



COMMUNITY POLICIES

Last revised July 5, 2023

1. **Community Living Standards.** All residents are expected to comply with established standards of community living, including maintaining adequate standards of personal hygiene and room cleanliness to avoid interference with the general comfort, safety, security, health or welfare of the community or a resident's roommates. Any personal safety or welfare issues should be brought to the attention of management; any resident forcing or attempting to cause another resident to leave his/her own residence may be subject to termination.
2. **Dangerous or Disruptive Activities.** Activities that endanger residents and/or the community are strictly prohibited, including but not limited to being on roofs, climbing from windows and scaling or rappelling from outside walls or balconies, improper use of security doors or interfering with the locking of any door, throwing objects from windows or balconies, playing sports or participating in other outdoor activities in hallways or breezeways, or any violent, threatening, belligerent or unlawful acts.
3. **Drug- and Crime-Free Policy.** As provided in detail in the Housing Agreement, any drugs, drug paraphernalia or criminal activity, by a resident and/or guests, will be considered a material breach by the resident of the Housing Agreement and may subject the resident to immediate termination.
4. **Maintenance.** Service calls will be performed during normal work hours as specified in the Housing Agreement, except in the case of a legitimate property emergency. All service calls must be reported to the management office by telephone, in person, by e-mail to info@alight-blacksburg.com or by submitting an online work order through the "Residents" link at <https://alight-blacksburg.com> (preferred). Maintenance technicians employed by management are not authorized to accept any individual requests without the request being submitted as a normal work order through management. Service calls will generally be performed on a first come, first serve basis with priority given to those requests that may constitute a hazard or create significant discomfort for the resident(s). Residents are expected report maintenance or facility concerns promptly and may be held responsible for damage or utility charges for failure to report issues within an apartment.
5. **Care of Premises.** Stickers, adhesive tape, large nails or screws may not be used on floors, walls, woodwork or doors. Thumbtacks, pushpins, small picture nails and non-marking adhesive materials are permitted in moderation. All windows and exterior doors must remain closed when air conditioning is operating; this equipment does not function properly when windows are open.
6. **Public Areas.** The sidewalks, parking areas, driveways, courtyards, stairways, breezeways, corridors, and all other common areas may not be obstructed in any way by a resident or guest, including by garbage cans, supplies, shopping carts, bicycles or other belongings. If articles are left in any public areas, management may remove them at the resident's expense.
7. **Cleanliness; Removal of Trash.** All garbage, refuse and other types of waste must be placed inside receptacles provided by management. No trash or other waste may be disposed of or stored on the grounds of the community, kept by an entrance door or in a hallway or breezeway, or placed in improper containers or elsewhere in the community. Each resident (together with roommates as applicable) is responsible for cleaning and keeping the assigned apartment and all furnishings in a clean, safe and sanitary condition. Trash should be disposed of promptly and properly. Dumpsters are provided by management; however, furniture, chemicals, hazardous materials, batteries, computer monitors, televisions, computers, stereos or other electronic devices are not permitted in the dumpsters. All such materials must be taken by the resident to a local facility designed for disposal of such materials. Cigarette butts may not be left anywhere on the grounds of the community. Residents are expected to maintain balconies, patios and other private areas both inside and outside of the unit. No trash may be kept on porches or balconies, or otherwise outside of an apartment, even in bags or cans. Any resident or apartment violating any of the above policies will be charged an administrative fee of at least \$35 per bag (or portion thereof) to be disposed; continued violation may result in agreement termination.
8. **Mail and Packages.** Alight Blacksburg is not responsible for mail delivery by the US Postal Service or other carriers. Management may accept packages for residents in its discretion but is not responsible for loss or damage.



9. **Locks, Keys, Keycards.** Residents will be given one set of apartment and bedroom keys per resident and one mailbox key per apartment. These keys and keycards, together with any and all duplicates, must be returned to management upon vacating the premises. If a resident is locked out of an apartment, management will unlock the door (upon resident presenting photo ID) during office hours at no charge for the first instance; additional or after-hours lockouts will be charged to the resident at \$25 per instance. Replacement of a lost key or provision of an extra key will be charged to the resident at \$15 per key; if any lock is changed due to a lost key, the charge will be \$85 per lock. Any key not returned at the time the premises are vacated will be charged to the resident at \$85 per key for lock change (exterior door) and \$15 per key replacement (bedrooms and mailboxes). No locks may be changed or added to any doors without management's written consent.
10. **Balconies, Hallways, Breezeways, Windows and Doors.** Awnings or other projections may not be attached to the outside walls, over balconies, windows, hallways, breezeways and/or entrance doors, nor may these areas be used for shaking dust mops, beating rugs, drying laundry, painting, anything that will stain the foundation and/or surface of the area or draping any articles. Cigarettes, trash or other material(s) may not be left on or thrown from any balcony, hallway, breezeway, window, parking area or doorway. Balconies and patios may not be used for storage of any interior furnishings. Balconies and patios must be kept in a clean and safe condition at all times. No sign, banner or other fixture, including foil and/or film of any kind, may be hung in any window or on any door in a manner that may be visible from the exterior of the building. No external antenna, clothesline, sign, banner, flag or satellite dish may be erected on any balcony or building exterior. Only those window coverings supplied by Owner may be allowed to be seen from outside the building. Violations of this policy may be corrected by management (including cleanup and disposal of materials) at the residents' expense. Damage to shared or common areas, including balconies, adjacent hallways, windows and doors, will be repaired at the joint and several expense of the residents of the applicable apartment(s).
11. **Smoking; Flammables.** Alight Blacksburg is a 100% smoke-free facility. Smoking (including vaping and e-cigarettes) and burning of candles or incense are prohibited inside all apartments, on balconies, patios, in corridors, stairwells, in and around all clubhouse and pool areas, and inside all other buildings. Any smoking inside any apartment by a resident or guest will subject the resident(s) to a minimum deep-cleaning fee of \$250, plus any additional costs of cleaning or repair in connection with smoking or other smoke-related damage. The following items are prohibited inside all buildings in the community: flammable liquids or gases (including propane and gasoline), combustible incense, and other flammable or incendiary substances.
12. **Barbeque Grills; Waterbeds.** Due to city, county and state fire codes and regulations, the use of or storage of gas or charcoal grills, or fuel containers related to these grills, are prohibited throughout the community except in common areas provided by management for this purpose. Any resident or apartment violating this policy will be required to reimburse the community for any citation cost and may be subject to administrative fees of at least \$50 per occurrence and/or referral to law enforcement. The use of any type of waterbed or water furniture is prohibited except with management's prior written consent, following resident providing adequate additional insurance in management's discretion.
13. **Plumbing Fixtures.** Sweepings, matches, rags, towels, cigarettes, bottle caps, coffee grounds, bones and other obstructing materials may not be placed or flushed in any plumbing fixture. Any damage to plumbing caused by misuse will be repaired at the residents' expense.
14. **Light Bulbs.** Each apartment is furnished with working light bulbs at the time the resident(s) take possession. Existing fluorescent bulbs will be replaced as necessary by management. Replacement of any other light bulbs will be the responsibility of the residents.
15. **Exterior Lights.** House lights are provided outside of certain apartments and buildings. The bulbs for these fixtures may not be removed, repaired, replaced, loosened or substituted with any other type of bulb. Tampering with these light fixtures could result in liability being assessed against the resident(s) for any accident and/or incident related to that tampering and may also subject the residents to an administrative fee.
16. **Soliciting.** Any soliciting or distribution of any type of material within the community is prohibited. Please notify management of any suspected solicitor so that appropriate action may be taken.