

Northgate Oaks Apartments

The following list outlines our policies regarding various aspects of our community.

Maintenance: Service Requests should be made by telephone, in writing to the business office or online. Maintenance hours are Monday through Friday 8:00 a.m. to 5:00 p.m. In case of a maintenance emergency, call (281) 537-8200. Maintenance emergencies include flood, electrical shortage, sewer back-up, heating (in 55° or lower temperatures) and air conditioning (in 85° or higher temperatures). It is not our policy to make appointments for maintenance work.

Renter's Insurance: Due to legal limitations, it is not possible for us to insure your personal property. It will be necessary for you to obtain Apartment Renter's coverage at your expense from a local insurance agent to cover any possible loss to your personal property.

Exterminating: Apartments are exterminated weekly on Thursdays. If you have a special problem with pests, notify the office in writing. You are asked to assist our pest control by maintaining a high standard of good housekeeping. If you have a pet and it becomes necessary to spray for fleas, you must pay the additional charge. To maintain decent, safe and sanitary conditions, refusals of service will be re-scheduled within thirty (30) days and are subject to a charge.

Rental Payment: Rent is due on the first (1st) day of each month and must be in the form of a credit, debit, ACH or the companies provided walk in payment method. Rent received after the initial grace period has expired must include the late fee specified in the Lease Agreement and must be in the form of a credit, debit or companies provided walk in payment method.

Disturbance Problems: Your family, co-resident(s) and guest(s) shall have due regard for the comfort and enjoyment of all other residents in the Apartment Community. Your apartment is your home, free from interruption by Management -- unless you or your guests disturb other residents of the Apartment Community. Televisions, stereo units, radios and musical instruments are not to be played at such a volume or time that will disturb others in the Apartment Community.

Locks and Keys: You are prohibited from adding, changing, or in any way altering locks installed on the doors of the apartment. Resident agrees to pay two dollars (\$2.00) for each key lost during residency. Lock changes at the request of the resident will be charged twenty-five (\$25.00) and must be paid for in advance. **LOCK-OUTS:** If you find it necessary to have authorized personnel unlock the apartment after normal business hours, you will be charged a fee of twenty-five (\$25.00) payable at the time of entry by check or money order made payable to: Northgate Oaks Apartment Homes and payable to the leasing office.

Patios and Balconies: The balconies and patios may be used for the display of appropriate patio furniture and decorative planters only. Display of such items in all common areas of the property, including porches and entry-ways, is not allowed. Bicycles, trash, etc. are not to be stored on the patio or balcony. No clothing, garments, towels, rugs, or other laundry items are to be hung on the patio or balcony.

Play in Common Areas: Residents are asked to play in areas provided and not in flower beds or landscaped areas. Parents are to provide proper supervision of children at all times while on the property. You agree to abide by the rules and regulations established for use of recreational and service facilities provided by the Management. Biking, skateboarding, and skating is permitted in designated areas only.

Window Treatments: Window treatments must have WHITE linings or shades. Bed linens, towels, tin foil, reflector film, etc., are NOT ACCEPTABLE. Mini-blinds provided by the owner that are damaged due to the resident's negligence will be charged to the resident.

Plumbing: A charge will be made for the unclogging of plumbing systems, in cases where malfunctions are caused by the introduction of objects therein, such as toys, cloth objects, grease, or other foreign matter. The cost of repair or replacement of other equipment or furnishings of the Owner will be the responsibility of the resident. IMMEDIATELY report all plumbing defects to the Property Manager.

Trash Disposal: There is a compactor conveniently located within the Apartment Community. Please ensure that your trash is placed in plastic bags and securely tied before placing it inside the receptacle. You must break down boxes before placing them in dumpsters. Disposal of furniture, Christmas trees and other large items in the receptacles is not permitted. In the event trash is left on patio or outside front door and the staff has to remove it, a \$50 service fee will be assessed per bag. Please contact the manager regarding the disposal of large items.

Storage: No goods or materials of any kind or description that are combustible, would increase fire risk, or present a potential risk of any type, shall be placed in storage areas or apartments. Heating/air conditioning or water heater closets ARE NOT to be used for storage purposes.

Motor Vehicles: All State regulations that apply on the street will apply on the property. All vehicles, including motorcycles and mini-bikes, must be properly licensed. No one under age is allowed to operate a motor vehicle of any type on the grounds of the apartment community at any time. All motorcycles and mini-bikes must be parked in the parking lot and MAY NOT be placed in or near the Apartment. Repair or washing of any vehicle in the parking lot or common area, unless specifically designated for such, is prohibited.

Parking: Our parking areas are not to be used for abandoned or inoperable vehicles. The determination of whether a vehicle is abandoned or inoperable shall be within the discretion of Management. A vehicle will be deemed inoperable if not "street legal." All vehicles must be moved periodically to prevent buildup of dirt and debris. Automobiles should not be parked on the grass. Vehicles not conforming to these rules and regulations may be towed at the owner's expense.

Pool and Hot Tub: Please see separate Amenities Policies Addendum.

Deliveries: Our employees will accept packages for you in the office, if so requested. If you are expecting a delivery of furniture, appliances, or repairs to these items, you may leave your key at the office for the serviceperson, but you must sign a release of responsibility for theft or damages. We will not be able to accompany any servicepersons to the Apartment.

Office Hours: The office hours are most important to residents, for this is the direct link between you and the Management Company:

Monday/Thursday	9:30 a.m. to 5:30 p.m.
Tuesday, Wednesday, Fri	8:30 a.m. to 5:30 p.m.
Saturday	10:00 a.m. to 5:00 p.m.
Sunday	Closed

Speed Limit: The maximum speed throughout the Apartment Community is fifteen (15) mph. Please drive carefully and watch for pedestrians.

Emergency Numbers: FOR ANY LIFE-THREATENING EMERGENCY, CALL 911. Then call the Manager in the office at (281) 537-8200. For maintenance emergencies, contact a maintenance person at (281) 537-8200.

Service of Notice fee:

In the event a Notice of Non-payment and/or a Notice of Lease Violation are generated during your residency at Northgate Oaks Apartment Homes; a \$25 *Service of Notice fee* will be assessed to your account.

The types of notices this fee applies to are as follows:

- Advance Notice to Exercise Lockout Rights
- Notice to Vacate-Nonpayment of Rent
- Notice to Vacate-Non-Delinquency Breach of Lease
- Lease violation (Upon 3rd Notice)

Please note that these fees are in **addition** to any processing, attorney or court fees we may incur on your behalf.

Baby Policy: Residents who are a family under the fair housing laws may not exceed two persons per bedroom, plus a child who is less than twelve (12) months old and who sleeps in the same bedroom with the child's parent, guardian, legal custodian, or person who is applying for that status. Additional information is contained in a separate addendum.

Pets: Pets may be accepted with an Additional Security Deposit and signing of a Pet Agreement. A portion of this deposit is not refundable, as specified in the Pet Agreement. A \$150 fee and lease violation will be assessed for not picking up after pet in all common areas. Failure to comply will result in termination of your Lease Agreement.

Barbecue Grills: Barbecue grills may not be stored on patio/balconies and must be used at least twenty (10) feet from the building. Northgate Oaks will not be held responsible for the use of a grill or barbecue device at any time.

Waterbeds: Waterbeds are allowed only on ground floor apartments and are acceptable only with proof of insurance for any damages that may occur. Anyone not complying with this regulation faces possible eviction, and will be responsible for any damage caused by the waterbed.

Vacating/Terminating of Lease: If you must relocate, please notify the office in writing before the first of the month, and at least sixty (60) days before the end of your lease term. Please complete the Notice to Vacate form at the office.

Your current lease term and all other terms and conditions of your lease must be fulfilled before you vacate your apartment. Please advise the office when you have vacated your apartment so you and the Property Manager can inspect the apartment using the Move-In/Move Out Inventory as a guide. Please set up the appointment prior to vacating the apartment.

Utility Transfers: Upon move-in, you are responsible for the payment of all utilities set forth in your lease. You must make arrangements to have the service transferred to your name. The names and phone numbers for the utilities are available in the office.

Illegal Drug Activities: Any known or suspected illegal or criminal drug activities observed at or within your residence will be reported immediately to the proper authorities. We do not tolerate the possession, use or distribution of illegal drugs or drug paraphernalia, and we cooperate fully with local authorities in order to prohibit their use and to assist in the arrest and conviction of those persons guilty of such illegal or criminal activity. You will be given a notice to vacate for being involved in any of the above activities, and we will file an eviction if you do not vacate after being asked to do so.

Soliciting: Solicitation is prohibited on the property. Please report any solicitors or suspicious persons to the office immediately.

Fireplaces: To reduce risk of fire, please do not burn wood scraps, trash, or similar items. Duraflame types of logs may only be used as directed on the package. Do not leave a burning fire unattended. Do not place live ashes in the trash receptacles, or on your patio or balcony. Please do not store more than 1/4 cord of wood on your patio or balcony. You will be held liable for any or all property loss proven to be due to negligence.

Satellite Dishes and Antennas: Satellite dishes and antennas are allowed within the term listed in the Satellite Dish and Antenna Lease Addendum. This addendum must be signed in order to install a satellite dish or antenna.

Applicant Signature	Date	Applicant Signature	Date
Applicant Signature	Date	Applicant Signature	Date
Applicant Signature	Date	Applicant Signature	Date
Guarantor Signature	Date	Guarantor Signature	Date
Manager Signature	Date		