenant Grievance & Appeals procedures in the Rural Development Regulations. A copy of these regulations is located on the bulletin board in the Community Building Office. Management does not get involved and will not manage civil disagreements amongst tenants. If a tenant has violated their Lease Agreement, legal action will be taken.

***If a tenant EVER feels unsafe or believes the law is being broken, they should immediately call 911. Contact management on the next business day to inform them of the call. If a formal police report is available, please provide a copy of such report to the management office.***

## **COMMON/PUBLIC AREAS**

Resident(s)/Tenant(s) and their guests will maintain high standards of dress and language in the public and common areas and will use these areas and equipment in a manner consistent with the rights of other Resident(s)/Tenant(s) to use.

## **COMMUNITY BUILDING**

The Community Room is available to all Resident(s)/Tenant(s), schedule permitting. Anyone wishing to use the Community Building for a private special event must have written permission. If you use the room, you are responsible for cleaning the room and arranging it back to the set-up in which you found it. Failure to return to the condition you found it would result in charges for any cleanup costs and costs for arranging or rearranging furniture. Community Building Request form is located in the back of this handbook.

## **COMMUNITY GARDENS**

If Tenants/Residents have an interest in a community vegetable or flower garden, they should contact management with a formal request. Management will determine the best location and will contact Dig Safe prior to authorizing the planting. Any garden participant must follow these guidelines:

- All interested tenants/residents must meet in winter/early spring and agree on who will be planting and in which areas of the pre-determined garden plot
- The garden plot should not be moved and/or enlarged without written permission from management
- All participants must clean up all tools, trash, etc. at the end of every day
- Tools and equipment must be stored in your apartment or storage unit at the end of every day
- Water must be turned off immediately after EVERY use
- Hoses must not be left on the lawn for grounds crews to remove or hit with mowing equipment

## DOORS

Fixtures, adhesives, mounting brackets are not permitted on any interior or exterior door.

## DOOR LOCKS

Tenants **may not** alter any lock or install any new lock or security device on any door on the premises. If maintenance staff is on-site at the time of lock-out, he/she will unlock the apartment for you. However, if you are locked out when no maintenance is on-site, it is the tenant's responsibility to contact a locksmith. Tenants are encouraged to give a spare key to a neighbor, family member or friend in case of lock out. In addition to the two keys given to tenants at move in, extra keys may be purchased from management. There is a \$10 per key fee for extra keys.

## EMERGENCIES

Emergencies are defined as maintenance or repair work required to prevent ***immediate*** danger or damage to persons, building or contents. If there is a life threatening emergency, **CALL 911!**

During normal business hours (9:00am – 4:00pm Monday through Thursday) at 207-265-4006. **After business hours call 207.265.4006 and follow the prompts for after hours emergencies.**

Examples of emergencies include, but are not limited to:

A SERIOUS WATER LEAK CAUSING IMMINENT DAMAGE; SEWER/ WATER LINE PROBLEM CAUSING DAMAGE (does not include routine clogged toilets); NO HEAT (October through March only)

Examples that are **NOT** emergencies include, but are not limited to:

LIGHT(S) OUT; TOILET and/or SINK CLOGGED (**every household must have a regular household plunger and must plunge the toilet**) ; NO heat during non-freeze months (April – September); Lock outs are not an emergency call. See LOCKS section of this booklet.

## FIRE SAFETY

When the smoke detector sounds:

- Assume there is a real fire.
- Call the fire department (911)
- Feel doors before opening them. If the door is hot, do not open the door.
- 1st floor tenants, if you are unable to exit through the front door, exit through the sliding glass door
- 2nd floor tenants proceed with caution down the stairs. If you cannot make it down the stairs, wait on the landing for assistance. Make yourself known by shouting or banging on something.
- If the apartment is filled with smoke, keep as close to the floor as possible.
- Never re-enter a smoke-filled or burning building.
- Once outside, check to make sure everyone else has left the building. If someone is missing, let the firemen know.

## **DO'S**

DO use your range hood fan when cooking  
DO stay in the kitchen when cooking  
DO keep an extinguisher or baking soda by the stove  
DO keep all papers, potholders, dishtowels, and loose clothing away from burners  
DO have a flashlight near the bed  
DO keep furniture, drapes, and other flammable items away from heaters

## **DON'TS**

DO NOT re-enter a burning building  
DO NOT forget to turn off your stove when done cooking  
DO NOT forget to turn off and unplug heating pads, iron, bathroom heaters, toaster ovens, electric frying pans, etc.  
DO NOT store flammable items in your storage locker  
DO NOT use your oven to heat the kitchen

## **FLOWER GARDENS & SHRUBS**

All flower gardens and shrubs are maintained by the Project Manager. Resident(s)/Tenant(s) are not to plant any additional plantings on the property and should not have planters, gardens, etc. on the grounds.

## **GROUND**

The Project Manager will maintain the lawns, bushes and trees and the Resident(s)/Tenant(s) will assist the Project Manager by keeping grounds and common areas free from their own personal belongings and litter.

## **HALLWAYS**

Because of fire regulations, Resident(s)/Tenant(s) are not allowed to store any items in the hallways. No items may be placed in any hallway or common area without written permission of the management.

## **HEATING**

The most efficient and comfortable way to keep your thermostats, is to set them and leave them year-round. **Find a comfortable setting and keep it there. DO NOT TURN OFF THE BREAKER TO THE HEAT SOURCE, EVER!**

## **HEATING / ENERGY SAVING TIPS**

- Use flat-bottomed pans and match the size of pan to heating element.
- Keep areas around heater clear for better air circulation.
- Cover pots and pans whenever possible and use a lower heat setting.
- Try to plan use of your oven for more than one baking job.
- Using a microwave or pressure cooker can cut cooking costs by 2/3.
- Turn off all lights that are not being used unless needed for security.
- Do not leave a 3-way bulb on high when not needed for reading.
- Use the lowest wattage bulb in each fixture to produce adequate light.

## INSECT AND RODENT CONTROL

The most important part of insect control and pest control is preventing food wastes from lying around. **Common household small ants are the responsibility of the Resident(s)/Tenant(s).** If you have black carpenter ants, call the office. Pet food attracts ants. Please ensure pet food is not sitting out for a period of time. Management will provide ant traps per a maintenance request.

## INTERIOR LIGHTS

Ceiling fixture bulbs should be changed by the tenant unless they cannot do so.

## LAUNDRY ROOMS

Coin operated Washers and Dryers are available for the benefit of Resident(s)/Tenant(s) **only**. If the machine malfunctions, a call should be placed to the laundry vending company. Out of respect for other Residents, laundry rooms shall not be used between the hours of 11:00pm and 6:00am. Laundry equipment is owned and managed by CSC Service Works. **For all downed machines, call 877-264-6622!**

## LAWN DECORATIONS AND ORNAMENTS

Lawn Ornaments, Bird Feeders & Houses, Flower Gardens and Decorations are not allowed on the premises. All personal decorations, etc. are limited to your patio or deck area and **SHOULD NEVER BE ATTACHED TO THE BUILDING, RAILING, POSTS, ETC.**

## LAWN FURNITURE AND GRILLS

All lawn furniture must remain on your deck or patio. **These items must be removed and placed in storage by October 31<sup>st</sup>.** Charcoal grills may be used 15 feet from all buildings and must be completely cool and stored away after use.

## LOCKED OUT

IF YOU LOCK YOURSELF OUT AND THE PROJECT MANAGER IS ON-SITE, HE/SHE WILL LET YOU IN AS LONG AS THE SERVICE IS NOT ABUSED. **If you lock yourself out and the Project Manager is not on-site, you need to call a locksmith of your choice. This is not a maintenance emergency; do not call the afterhours emergency line.** The cost of a locksmith is the responsibility of the tenant.

It is important that you get a key to a friend, relative, neighbor etc. so if you lock yourself out you will not be waiting for the locksmith and paying to be let in.

## LOCKS

Residents should not alter the locks/keys or add any other locking device to the door which will prevent the door from operating as designed and as it was during the Resident lease up. Extra keys may be ordered through the management office for a fee.

## MAINTENANCE REQUESTS

All maintenance requests are to be made by calling the management office during normal business hours, by sending notice in writing to the site office or sending an email to [office@occupiedproperties.com](mailto:office@occupiedproperties.com). Any maintenance required that is due to tenant cause, will be repaired and billed to the tenant. For example, if screens are torn and need repair due to animal damage the tenant is responsible for the screen repair. If a toilet is clogged and the plumber verifies it is due to over stuffing or flushing items other than toilet tissue,



the tenant is responsible for that plumbing charge. These are only few examples of many repairs that may be the tenant's responsibility.

**The following items are Prohibited** - paint or stencil walls; wallpaper borders; additional locks; decals, stickers, etc. to doors windows, ceilings, bathtubs, or other surfaces; adhesive backed paper on shelves or cupboards; holes in any door or cabinet.

***There shall be no signs, or decorative items displayed in any windows, on doors or the exterior of any building, railing, posts, etc. Including but not limited to flags, pictures, window boxes, bird feeders, hanging planters, decals, stickers, etc.***

#### **OFFICE HOURS**

The Project Management staff can be reached by calling 207-265-4006 from 9:00a.m. until 4:00p.m. Monday through Thursday, excluding all major holidays. Use this same number for after-hours emergency calls and follow the prompts.

#### **OUTSIDE LIGHTING**

Walkway lights and parking area lights are controlled by photoelectric cells which turn the lights on at dusk and off at dawn. Patio and deck lights are controlled inside each unit. If you see a light out, please report it to the office via maintenance request procedures noted above.

#### **PAINTING**

Painting will be done every 10 years or between tenants if needed. Units needing painting prior to 10 years will be considered damages and will be charged to the tenants.

#### **PARKING**

There is no assigned parking at the property. Only Resident(s)/Tenant(s) with a handicap plate or sticker shall be occupying the handicap parking spaces. Resident(s)/Tenant(s) are responsible for parking their vehicle in a parking space and assuring that their visitors do the same. Resident(s)/Tenant(s) will not keep inoperative or unregistered vehicles on-site or maintain a second vehicle without permission.

**Parking on the lawn, sidewalk or outside of a parking space is strictly prohibited.** Parking in a place which blocks a walkway is a safety issue and may result in the vehicle being towed. Do not park with the front end of your vehicle overhanging the lawn or walkway as it makes maintenance and emergency assistance impossible.

#### **ANIMAL/PET POLICY (ALSO SEE ANIMAL POLICY ATTACHED TO YOUR LEASE)**

Animals and pets are legally permitted in Federal Housing for the elderly. **Pets are not allowed in family housing. (Covered Bridge Apts., Lakeshore Apts. and Lincolnville Village Apts.)** Each household requesting an animal or pet is required to complete a registration form, show proof of licensing and vaccinations, and pay a deposit ***PRIOR TO THE ANIMAL ARRIVING ON THE PROPERTY!***

To ensure the safety and comfort of residents, we have the following Animal Policy:

Residents agree to abide by the following rules:

1. Pets are limited to dogs, cats, and fish. Animals should not be more than 25 pounds in size when full grown.
2. There should be no pets in the community rooms, buildings, laundry, mailroom, etc.
3. The Resident will take necessary steps to avoid such nuisances as dirt, noise complaints and property damage.
4. Dogs and cats **will not be allowed to roam freely outside their apartments, nor will they be tied up out-of-doors and will not be loose on the deck or patio.**
5. All dogs and cats must have a current veterinarian's statement/shot record indicating that they are up to date on vaccinations and if applicable, that they have been spayed or neutered. This includes all dogs and cats regardless of whether they are inside or outside animals.
6. Any resident who has an approved animal in the unit must be capable of providing the necessary care for that animal. Any difference in opinion on the care of the animal is to be settled by a veterinarian.
7. Only one animal is allowed in each unit!
8. A copy of the 'Pet/Animal Rules' is attached to your lease.
9. All animals must always be on a leash when outside of the Resident(s)/Tenant(s) unit.
10. No animal shall be chained or leashed to a building or anywhere on the property grounds.
11. Animal exercise area: The lawn at each property is designated exercise area. The Resident is responsible for cleaning up after their animal in the exercise area or on any project property. Failure to clean up after the animal will constitute a violation of these Animal Rules and a violation of the lease.
12. Residents will be financially responsible for pest extermination including, but not limited to, fleas and ticks, in their apartment. Residents may also be held responsible for controlling these pests in other areas if their animal is determined to be the cause.
13. Absolutely no pets will be allowed on a visiting or temporary basis, whether daily or overnight. This will be strictly monitored and enforced because such animals cannot be subject to these rules. Any such occurrence is violation of these Rules, and of the Lease, and shall make the Resident subject to eviction proceedings as provided for in the Lease.
14. Animals should relieve themselves on the outskirts of the property and not on the common lawns, walkways, etc. where waste can be tracked into the buildings.

Complaint Procedures:

- Any Resident(s)/Tenant(s) having a complaint about an animal shall register the complaint with the Project Manager in writing, citing a specific instance, date, time, and reason for the complaint. Complaining Resident(s)/Tenant(s) will be required to sign and date the complaint before Project Manager will consider it for validity.
- The Project Manager shall notify the Owner of the offending animal as to the nature of the complaint, without revealing the name of the complaining Resident(s)/Tenant(s). The Project Manager shall determine whether or not the complaint is valid as a disruption of the complaining Resident(s)/Tenant(s)'s rights, or presents a health, safety or sanitation problem.
- If the complaint is determined to be valid, the Project Manager may, at its discretion, do one or more of the following:
  - Issue a verbal warning to the Resident(s)/Tenant(s)/Owner while documenting the appropriate file.
  - Issue a written warning to the Resident(s)/Tenant(s)/Owner; or

- Require immediate and permanent removal of the animal from the apartment and project grounds.
- Repeated warning for the same or a variety of complaints shall be grounds for removal of the animal
- If necessary, legal action will be taken to remove the animal from the property

### **PICTURES AND MIRROR**

Pictures and mirrors may be hung on the walls with nailed picture hangers. No tacks, command strips, etc. may be put in/on any walls, doors or cabinets.

### **REQUEST FOR REASONABLE ACCOMMODATION**

If you have an Accommodation Request, (i.e., request to install grab bars, etc.) the Resident(s)/Tenant(s) must submit a Request for Reasonable Accommodation form to the property manager.

**RECYCLING:** Tenants interested in recycling, should contact the Town Office for procedures and manage their own recycling.

### **RENTERS INSURANCE**

It is recommended that each Resident(s)/Tenant(s)/tenant have a Renter's Insurance policy in effect. The properties insurance policy does not cover the belongings of the Resident(s)/Tenant(s) in case of fire, accident, storm damage, theft, etc.

### **RUGS**

Resident(s)/Tenant(s) are responsible for the cleaning of all flooring in their apartment, including routine carpet shampooing.

### **SEPTIC SYSTEM**

**Only toilet paper should be flushed down the toilets.** Some household and sanitary wipes state they are flushable, however **THEY ARE NOT AND SHOULD NEVER BE FLUSHED!** We have experienced problems with the system due to these products being flushed.

**Food, grease, oil, etc. should never be dumped down the drain!**

### **SHELVING**

Any permanent additional shelving is prohibited in all apartments. Tenants may purchase their own free standing shelving units.

### **SMOKE DETECTORS**

Smoke alarms are in each apartment. Intermittent beeping is the sign of a weak battery. Detectors must

**NEVER** be unplugged from the wall. Management suggests that residents replace the batteries every year when the time changes with daylight savings time. However, even when changing the batter, the unit should never be unplugged from the wall.

## SMOKING POLICY

**Definition:** *The term “smoking” shall include the inhaling, exhaling, burning, carrying of, or having in one’s possession any lighted cigarette, cigar, pipe, or other object for a tobacco product, marijuana, legal or illegal substance, in any manner or in any form. The term “vaping” includes any product, scented or unscented, with or without nicotine, which involves the exhaling of any vapor which mimics smoke.*

**Prohibition:** *Due to the increased risk of fire, and the known health effects of secondhand smoke and inhalants, smoking and vaping is prohibited in all enclosed areas of Deerfield Village. This includes all Apartments, Rest Rooms, Hallways, the Community Building, Laundry Rooms and Storage Areas. This policy applies to all owners, employees, service persons, tenants, and guests. Tenants are responsible for enforcing this policy with their family members, guests, and any invitees.*

**Violations:** *Failure to follow this policy will be a violation of your lease agreement. An incident of noncompliance with the smoke-free policy is a serious infraction of property rules and regulations. It will be documented and treated as a violation of the terms of your lease agreement. Repeated documented incidents of noncompliance with the smoke-free policy may adversely impact a future reference, all or part of your security deposit, renewal of your lease agreement, and/or continued tenancy.*

***Smoking must be outside and 25 feet from ALL doors and windows.***

## SNOW REMOVAL

The Project Manager will be responsible for the removal of snow from walkways, driveways, and parking areas. Resident(s)/Tenant(s) will assist the Project Manager by moving their vehicle when snow removal is underway in the parking lots. If vehicles are not moved, they will be towed at the vehicle owner's expense. It is the responsibility of the Resident(s)/Tenant(s) to make arrangements to have the vehicle moved if they are unable to do so.

The snow removal crews work very hard to keep the properties as safe as possible during the winter. Most of the Resident(s)/Tenant(s) with vehicles and guest' vehicles are very cooperative and helpful, and it is greatly appreciated. This notice is for the few that contribute to making it harder and more costly for the staff during snow removal and contribute to an unsafe environment for their neighbors.

Updated snow removal procedures will be mailed annually to all households in the fall.

## STORAGE

If your property is equipped with a storage area for your unit, there should be no storing of flammable or hazardous materials in the storage areas or apartments.

Personal items left in the common areas of the property outside of the guidelines set in this handbook will be disposed of at the property owner’s expense.

## TRASH

It is the Resident(s)/Tenant(s) responsibility to place their trash in the dumpster. All trash must be securely sealed in a trash bag. Only routine household rubbish shall be discarded in the dumpster or trash room.

**Items not accepted as trash: Furniture - Tables, chairs, beds, TV's, Appliances, Microwaves, toaster ovens, bagged rubbish that is not regular daily garbage, etc. Anything other than normal household bagged rubbish is the responsibility of the tenant and should be taken to the local transfer station.**

#### **TELEVISION**

Cable TV and internet can be hooked up at the Resident(s)/Tenant(s) expense. No additional outlets, cables or lines can be run without permission from the Project Manager. Satellite systems AND dishes may not be mounted on any part of the buildings or grounds. No holes may be placed in any exterior wall. Outside television antennas are strictly prohibited.

#### **VEHICLES**

Vehicles may **NOT** be washed on-site at any property. There is not storage in the parking lots, lawns, or any other part of the property for campers, boats, all terrain vehicles, trailers, etc. Only registered and inspected vehicles are allowed in the parking lots.

### **GENERAL HOUSEKEEPING/CLEANING PRACTICES**

At all rental property's management by Occupied Properties, Inc. there is an expectation that tenants/residents will maintain the properties to a level that ensures proper health and safety of the tenants and the property. Therefore, the following is a list of protocols that should be followed by all households.

- **Routinely and preferably daily:**
  - Wash dishes and clean kitchen surfaces with a damp cloth and cleaning product
  - Cat litter boxes should be cleaned of any hard waste at least once daily and the enter box of litter replaced at least weekly
- **Routinely, and preferably weekly or sooner, if necessary**
  - clean any spilled food from range and refrigerator
  - scrub the toilet with a toilet bowl cleaner
  - sweep and/or vacuum floors
  - mop all hard surface flooring
  - remove trash, recycling, and returnable bottles
  - launder clothing, towels, cleaning cloths, etc.
- **Routinely as needed**
  - Use range hood fan whenever cooking
  - Clean the range hood filter when grease builds up
  - Do not use abrasive products on counter tops, appliances, etc. as they scratch the surface
  - Food should be closed tightly and not left out of refrigerator or on counters for any length of time (this helps to avoid insect/rodent infestation)
  - Routinely wipe windows and windowsills from any buildup of condensation that would create normal household mildew
  - Routinely wipe down walls for dust, cobwebs, mildew, etc.
  - Use the bathroom exhaust fan every time the tub/shower are used
  - clean baseboard heating elements from dust and other droppings
  - clean all mopboards of dust and other droppings
  - remove cobwebs from walls and ceilings
  - keep food in the kitchen/dining areas to avoid stains, etc. in living/sleeping areas

As always, it is required that clear paths must be maintained to all entrances, exits and windows to allow emergency personnel, etc. to move around freely. All windows must be easily accessible at all times!