

CRANBERRY PEAK APARTMENTS

Resident/Tenant Handbook

Managed by:

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Business Hours

**Monday – Friday
9:00am until 4:00pm**

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INTRODUCTION & HOUSE RULES

The purpose of this information booklet is:

1. A general, good neighbor guide for Residents/Tenants of Cranberry Peak Apartments.
2. An informational introduction for Residents/Tenants and applicants.

The information contained here is general in nature and in many cases, is also covered in the Resident/tenant's Lease Agreement. Should there be any conflict the Lease Agreement shall prevail over this booklet.

The management of Cranberry Peak Apartments conforms to the requirements and guidelines set forth by the Management Plan and Rural Development.

The following House Rules will apply to all Resident/Tenant, their house guests and any casual visitors to their homes:

- (a) The Project Management staff can be reached by calling 207-265-4006 between 9:00am until 4:00pm Monday through Friday, excluding all major holidays. Use the number 207-781-2791 for all after hours' emergency calls.

Emergencies are defined as maintenance or repair work required to prevent immediate danger or damage to persons, buildings or contents. (See the Emergency Maintenance section of this handbook for additional information)

All regular maintenance requests are to be done in writing or by calling the office during normal business hours as outlined under "maintenance requests" in this booklet.

- (b) The Project Manager establishes and makes changes to the House Rules and other regulations pertaining to the use of common areas and the laundries when necessary. All Resident/Tenant must abide by these rules and regulations. Any changes to these rules and regulations will be made only after a 30-day notice is given to Resident/Tenant by placing notices on the bulletin boards and delivering a copy to each apartment. Exceptions to the 30-day notice will be changes that the Project Manager feel are of a nature that will prevent real danger or undue hazards to Resident/Tenant or property of the Project Manager. Exceptions will take effect immediately upon notice being placed on the bulletin boards. Copies will be delivered to the Resident/Tenant apartments as soon as possible.
- (c) Use of your apartment: The Resident/tenant 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. No guest will stay more than 14 days within a 45-day period without the written permission of the Project Manager. Your apartment cannot be used as a place of business.
- (d) Locks: The Resident/Tenant will not alter the lock/keys or add any other locking device to the door which will prevent the door from operating as designed.

- (e) **Do Not Use in The Apartments:** 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.
- (f) Resident/Tenant and their guests will be considerate of their neighbors as to loud noises and disturbances within and outside of their apartment and in the common areas and Community Building at Cranberry Peak Apartments.
- (g) Resident/Tenant will not be abusive towards other Resident/Tenant, Guests or Management personnel, including but not limited to threats to their health or safety.
- (h) Resident/Tenant will not place signs or displays in or about their apartments.
- (i) Resident/Tenant will not be wasteful with utilities, overload electrical circuits, nor use the toilet for disposal of garbage. Wasteful habits by Resident/Tenant will result in the Resident/Tenant being assessed for those costs above normal usage based on charges from the local supplier.
- (j) Resident/Tenant will not hang, place attach, or alter any item in or on any common area, grounds or building. This includes but is not limited to lawn ornaments, pictures, plants, satellite dishes, or antennas, on any building, grounds, parking lot or common area.
- (k) Resident/tenant's are responsible for the making sure the smoke detectors are connected and in working order at all times. Removing batteries or disconnecting power to the smoke detector is considered a substantial Lease violation and will be grounds for eviction.
- (l) The Resident/tenant will be held strictly responsible for any loss or damage to his/her/their and other units resulting from overflow from sinks, bath tubs toilets or spills in his dwelling unit if due to Resident/tenant's negligence.
- (m) The Project Manager, in all cases, will retain the right to control and prevent access into the building and grounds to all persons whom it considers undesirable with sufficient cause.

ABSENTEEISM

Tenants should keep the Manager advised whenever they are going to be absent from their apartment for more than 10 days so that 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 all damage incidental to the installation, use, or removal of an air conditioner is the responsibility of the Resident/tenant.

Air conditioner installation, use, and removal are the responsibility of the resident/tenant. The staff does not aid or recommend installation, use, and or removal. Air conditioners may be in place from May 15th through October 30th.

APARTMENT INSPECTIONS

As per Rural Development regulations, each apartment will be inspected at least annually. If it is found that issues arise with regard to hoarding, filth or other lease violations, monthly and/or quarterly inspections may be required.

APARTMENT SHOW POLICY

I am sure you are aware that Cranberry Peak Apartments has a very long waiting list for new tenancy. While we do everything that we 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. Our minimizing vacancy time is an essential element of waiting list control.

The Cranberry Peak Apartments staff 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.

We will work closely with you or your family or designated representative on the scheduling of the apartment visits to ensure you are comfortable with the timing, and to allow you to be present if you desire. We will give you at least 24 hours notice before showing the apartment.

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 maintenance staff. Repairs or damage caused by misuse or negligence will be performed by the maintenance staff and the resident/tenant 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.

CABINETS (KITCHEN & BATHROOM)

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

CEILING FANS

Ceiling fans may **NOT** be installed in any unit at Cranberry Peak Apartments.

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.

CLOTHELINES

Clotheslines are not to be hung on Cranberry Peak Apartments property.

COMPLAINTS

Resident/Tenant 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/Tenant 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.

COMMUNITY BUILDING

The Community Room is available to all Resident/Tenant, 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 clean up costs and costs for arranging or rearranging furniture.

DOORS

Fixtures, adhesives, mounting brackets are not permitted on any interior or exterior door. Tenants may not alter any lock or install any new lock or security device to any door on the premises.

EMERGENCY MAINTENANCE

Emergency Maintenance is defined as maintenance or repair work required preventing immediate danger or damage to persons, building or contents.

Call 207-265-4006 during normal business hours (9:00am – 4:00pm Monday through Friday), fill out a maintenance request form and drop in the house mailbox or email your maintenance request to occupiedproperties@maine.rr.com. **After business hours' calls should be for emergencies only!**

Examples of emergencies include, but are not limited to:

NO HEAT
SERIOUS WATER LEAK
SEWER/ WATER LINE PROBLEM

LIFE THREATENING SITUATION (CALL 911)

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

LIGHT(S) OUT
TOILET CLOGGED (use a household plunger before calling the office)
SINK CLOGGED (use a household plunger before calling the office)
LOCKED OUT (call a locksmith)
LEAKY FAUCET
NO ELECTRICITY (call Central Maine Power)

A maintenance request form, call to the office or emailed request is required for all non-emergency requests.

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.
- 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

DON'T reenter a burning building

DON'T forget to turn off your stove when done cooking

DON'T forget to turn off and unplug heating pads, iron, bathroom heaters, toaster ovens, electric frying pans, etc.

DON'T store flammable items in your storage locker

DON'T use your oven to heat the kitchen

FLOWER GARDENS & SHRUBS

All flower gardens and shrubs are maintained by the Project Manager. Resident/Tenants are not to plant any additional plantings on Cranberry Peak Apartments Property without written permission from management.

GROUNDS

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

HEATING ENERGY SAVING TIPS

- Use flat-bottomed pans and match size of pan to heating element.
- Close doors quickly when entering or leaving apartment.
- Keep areas around heater clear for better air circulation.
- Report all faucet leaks immediately.
- Do not leave freezer or refrigerator door open longer than necessary. A full freezer will save electricity.
- 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 3—way bulb on high when not needed for reading.
- Use lowest wattage bulb in each fixture to produce adequate light.
- Report any drafts or cold spots in your apartment.

INSECT AND RODENT CONTROL

The most important part of insect control and pest control is preventing food wastes from lying around. Common household ants/roaches are the responsibility of the resident/tenant. If you have black carpenter ants, call the office.

INTERIOR LIGHTS

Ceiling fixture bulbs can be changed by the maintenance staff.

LAUNDRY ROOMS

Coin operated Washers and Dryers are available for the benefit of Resident/Tenant **only**. Machines are in the Community Building.

LAWN DECORATIONS AND ORNAMENTS

Lawn Ornaments, Bird Feeders & Houses, Flower Gardens and Decorations are not allowed on the premises.

LAWN FURNITURE AND GRILLS

All lawn furniture must be removed after each use to ensure it is not in the way of lawn maintenance. Grills are not allowed on the premises.

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 Project Manager.)** The cost of a locksmith is the responsibility of the tenant, not Cranberry Peak Apartments.

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.

MAINTENANCE REQUESTS

All maintenance requests are to be made via email to office@occupiedproperties.com, or by calling the Management office during the business hours of Monday – Friday 9:00am – 4:00pm, excluding legal holidays.

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 pet damage the tenant is responsible for the screen repair. If a toilet is clogged and the plumber verifies it's due to over stuffing or flushing items other than toilet tissue, the tenant is responsible for that plumbing charge. These are only examples of many repairs that may be the tenant's responsibility.

OUTSIDE LIGHTING

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

PAINTING

Complete a Maintenance Request Form if you feel your apartment needs to be painted. Before we arrange for painting all walls must be completely free of dirt, stains, grease, smoke, and dust. All pictures and decorations must be removed.

PARKING

The Project Manager will not assign parking spaces at Cranberry Peak Apartments for Resident/Tenant and their visitors. Resident/Tenant are responsible for parking their car in a parking space and not in a manner which will impede traffic flow.

Resident/Tenant will not keep inoperative cars at Cranberry Peak Apartments or maintain a second car without permission from the Project Manager. Parking of trailers, campers, etc. is strictly prohibited. Parking on the lawn 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.

PET POLICY (ALSO SEE PET POLICY ATTACHED TO YOUR LEASE)

Pets are legally permitted in Federal Housing for the elderly or handicapped. Each Resident/Tenant requesting a pet is required to complete a pet registration form and pay a pet deposit.

To ensure the safety and comfort of residents, Cranberry Peak Apartments has developed the following Pet Policy:

Residents agree to abide by the following rules:

1. Pets are limited to dogs, cats, fish and caged birds and not more than 25 pounds in size.
2. The Resident will take necessary steps to avoid such nuisances as dirt, noise complaints and property damage.
3. Dogs and cats will not be allowed to roam freely outside their apartments, nor will they be tied up out-of-doors.

4. 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 pets.
5. Any resident who owns a pet must be capable of providing the care necessary for that pet. Any difference in opinion on care of the pet is to be settled by a veterinarian.
6. Only one pet allowed per apartment.
7. A copy of the 'Pet Rules' is attached to your lease.
8. All dogs and cats must be leashed at all times when outside of the Resident/Tenant unit.
9. Pet exercise area: The lawn on the backside of each apartment building is designated exercise area for dogs and cats. The Resident is responsible for cleaning up after their pet in the exercise area or on any project property. Failure to clean up after a pet will constitute a violation of these Pet Rules and a violation of the lease.
10. Resident will be financially responsible for pest extermination including, but not limited to, fleas and ticks, in their apartment. Resident may also be held responsible for controlling these pests in other areas if their pet is determined to be the cause.
11. Absolutely no pets will be allowed on a visiting or temporary basis, whether daily or overnight without permission. This will be strictly monitored and enforced because such animals could not 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.

Complaint Procedures:

- Any resident/Tenant 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/tenant 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/tenant. The Project Manager shall determine whether or not the complaint is valid as a disruption of the complaining resident/tenant'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/tenant/Owner while documenting the appropriate file.
 - Issue a written warning to the Resident/tenant/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.

PICTURES AND MIRROR

Pictures and mirrors may be hung on the walls with picture hangers, not nails and tacks. No holes or adhesives may be put in/on any door or cabinets.

REQUEST FOR REASONABLE ACCOMODATION

If you are disabled and have an Accommodation Request, (i.e. request to install grab bars, etc.) the Resident/Tenant must submit a Request for Reasonable Accommodation form to the property manager. A copy of this form is enclosed in this handbook.

RECYCLING

Recycling should be completed at the Town of Eustis/Stratton transfer station.

RENTERS INSURANCE

It is recommended that each resident/tenant/tenant have a Renter's Insurance policy in effect. Cranberry Peak Apartment's insurance policy does not cover the belongings of the Resident/tenant in case of fire, accident, storm damage or theft. There are circumstances in which the Resident/tenant will be held financially accountable for damage to other Resident/Tenant property and/or the buildings and grounds. See House Rules Section (y) for example.

REPAIRS

The Project Manager will provide for maintenance of all buildings, the apartments and the equipment supplied therein. The Resident/tenant will notify Project Manager in writing using a Maintenance Request Form or by phoning the office during normal business hours to report any problems or discrepancies within or about their apartment. The Project Manager will take the necessary steps for the repair of all problems and discrepancies within a reasonable timeframe and notify the Resident/tenant of the schedule. Resident/Tenant are responsible for reporting any items in need of repair within/around their units as soon as they are detected.

The Project will absorb the cost of normal wear and tear repairs to apartments and the furnished equipment. Items that are damaged or worn beyond normal wear and tear will be repaired and fee charged to the Resident/tenant for repair or replacement of parts/equipment. The Project Manager will make the determination of when an item is beyond normal wear and tear.

The Resident/tenant will take good care of the apartment and the furnishings therein, practicing good housekeeping habits, which will maintain the apartment in a high state of sanitary condition.

RUGS

Resident/Tenant is responsible for the cleaning of the carpeting and flooring in their apartment.

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.

SHELVING

Any permanent additional shelving is prohibited in all apartments.

SMOKE DETECTORS

Smoke detectors are located in each apartment. Intermittent beeping is the sign of a weak battery. ***Detectors must NEVER be disarmed!***

SMOKING POLICY

Definition: "Smoking" means to have in one's possession a lighted cigarette, cigar, pipe, e-cigarette or other object giving off or containing any substance giving off smoke or vapor.

Prohibition: Due to the increased risk of fire and the known adverse health effects of secondhand smoke, smoking is prohibited in all enclosed areas of any property managed by Occupied Properties. This includes all apartments, rest rooms, hallways, the Community Building, laundry rooms and storage areas. This policy applies to all owners, tenants, guests, employees, and service persons.

Violations: Failure to follow this policy will be a violation of your lease.

SNOW REMOVAL

The staff at Cranberry Peak Apartments works very hard and expends a lot of money to keep the development as safe as possible during the winter. Most of the Resident/Tenant with cars 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.

PLEASE OBSERVE THE FOLLOWING GUIDELINES:

Please, wait to clean off and move your car until after the precipitation has ended and the walkways, middle of parking lot and entrance are cleared of snow. Vehicles must be moved to the parking lot entrance once it is cleared, to allow snow removal equipment to operate. The snow removal operator will sound the horn when the parking lot entrance is clear for Residents/tenants you to clean off and move your vehicle.

If you can't move your car you need to make alternative arrangements for someone to move it or not have it on the premises. Cars not moved for snow removal causes an unsafe environment for others will be towed at the vehicle owner's expense.

Resident/Tenant are responsible for making sure their guests are parked appropriately and move their vehicles for snow removal. Any vehicles parked in an unauthorized area or not moved for snow removal will be towed at the vehicle owner's expense.

STORAGE

Each household is provided with one storage area located in the barn. The Resident/Tenant may stow seasonal items and accessories. However, no flammable liquids or other hazardous materials may be kept in apartments and/or in the storage areas. Resident/Tenant will not swap or sublet their storage space. The Project Manager may dispose of personal property left in common areas, hallways, or lawns and the Resident/Tenant may be charged for the cost of disposal. Storage areas are to be used at Resident/Tenants risk and management is not responsible for lost, stolen or damage to any items in the storage area.

TRASH

Trash and Recycling: The Project Manager will be responsible for removal of trash from Cranberry Peak Apartments. Resident/Tenant will remove trash from their apartment to the trashcans provided in the trash room connected to the community building. Garbage **must** be sealed in trash bags and placed in available trashcans, so that it will not spill or cause smells and/or attract vermin and flies. Recycling is the responsibility of the tenant at the local transfer station.

Items not accepted as trash, and is the responsibility of the Tenant/Resident: Furniture - Tables, chairs, beds, TV's, appliances, Microwaves, toaster ovens, bagged rubbish that is not regular daily garbage, etc.

TELEVISION

The Project will provide cable TV wiring and outlets for each apartment. If the Resident/tenant desires Cable TV, he/she must arrange with the local Cable Company for connection to the existing apartment wiring now in place. The Resident/tenant will not install any wiring, aerials, antennas, and satellite dish without the written permission of the Project Manager. Cable TV can be hooked up at the Resident/Tenant expense. No additional outlets, cables or lines can be run without permission from the Project Manager. The local Cable Company is Time Warner Cable. No holes may be placed in any exterior wall.

VEHICLES

Vehicles may **NOT** be washed on Cranberry Peak Apartments Property.

WINDOW WASHING

The exterior of the windows will be washed by the property management annually. The Resident/Tenant is responsible for maintaining the window interior on a regular basis.

POLICE, FIRE & AMBULANCE Dial 911

Central Maine Power - 1-800-750-4000

Town Office Eustis/Stratton – 246-4401