



*Welcome*

*Live the Moment*

**Resident Handbook &  
Community Policies**

On behalf of W<sup>3</sup> we would like to welcome you to your new home. We intend to make your stay with us enjoyable and comfortable. The purpose of the Resident Handbook is to provide you with information about your community.

We regard customer service as the foundation of our business.

It is with these thoughts in mind that this handbook has been prepared. Please retain it for future use. Take a few moments now to read through the following pages. Do not hesitate to consult the members of our management team if you have any questions.

Again, thank you for choosing a W<sup>3</sup> for your new home. We look forward to serving you and hope you will be residing with us for many years to come.

Sincerely,

W<sup>3</sup>  
Management Team

# Table of Contents

1. INTRODUCTION
  - a. Philosophy
  - b. Office Hours
  - c. Concierge Services
  - d. Online Resident Services
  - e. Fair Housing Statement
2. GENERAL POLICIES
3. AMENITIES
  - a. Fitness Center
  - b. Swimming Pool
  - c. Sauna/Steam Room
  - d. Golf Course
  - e. DVD Library
  - f. Package Acceptance
  - g. Limited Access
  - h. New Construction Communities
4. MAINTENANCE SERVICES
  - a. Home Care & Maintenance
  - b. Keys & Locks
  - c. Pest Control
  - d. Emergency Maintenance Procedure
5. ENERGY CONSERVATION
  - a. Water
  - b. Heating & Air Conditioning
  - c. Kitchen & Laundry
  - d. Miscellaneous
6. SECURITY AND SAFETY
  - a. Crime Disclosure
  - b. Temporary Absence
  - c. Smoke Detectors
  - d. Outdoor Cooking
  - e. Fireplace
  - f. Automobiles & Parking
7. RELOCATION
  - a. Transfer Policy
  - b. General
  - c. Concierge Move-Out Services
  - d. Move-Out Charges

# INTRODUCTION

## PHILOSOPHY

Our philosophy is not about leasing living space, but offering a healthy, friendly, luxurious lifestyle to our customers. We build the highest quality homes in the very best locations while maximizing views with signature amenities in superior school districts.

The following handbook provides you with information in which this community is operated. We would like to thank you in advance for your cooperation in helping to provide a clean and peaceful environment for all of the members of our community.

Our entire team is professionally trained and skilled in property management. We strive to provide you the best service possible. Luxury is our specialty and providing five star services is our passion. It is our pleasure to serve you.

**Management reserves the right to take photographs at resident functions hosted at the community. By signing receipt of the Resident Handbook, you are granting written consent for Owner/Management Company and all employees affiliated with the Owner/Management Company to publish, post and share all photographs of you, your occupants and/or guests on social media sites as well as property/corporate websites for promotional purposes.**

## OFFICE HOURS

Regular business hours are posted in the leasing office. The community center and all of our amenities are designed to enhance your lifestyle. We encourage you to take advantage of all we have to offer.

## CONCIERGE SERVICES\*

Laundry & Dry Cleaning	Housekeeping
Pet & Plant Care	Massage Therapy
Limo & Shuttle Service	Grocery Delivery
Personal Trainer	Car Detailing
Errand Service	Floral Delivery
Carpet/Floor Maintenance	Mobile Pet Grooming
Personal Chef Service	Gift Wrapping

\*All concierge services listed may not be available at all communities and are subject to change at any time without notice. Please visit the resident website or contact the management office for more details.

## ONLINE RESIDENT SERVICES

For your convenience, please visit your property website under “Resident” to access online payments and other resident services. You can obtain your username and password from the management office.

## FAIR HOUSING STATEMENT

It is the policy of W<sup>3</sup>, its employees and affiliates to treat all current residents, occupants, guests and prospective residents in a fair, professional manner, without regard to race, color, religion, sex, familial status, handicap or national origin in accordance with the 1988 Fair Housing Amendment effective March 12, 1989.

# GENERAL POLICIES

These are common rules of etiquette designed to make the community more enjoyable for all residents. These rules apply to all residents, occupants and guests. By signing acknowledgement of receipt of this handbook you agree that you have fully read and understand each paragraph contained herein. These policies and procedures are an addendum to the Lease Contract. Any violation of these rules can result in termination of said Lease Contract and resident(s) and all occupants’ right of occupancy.

- The leaseholder must be present with any occupant or guest while they are using any of the community amenities. Limited to 2 guest per household.
- All rent and miscellaneous monies owed are due on the first day of each month. An initial late fee is assessed to your account on the 4<sup>th</sup> and will continue to accrue each day until your account is paid in full.
- Checks will not be accepted after the 5<sup>th</sup> of each month for rental payments. If we receive two (2) returned checks from your apartment, we will require all future monies to be paid in the form of a cashier’s check or money order only.
- Where applicable Curb-side trash pick-up is on your property’s scheduled days ONLY. Trash must be placed outside on the curb in front of your apartment home no later than 8:00 am on the appropriate days. Please do not place trash out the night before scheduled pick up days. Trash must be in secured containers (tied bags or boxes). Moving boxes must be broken down. Trash and/or furniture are not permitted on patios, balconies, around dumpster/compactor area or in breezeways. Violations are subject to a \$25.00 per bag/item fine.
- Pets are permitted with a signed pet agreement, a \$250.00 pet deposit and a \$250.00 pet fee per animal. There is a monthly pet rent of \$15.00 for one (1) pet or \$20.00 for two (2) pets. No more than two (2) pets are allowed per apartment. No aggressive breed animals will be allowed as per the Rental Guidelines. All pets must be on a leash and accompanied by a resident at all times when out of the apartment. Residents are responsible for clean up of their animals. Violations are subject to a \$25.00 per offense fine.
- Accent walls are available for \$100 per wall. This covers painting and the repainting at move-out. This only applies to pre-selected colors and if management paints the walls.

- Maximum speed on the property is 10 mph.
- All drapes must be white backed. Foil or paper in the windows is prohibited. Blinds must remain in good condition. If damaged, management will replace and bill the cost to the leaseholder.
- Any additions or changes to your apartment must be approved in writing by the management.
- Patios and balconies may not be used as storage areas, clotheslines, etc. **Only outdoor patio furniture allowed.** Management reserves the right to maintain the appearance of all exterior areas of the community. Failure to remove requested items will result in a \$15 per day fine.
- Satellites are permitted with a signed Satellite Addendum and an additional \$200 deposit.
- Liability Insurance in the amount of \$100,000 is required for all residents. Certificate must be provided at move-in.
- Sidewalks and stairs shall not be obstructed for any reason.
- Bicycles and other toys may not be left unattended outside the apartment dwelling. No bike riding or skateboarding in common areas or parking lots.
- Climbing of trees is not permitted.
- Window screens may not be removed.
- Soliciting, peddling or handbills are prohibited.
- Where applicable all residents, occupants and guests must comply with the city and/or county curfew Monday through Sunday.
- All audio equipment must be played at reasonable levels. Excessive noise will not be tolerated inside or outside the dwelling unit.
- Smoking is prohibited in common areas and designated smoke free buildings throughout the community.
- Bathing suites are not permitted in the clubhouse without the proper attire over them. Shoes are required at all times.
- Altering the exterior of buildings, elevators, parking lots, etc. on the property is strictly prohibited.

# AMENITIES

**Residents (lease holder) must have Amenity Bands in their possession when using the facilities. Only one band per household will be provided. A \$100 replacement fee will be charged for lost/stolen band and failure to return the band at move-out.**

## FITNESS CENTER RULES AND REGULATIONS

- Consult a physician before attempting any fitness program.
- Refer to instructions posted in fitness center.
- Doors and windows to fitness center must remain closed at all times.
- Do not allow access to anyone. Residents will have their own access remote/key.
- Access remotes/keys are not to be distributed by anyone other than management personnel.
- Do not remove or change the location of equipment.
- Weight support belts are recommended when using the equipment.

- Do not monopolize equipment. Limit cardio equipment to maximum thirty (30) minutes during peak hours.
- A parent or legal guardian must accompany persons under the age of eighteen (18).
- Management and/or its agents are not responsible for personal injury, loss, theft or damage to resident(s) or guest's personal property or items left in the fitness center.
- A leaseholder must accompany all guests and occupants.
- No more than two (2) guests allowed per household. Guests must be registered at the management office.
- Alcoholic beverages and smoking are strictly prohibited in the fitness center.
- Drinks must be in a container with a lid.
- Proper fitness attire & athletic shoes are required in the fitness center.
- Animals are prohibited in the fitness center with the exception of service animals.
- Return all weights to their proper location after workout.
- The fitness center may be under video surveillance.

### **SWIMMING POOL RULES & REGULATIONS**

- Pool hours are from 9:00am to 10:00 pm daily.
- A parent or legal guardian must accompany persons under the age of eighteen (18).
- A leaseholder must accompany all guests or occupants. No more than two (2) guests per household allowed. All persons must shower before entering pool.
- Persons with open sores or communicable diseases are restricted from wet area.
- Swim at your own risk. No lifeguard on duty.
- Smoking is prohibited at any common area, including the swimming pool.
- Animals are prohibited from the pool area.
- No glass containers will be permitted in the pool area.
- Absolutely no diving, jumping or running in the pool area. Rough or boisterous play, wrestling or games other than water volleyball in pool area is prohibited.
- At least two (2) persons must be present before anyone may swim in the pool. **NEVER SWIM ALONE.**
- Life buoys, lines and other safety equipment shall not be removed from their position except for emergencies or potential emergencies. Please help to ensure that the safety equipment will be available if needed.
- Proper swimming attire is required.
- Private parties or cookouts will not be permitted at any time.
- **FOR EMERGENCIES, CALL 911!**

### **SAUNA/STEAM ROOM RULES & REGULATIONS** *(If Applicable)*

- Use at own risk.
- Misuse can result in electric shock, injury or death.
- No glass containers permitted in the sauna area.
- Smoking is strictly prohibited.
- Persons under the age of eighteen (18) are not permitted in the sauna and/or steam room area.

- A leaseholder must accompany all guests. No more than two (2) guests per resident allowed. Guests must be registered at the management office.

### **GOLF COURSE** *(If Applicable)*

- The apartment home you have leased may be located on or near a golf course. There is a high possibility of a golf ball hitting and/or breaking a window. The same is true of any vehicles.
- W<sup>3</sup> and/or any of its entities assume no liability for damage to personal property or physical harm as result of any wayward golf balls.

### **DVD LIBRARY POLICIES** *(If Applicable)*

You are fully responsible for any and all DVDs borrowed by you, members of your family, or guests while using the DVD library services provided by the community. You agree to return all DVD's in good working condition within 48 hours. A late fee of \$1.00 per day for each DVD will be assessed until the DVD is returned. Failure to return the DVD within ten (10) days or returned in non-working order will result in a fee equal to the cost of the DVD, which will not exceed \$36.00. The management of the community will charge your rental account the total amount owed including full market value of all items not returned in good working condition. *Not available at all communities, see management office for details.*

### **PACKAGE ACCEPTANCE**

We will not be responsible or liable for any lost, stolen or damaged deliveries signed for or accepted by any of our authorized representatives. Your deliveries are not secured.

- Please do not have perishable goods delivered to the management office.
- We will sign for packages that are no more than 20 pounds and/or no larger than 2'x2'x2'.
- Please do not have electronic equipment delivered to the management office.
- Please pick up deliveries within 48 hours. Any packages not retrieved within 48 hours are subject to return to sender.
- Management is not responsible for contacting resident(s) when a package has been accepted.

*By signing receipt of the Resident Handbook, you release the Owner/Management Company and all employees affiliated with the Owner/Management Company from all liability for accepting and storing your packages.*

### **LIMITED ACCESS** *(If Applicable)*

- Each remote will require a \$40.00 deposit, which is fully refundable upon move-out provided the remotes are returned in good, working condition.
- There is a \$40.00 replacement fee for any remote(s) that are lost, stolen, damaged or not returned at move-out.
- Resident is responsible for any and all replacement batteries.

## **NEW CONSTRUCTION COMMUNITIES (If Applicable)**

Please be advised that you may be moving into your new home during our construction period. There will be delays and inconveniences associated with construction and we apologize for them. We will make every effort in accommodating your needs.

There are no additional concessions or discounts offered. The current rate reflects construction pricing and the associated inconveniences.

Please be careful and avoid all construction areas. Also, educate your guests on avoiding construction areas. The owner will not be held liable for persons or property that trespasses in the construction area.

We cannot guarantee the completion dates for amenities, including but not limited to access gates, clubhouse, pools, etc...

If you have any questions and/or concerns we are always here to assist. Thank you in advance for your understanding.

# **MAINTENANCE SERVICES**

- Service requests must be completed in writing. Please visit your resident services website at [www.MansionsStoneHillResidents.com](http://www.MansionsStoneHillResidents.com)
- Although we don't require appointments for service request you can do so if necessary. Appointments for service requests are available Monday through Friday. You may choose an am (8:00 am – 12:00 pm) or (1:00 pm – 4:00 pm) appointment.

## **HOME CARE & MAINTENANCE**

### **Hardwood Floor**

- Do –**
- Do wipe up any spills immediately with a soft, dry cloth, starting at the edges of the spill and working your way toward the center.
  - Do sweep your floors regularly.
  - Do vacuum frequently, using a canister vacuum with a special hardwood floor attachment.
  - Do move area carpet or rugs occasionally to maintain a uniform appearance in the floor's finish.
  - Do place glides made of felt or some other fabric under the legs of furniture to prevent scratches.
  - Do use non-marking rubber casters instead of plastic or metal.
  - Do lift furniture when moving it to avoid scratches in the floor's surface.
  - Do make sure there are no exposed nails or metal heel supports on shoes that could scratch or dent the floor. **BE AWARE THAT HIGH HEELS CAN DENT A HARDWOOD FLOOR.**

**Don'ts –**

- Do not let water stand on your floor, or use wet cloths for clean up.
- Do not mop floors, not even with a slightly damp mop.
- Do not use an upright vacuum with beater bars (this can cause dents in the floor).
- Do not use any dust treatment unless it is approved for hard wood floor use.
- Do not use throw rugs with rubber or vinyl backing without checking to see if they will affect the floor's finish.

### **Granite Countertops**

**Do's –**

- Do blot up spills immediately. (Acidic substances like wine, coffee, fruit juices, tomato sauce and sodas can etch the polish or stain the surface)
- Do clean surfaces using a sponge or soft cloth. (Preferably use a specially formulated stone cleaner, but warm water and a basic liquid dish soap will do for quick clean-ups)
- Do use coasters under all glasses, bottles and cans.
- Do use trivets and hot pads under pots, pans and dinnerware.
- Do use cutting boards.

**Don'ts –**

- Do not use generic cleaning products such as bleach, glass cleaners or degreasers.
- Do not use vinegar, ammonia, lemon or orange as cleaners.
- Do not use bathroom, tub & tile or grout cleaners.
- Do not sit or stand on your countertops.
- Do not place toiletry products directly on your countertop surface.

### **Stainless Steel Appliances**

**Do's –**

- Do always wipe with the grain.
- Do use a clean, soft cloth or sponge and either mild detergent and water, a solution of white vinegar and water or surface cleaner or a multi-surface non-abrasive cleaner for daily cleaning.
- Do use a product such as Stainless Steel Magic Spray to polish and help prevent fingerprints.
- Do use a non-abrasive cleaner such as a baking soda paste with a clean, soft cloth or damp sponge for moderate to heavy soil.

**Don'ts –**

- Do not use any abrasive products.
- Do not use chlorine bleach or any product that contain chlorine bleach.
- Do not use scouring pad.

### **Whirlpool Tub**

**Do's -**

- Do wipe down entire surface and basin of the tub after every use to prevent mildew from building up in the corners and edges of the jet openings.

- Do make sure to use a soft cloth or squeegee to avoid scratching the surface of the tub.
- Do use a mild non-abrasive cleaner and avoid detergents, disinfectants or cleaning products that come in an aerosol can for maintenance cleaning.
- Do clean the surface as well as the jets and plumbing system twice a month. To clean the jet plumbing components, fill tub with water just above the highest jet with hot water and add a small amount of cleaning product and let run for at least seven minutes. Drain the tub completely and refill the tub with cold water. Run the whirlpool for an additional five minutes to rinse the system.

**Don'ts -**

- Do not use abrasive cleaners on your tub.
- Do not allow water to stand.

**Carpet**

**Do's -**

- Do vacuum frequently and thoroughly.
- Do get stains out quickly.
- Do use appropriate spotters starting with the mildest.
- Do have your carpets professionally cleaned every six (6) months.

**Don'ts -**

- Do not overuse detergents, shampoos or spotters.

**KEYS & LOCKS**

- We have provided you with keys for both your apartment home and your mailbox. Additional keys are available for \$2.00 per key.
- You may request at any time in writing to have your locks changed for a \$50.00 fee.
- If you are unable to access your apartment home during business hours we will be more than happy to provide you access. Please be sure to have a form of identification and we will let you into your apartment home.
- After hours lock outs will be performed by emergency maintenance personnel. A \$50.00 lock out fee must be paid at the time of service.

**PEST CONTROL**

- All exteriors of the community will be serviced quarterly.
- Pest control will be provided inside your home by written request. It is necessary for all residents to comply with preparation requirements associated with the pest control treatment. In some cases, it may be necessary for an entire building to receive treatment. If this becomes necessary, we will notify you in writing in advance. Failure to comply with the rules for preparation will result in a fine of \$25.00 for the first offense and \$50.00 for each offense thereafter.

**EMERGENCY MAINTENANCE PROCEDURE**

We provide 24 hour emergency maintenance service seven (7) days a week for the following emergencies only:

- No heat in the winter (Outside temperature below 50°)
- No A/C in the summer (Outside temperature above 90°)
- Plumbing leak or sewer stoppage which might damage personal belongings or apartment property.
- Commode stoppage (if only one bathroom)
- No electricity.
- No water.
- No hot water.
- Broken or non-working exterior door, locks or windows.
- Any condition which might cause a fire.
- A gas odor.
- Any condition posing an immediate threat to health or safety.

*Please note: A/C repairs can only be performed during daylight. Please submit requests as early as possible to avoid delays.*

**ENERGY CONSERVATION**

Respect for our environment and energy conservation is one of our top priorities. Your home may include one or more of the following; additional weather stripping, 70% solar screens, reflective Tech Shield sheathing in the attic, dual pane low-E windows, Celbar Insulation, programmable thermostats and energy saving appliances. Contact the management office for specific details within your community. Below are additional suggestions to help conserve energy.

**WATER**

- When operating the garbage disposal use cold water. This reduces hot water usage, saves on kilowatts and eliminates maintenance issues.
- Notify the office immediately when you notice a leaky faucet or running commode. A leaky faucet dripping one drop per second can use as much as 650 gallons of water in one year.
- Use the shower rather than the tub. An average shower uses only 5 gallons of water while a bath tub uses almost 10 gallons.

**HEATING & AIR CONDITIONING**

- Decide on a desired temperature and leave the thermostat rather than adjusting.
- Be sure obstacles do not block the return air grill. (This is normally located in the wall adjacent to the furnace closet)
- Adjusting blinds can act as insulation. For example, in the winter, keep blinds open to allow sunlight to heat up the apartment. In the summer, keep blinds closed to reduce incoming heat.

**KITCHEN & LAUNDRY**

- Do not set your refrigerator or freezer to run colder than necessary.
- Less heat escapes with covered pots and pans, this allows you to use a lower setting.
- Unplug small appliances (toaster, blender, coffee maker, etc.) when not in use.
- Wash most loads in cold water.
- Both the washer and dryer operate more efficiently if used on a full load.

#### MISCELLANEOUS

- When no one is watching TV or listening to the radio, turn them off.
- Turn off lights when not needed.
- Use fluorescent light bulbs to conserve energy. (Remember, these may not be disposed of on the property).
- Unplug computers, phone chargers, iPod chargers, etc. when not in use.

## SECURITY AND SAFETY

#### CRIME DISCLOSURE

Owner may have provided alarm systems, courtesy patrols, pedestrian gates, controlled access, vehicle gates etc. **Such systems are not a guarantee of your personal safety and are not a guarantee against criminal activity.** Owner assumes no duties of security except to proceed with reasonable diligence to repair such systems after written notification from the resident. Courtesy patrols and owner's representatives cannot physically be at every place at every moment of the day. Also, courtesy patrol personnel are independent contractors: they are not employees of the owner or Management Company. Under all circumstances, residents should assume that electronic and mechanical systems may malfunction and that the person(s) responsible for them are not infallible.

Remember to please call the police first if trouble occurs or if potential crime is suspected. Please read and follow all recommendations in the Texas Apartment Association Lease Contract "Security Guidelines for Residents" which has been furnished to you.

#### TEMPORARY ABSENCE

Any temporary absence from the premises will not establish a new "home" or "work" address for purposes of the Texas Rules of Civil Procedure, without the express written consent of the landlord. Further, any notification directed to the landlord relative to a temporary absence from the premises should only be effective if such notices are in writing, sent by certified mail, return receipt requested or by courier, received by the landlord or its agent at a time when the tenant is not otherwise in default of its lease obligations.

#### SMOKE DETECTOR RULES & REGULATIONS

**Repair:** You agree that it is your duty to regularly test the smoke detector(s) and agree to notify owner IMMEDIATELY in writing of any problem, defect,

malfunction or failure of the smoke detector(s). You agree to let us know when the batteries need to be replaced, if at any time the existing battery becomes unserviceable.

**Replacement:** You agree to reimburse owner upon request for the cost of a new smoke detector(s) and the installation thereof in the event the existing smoke detector(s) become damaged by you, your occupants or guests.

#### OUTDOOR COOKING

No outdoor grilling or storing of grills is permitted on the patios, balconies, walkways or breezeways at any given time. Any grilling must be done at least ten (10) feet from the building(s). Grilling on the parking lots is not permitted.

#### FIREPLACE *(If Applicable)*

The following are restrictions and precautions for the use of the fireplace in your apartment home.

- The fireplace is built for solid fuel only. Use of chimney cleaners or flame colorants in the fireplace is strictly prohibited.
- It is prohibited to use gasoline, gasoline type lantern fuel, kerosene, and charcoal lighter fluid, or similar liquids in the fireplace.
- The following materials must never be used in the fireplace: quantities of scrap lumber, pine branches, processed fire logs and/or fire starters, or cardboard boxes.
- Keep flammable liquids a safe distance from the fireplace.
- The flue damper must be open at all times when the fireplace is in use. Operating the fireplace with the flue damper in the closed position may cause carbon monoxide poisoning and hot combustion gases. Failure to operate the fireplace with the damper in the open position may result in asphyxiation or a fire. If the damper is left partially open, gas and flames may be drawn out of the fireplace opening, creating the risk of both fire and smoke.
- Never leave children unattended when there is a fire burning in the fireplace.
- This fireplace was not tested and listed for use with an un-vented gas log heater. Use of an un-vented gas log heater in this fireplace may create a fire hazard.

#### AUTOMOBILES & PARKING REQUIREMENTS

- Parking within the community is for authorized vehicles only.
- Garages may not be used for the sole purpose of storage.
- Unauthorized parking in garage driveway or reserved parking space without proper ID sticker is prohibited. Violators will be towed without notice at the vehicle owner's expense.
- All motor vehicles are to be properly aligned in parking areas. Boat, Jet Ski, motorcycle and trailer parking is not available on the property.
- On communities where assigned parking and/or parking stickers are applicable you may only park in your designated space/area. Guest(s) must park in designated guest parking areas only. Violators will be towed without notice at the vehicle owner's expense.

**A \$100 replacement fee will be charged for parking permits that are lost/stolen, or not returned at move out.**

- Residents are responsible for educating their occupants and guests about parking policies.
- Vehicle registration and inspection must be current.
- All vehicles must be operable at all times.
- No parking in the fire lanes at any time. No parking in handicap spaces without a proper permit. Violations are subject to be towed without notice at the owner's expense.
- Car repairs and car washing are strictly prohibited on the property.

**Facility Owner's Authority to Remove Unauthorized Vehicles**

The owner reserves the right to limit the number of vehicles permitted per apartment. The maximum number of vehicles per unit type is determined by the size of the garage as shown in the property brochure, and/or assigned parking spaces. If no garages or assigned parking are available, the maximum number of vehicles will be two (2) per home. A vehicle means a car, truck\SUV, van or motorcycle or similar item, and does not include recreational vehicles. All vehicles on property must be registered with the management office.

All residents are required to park all vehicles, up to the design limitation of the garage, inside the garage at all times. Parking in front of the garage in the tandem spaces (if the town home has one) is permitted only when you have parked the maximum number of vehicles in the garage up to the design limitation of the garage. If possible, the extra vehicle must be parked in front of the garage and not in front of any other parking space. Additional parking is for guests only. In no case may any resident exceed the maximum number of vehicles permitted on property. Any space left inside private garages after vehicles have utilized the design capacity of the garage is considered and may be used as storage. The property brochure is considered the definitive guide on the design capacity of the garage. Underground parking garages and/or multi-resident garages are for parking only. NO EXCEPTIONS WILL BE MADE.

*All vehicles must have current inspection, current registration and must be in working order or may be subject to tow without notice to the vehicle owner.*

Any violations of these policies will result in the vehicle being removed by owner or its agents and/or ticketed by the Police Department without notice and at the vehicle owner's expense.

In an effort to make moving as easy as possible; please take a moment to review the following procedures.

- Provide the management office with a sixty (60) day written TAA notice to vacate form.
- Provide the management office a correct forwarding address.
- Disconnect all utilities - telephone, internet, electric, water, and cable (*if applicable*).
- Pay any monies owed.
- Follow move-out cleaning instructions (listed below)

**TRANSFER POLICY**

W<sup>3</sup> has implemented a transfer policy to allow residents in need of a larger apartment home or relocation out of the area to transfer on-site or to a sister community.

**On-site Transfers**

- A resident may only transfer if he/she has complied with all lease terms in the original apartment lease contract, unless approved by Operations Manager.
- A resident may transfer before the original lease term has expired if the resident has completed a minimum of six (6) months of the original lease term, and is increasing in size and/or rental amount. The resident must pay a new security deposit and non-refundable transfer fee. The resident's original security deposit will be processed as a normal move-out.
- The new lease may not end prior to the original lease end date or be a minimum of twelve (12) months in length; whichever is longer will apply.
- Prior to approval of any resident transfers the following must occur:
  - 60-day written notice to vacate must be given
  - Resident must complete a new application, and meet current rental criteria for the new apartment.
  - Manager must walk the current apartment to ensure there is not excessive damage. If damage is apparent, resident must pay for the damage to be repaired prior to the transfer date.
  - If a resident requests a downsize mid-lease, Area Manager must approve.
- Resident must pay \$200.00 transfer fee at time of approval and lease briefing.

**RELOCATION**



## Transfer to Sister Community

- Same rules as above except resident will pay a \$200.00 transfer fee to current community
- Resident must pay new deposit to community they are transferring to
- Current property manager must approve transfer before any lease paperwork is signed.

Management reserves the right to approve or deny any and all lease transfer requests.

## GENERAL

**Move-Out Cleaning Instructions** - Below are the cleaning procedures for you to follow upon moving out.

### General

- Remove all items including trash
- Clean all ceiling fans (including blades)
- Clean light fixtures and switch plates (replace bulbs)
- Clean patio doors inside and out
- Clean all inside windowpanes
- Clean all windowsills, baseboard and crown molding
- Clean all blinds
- Clean fireplace/mantle inside and out
- Clean track of patio door
- Sweep patio
- Vacuum and clean carpet

### Kitchen

- Clean stove (including all burners and under stove top)
- Clean exhaust screen and board
- Clean oven, broiler and broiler pan
- Clean refrigerator inside and out (set refrigerator setting to the lowest setting)
- Clean all cabinets and drawers inside and out
- Clean sink and countertops
- Clean microwave inside and out
- Clean front and inside of dishwasher (remove any standing water)
- Sweep and clean floor

### Bathroom(s)

- Clean all cabinets and drawers inside and out
- Clean mirrors
- Clean sink, tub, shower and commode
- Sweep and clean floor

Should any items be missing or damaged to the extent they must be replaced, the resident will be charged the "current cost" of such item(s) plus labor and service charges.

## STRESS FREE MOVE-OUT SERVICES

We offer stress-free move-out services for our resident's convenience that will cover standard cleaning, painting and basic carpet cleaning rolled into one price. These services can also be offered ala carte.

### Housekeeping Only:

1 Bedroom - \$75  
2 Bedroom - \$90  
3 Bedroom - \$105  
4 Bedroom - \$120  
5 Bedroom - \$145

### Paint, Carpet & Cleaning:

1 Bedroom - \$125  
2 Bedroom - \$150  
3 Bedroom - \$225  
4 Bedroom - \$275  
5 Bedroom - \$300

\*Please note: The above pricing does not include hardwood floor damages or damages that exceed normal cleaning or wall damage. Carpet replacements are also not included.

## MOVE-OUT CHARGES

### Painting

Move-out paint charges will be billed as follows:

- Resident who occupy the home longer than 18 months will only be responsible for paint charges exceeding a full paint.
- Resident who occupy the home between 6-18 months will be responsible for charges exceeding a touch-up paint.
- Resident who occupy the home less than 6 months will be charged the full invoiced amount for paint charges.
- Accent walls are available for \$100 per wall. This covers painting and the repainting at move-out. This only applies to pre-selected colors and if management paints the walls.
- Residents who paint their own accent wall(s) will be responsible for the full invoiced amount to repaint the wall(s) to the original color at move-out.

### Carpet

Carpet will be assessed at the time of move out. W<sup>3</sup> will professionally clean the carpets at no charge to the resident. Anything over and above a standard carpet clean will be charged to the resident. In the event carpet needs to be replaced, the resident will be responsible for paying the remaining life (difference of current carpet installation date and 5 years) of the carpet. A copy of the proration calculator will be provide with the final account statement. Additional charges for pad replacement may not be reflected on the proration calculator.

If you choose to contract professional vendors for any move-out service, invoices must be presented to management at the time of turning in keys or before. Invoices

will not be accepted once keys have been turned in. Contracting services does not guarantee no charges will be due at move-out. Work performed by vendors must meet management standards to avoid further costs.

### Cleaning

All residents will be responsible for a cleaning charge regardless of the condition of the apartment unless resident provides receipt of having the home professionally cleaned and meet management standards before move-out. The cleaning charges are as follows:

	<u>Minimum</u>	<u>Maximum</u>
One Bedroom	\$15.00	\$125.00
Two Bedroom	\$25.00	\$150.00
Three Bedroom	\$35.00	\$250.00
Four Bedroom	\$45.00	\$300.00
Five Bedroom	\$65.00	\$350.00

\*Please note: Minimum fees will be charged for homes in clean condition but receipt for professional services not provided or that don't have stress-free services scheduled. Maximum charges do not include damages that exceed normal cleaning. Trash-out services are billed separately.

### Miscellaneous Cleaning & Repair Charges

The following charges will be deducted from the resident's security deposit or owed to W<sup>3</sup>, upon move-out for all miscellaneous cleaning and/or repair of the items listed below should they require such\*. Should the amount of the security deposit be insufficient to cover the costs of such cleaning/repair, the resident will be responsible to pay the higher cost to W<sup>3</sup>. The following is a list of possible charges for cleaning and repairs; however, this list is not limited to the following. Other charges could be incurred.

KITCHEN CLEANING		BATHROOM CLEANING		MISCELLANEOUS*	
Sinks	\$15.00	Cabinets	\$25.00	Tile Floors	\$25.00
Cabinets	\$20.00	Counter tops	\$10.00	Trash Removal	\$60.00
Counter tops	\$10.00	Sinks	\$10.00	Drapes/blinds	\$50.00
Dishwasher	\$10.00	Toilets (ea.)	\$10.00	Holes in wall	\$75.00
Floor	\$20.00	Tub/shower (ea.)	\$20.00	Wallpaper	\$150.00
Oven	\$30.00	Vanity	\$10.00	Tile/Grout	\$65.00
Stove	\$35.00	Floors	\$10.00		
Vent-a-hood	\$15.00				
Refrigerator	\$25.00				
Freezer	\$25.00				
Microwave	\$20.00				

\*Miscellaneous charges above should never exceed actual cost. Should W<sup>3</sup> incur a higher cost; the resident will be responsible for paying the higher cost.

### Replacement Charges

Should any of the items listed below be missing or damaged to the extent in which they must be replaced upon the resident's move-out, the resident will be charged the "current cost" of such item(s), plus labor and service charges. A representative list of replacement charges is provided below, but is not limited to the following. Should W<sup>3</sup> incur a higher cost for replacing the item; the resident will be responsible for paying the higher cost.

Furniture Removal	\$150.00	Mailbox keys	\$ 25.00
Trash Removal (per bag)	\$ 50.00	Door keys	\$ 35.00
Patio screens	\$ 65.00	Doors	\$100.00
Refrigerator (shelves)	\$ 40.00	Shower rods	\$ 15.00
Light bulbs/Drip Pans	\$ 3.00	Toilet seats	\$ 12.00
Amenity/Pool Bands	\$100.00	Remotes	\$ 40.00

Carpet – to be determined by proration calculator

\*It is necessary to leave the apartment undamaged and professionally cleaned at time of move-out.

\*This is not an all-inclusive list. The resident can and will be charged for the cleaning, repair and replacement for all other items not included on this list.

The security deposit and/or a final billing statement will be mailed to the forwarding address provided to the management office, less any deductions for any cleaning, damage or other charges (see Lease Contract for other applicable charges). Please allow thirty (30) days to process your deposit refund and/or statement.

### Lease Break Information

In the event you are not able to fulfill your lease contract, you will be responsible for lease break fees as outlined in the Texas Apartment Association lease contract. You will be charged a reletting fee per page 1, paragraph 11. You will also be charged back any concessions you have received within the current lease contract. In addition, you will be charged accelerated rent through either the end date of your lease contract or until the day before a new resident occupies the apartment, whichever comes first. Failure to provide and pay rent through your 60-day written notice as required in paragraph 3 of the lease contract will result in your account being turned over to collections immediately. Please see management for a breakdown of estimated costs associated with breaking the lease.

### Locator Agreement

If an apartment locator or real estate agent was utilized in procurement of your lease contract, then we will be paying this agent for a real estate commission on your behalf. This commission is based on the full term of the lease contract. Therefore, if your vacate date is prior to the initial expiration date on the lease contract, you agree to pay back a prorated amount of the locator fee.

*The rules and regulations in this Handbook as well as all rules and regulations posted within the community are hereby made a part of your Lease Contract. Violation of any of these policies can result in termination of your Lease Contract. These policies may be added to, amended or repealed at any time without advance notice by management.*

W<sup>3</sup>  
Resident Handbook - Version 3.0  
May 19, 2016