



# TENANT HANDBOOK

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## **Welcome To Your New Home!**

We are pleased that you have selected this property, proudly managed by **Reid Rental Management**! This resident handbook is designed to familiarize you with your new home and management company. **Reid Rental Management** is committed to providing our residents with the highest quality living environment and exceptional customer service. In the event that your Community Manager is unable to satisfactorily resolve your question or concern, please feel free to contact our office at **(407) 454-9189**.

## Online Services – Tenant Portal

Residents can access their individual tenant accounts through our online resident portal. To access, visit [www.ReidRentalManagement.com](http://www.ReidRentalManagement.com). At the top right corner, click on TENANT LOG-IN. Enter your email address and password.

Through the online portal, you can:

- Check your account balance
- Make a one-time or recurring rent payment
- Submit a work order
- Download documents relating to your home (i.e. lease)

## Maintenance and Work Order Requests

All requests for maintenance or service must be submitted online through the tenant portal. **If you have more than one request, please submit all requests in one work order so that no tasks are missed.** You will then be contacted to arrange a day that maintenance will be out to your home. Maintenance requests will be completed in a timely manner and handled in the order in which they were received unless the request is an emergency. Non-emergency requests will be completed during normal business hours, Monday through Friday, excluding holidays.

### MAINTENANCE EMERGENCIES

Your community management staff is committed to responding to your requests in a timely manner. The following maintenance requests are considered emergencies and will be handled accordingly.

- Fire
- No electricity
- Broken or non-working doors, locks, windows
- No heat (when outside temperature is below 50 degrees)
- No air conditioning
- No water
- Toilet not functioning (when only one in apartment home)
- Presence of mold
- Flooding
- Broken pipes

**Emergencies are situations that present a danger to people or property. If you feel that you are in imminent danger, please dial 9-1-1.** Please report after-hours maintenance emergencies by calling the management office at (407) 454-9189. The on-duty maintenance staff will be immediately contacted and they who will either call you or come to your apartment home to determine the appropriate course of action.

# Fire Safety and Prevention

Fires are a serious problem in apartment or condominium communities, much more so than in a single-family dwelling due to the number of residents living within each building. Though damage is usually confined to property loss and damage, the loss of personal items can be quite an emotional experience. Most often started through carelessness with cooking, matches, cigarettes, or fireplaces, many fires can be avoided by using caution and common sense.

## **Be prepared - plan ahead for everyone's safety!**

As part of your planning, explore your apartment home and surrounding community. Make sure that you are aware of every possible exit, including exits from laundry and storage facilities. If hallways become smoky in a fire, your memory can help you find the way out. Keep exits clear of debris and storage.

Focus on these four elements in your fire safety plan:

- Prevention
- Detection
- Escape planning and practice
- Fire Department notification (dial 911)

## **In case of a fire, exit immediately and call 9-1-1**

### **An ounce of prevention...**

An ounce of prevention can save your life. Prevention is your best insurance against fire. We recommend that you take these simple fire safety precautions while in your apartment home to help prevent fires from starting:

- Let cooking grease cool then pour into a metal can to dispose of.
- Monitor children carefully. Do not let children cook on the stove unattended.
- Keep lighters and matches out of the reach of children.
- Avoid cooking while intoxicated, medicated, or sleepy.
- Rather than trash cans, use an empty metal container such as a coffee can for ashtray disposal.
- Never smoke in bed.
- Do not store gas-operated tools or vehicles inside your apartment home or under stairwells.

# Severe Weather & Emergency Planning

Being prepared is the best possible plan for any severe situation, including weather. It is important that you do not wait until the last minute. In the event of severe weather, be sure to tune in to local radio or television and heed all warnings reported. The following are simple steps to help prepare you, your family, and your home.

## IDENTIFY SAFE PLACES, BOTH INDOORS AND OUTDOORS

*If you are indoors:*

- Lay flat under sturdy furniture such as a heavy desk or table.
- Stay as close to the center of the unit, preferably against an interior wall. If possible, seek shelter in a closet or bathroom with no windows. A mattress can also provide added protection.
- Stay away from windows, glass, or mirrors that can shatter.
- Do not seek shelter near bookshelves or heavy furniture that could tip over.
- If an entry point becomes compromised during the storm, do not attempt to fix while the weather is unsafe. Wait until the storm has passed.

*If you are outdoors:*

- Do not remain out in the open.
- Do not seek shelter near power lines or trees.
- Seek shelter inside or under an overpass at the highest elevation.

## CHECK FOR ALL POSSIBLE HAZARDS

- Fasten shelves securely to walls.
- Place large or heavy objects on lower shelves.
- Store breakable items such as bottled foods, glass, and china in low, closed cabinets with latches.
- Hang heavy items such as pictures and mirrors away from beds, couches, and anywhere people sit.
- Store weed killers, pesticides, and flammable products securely in closed cabinets with latches and on bottom shelves.

## **EDUCATE YOURSELF AND FAMILY MEMBERS**

- Ensure all members of your family are familiar with your emergency plan.
- Contact local law enforcement or Red Cross officials for local resources in emergency situations.
- Make sure that all members of your party have important information such as contact phone numbers, identification, and meeting points.
- Practice your emergency response plan so that all members are familiar with what to do in case of an emergency.

## **HAVE DISASTER SUPPLIES READY**

In the event of a natural disaster or emergency, ensure that you have the following supplies readily available (you will want to ensure you have enough food, water, and medicines for each family member and pet to last up to 7 days):

- Cash (remember, ATMs and credit card machines may not be available if loss of power)
- Fuel for vehicles and generators
- Battery operated radio
- Flashlight and extra batteries
- Drinking water
- Canned food and other non-perishable items
- Manual can opener
- First aid kit
- Prescription medicines

## **DEVELOP AN EMERGENCY COMMUNICATIONS PLAN**

- In case family members are separated from one another during an emergency situation (a real possibility during the day when adults are at work and children are at school), develop a plan for reuniting after the disaster.
- Ask an out-of-state relative or friend to serve as the "family contact." After a disaster, it's often easier to call long distance. Make sure everyone in the family knows the name, address, and phone number of the contact person. You may also want to use a code word easily identifiable to your party to prevent confusion.

## **ELECTRICAL POWER FAILURES AND FLOODING**

In case of a power failure it is a good idea to keep a flashlight and spare batteries in a location that is easy to remember and easy to find in the dark. Should you experience a power failure, **do not panic**.

Follow these simple steps:

- If the power goes out in your apartment home, check your circuit breakers. Switch all breakers to the "OFF" position, and then switch breakers back to the "ON" position.
- If power does not come back on, call your utility company.
- If an area wide power failure is not evident and step one does not restore power call the Management office.

If you experience a significant water leak or flood in your apartment home, please follow these emergency procedures:

- Turn off the shut off valve located nearest to the fixture that appears to be the cause of the leak.
- Report immediately to your property management team.

## **Safety in Your Home and Community**

Remember, anything that seems unusual or "out of place" could potentially be criminal activity. Working as a partner with police, every resident has a responsibility to report any suspicious behavior to authorities and community security. Do not think that you are bothering the police. Consider the results if a crime is in progress and you do not act! Leave any confrontations to the police and allow them to perform the job they are trained to do.

Not every stranger who enters the property is a criminal, but criminals do take advantage of activity in apartment communities by pretending to be legitimately involved in sales, repair or service.

### **SOLICITORS/SALESPEOPLE**

For your personal safety and protection, do not allow strangers into your apartment home. Door-to-door solicitors or salespeople of any type are not allowed within our community. Please report any solicitors and/or salespeople immediately to the Management office.

### **DISTURBANCES WITH NEIGHBORS**

- First, speak to your neighbors directly because they may not be aware of the disturbance.
- Second, contact the police. These calls are considered low priority, but they will respond.

## **EXTERIOR LIGHTING**

The maintenance of the exterior lighting at our community is an important part of safety for all community residents. If you notice that any lights are out, please report these to the Management Office immediately.

## **HOME SECURITY**

*The care and maintenance of keys and locks in your apartment home is of critical importance.*

All keys, access cards, and remote controls are the sole property of Landlord, and resident(s) and additional live-in resident(s) shall return all keys, access cards and remote controls to Landlord upon move out.

Management may charge a deposit for any key, access card or remote control, and may charge a fee if any key, access card, or remote control is lost or not returned upon move out.

## **ACCESS TO YOUR APARTMENT / HOME**

Except as otherwise required by law, Management will not release your apartment home key to anyone other than the emergency contact designated in your file without your prior written permission, including to family, friends, or delivery and repair services.

Management and its personnel must have access to your apartment home in order to perform routine work and handle emergency situations. Management and its personnel will leave a courtesy notice if it is necessary to enter your apartment home to perform work.

## **CHANGE OF LOCKS**

Management must approve any changes to or addition of any locks to your apartment home. Should you desire to install additional or special locks to your apartment home, you must submit your request for such changes or additions to the Management office. If Management approves your request to install or change such locks, you must provide Management with a key for each lock and reimburse the Landlord for all reasonable costs incurred to remove such locks upon move out. Management may copy all keys for the apartment home, whether provided by Landlord or resident.

## **ADDITIONAL INFORMATION REGARDING KEYS AND LOCKS**

- All deadbolt locks must be able to be unlocked from the inside without a key.
- Take precautions with your keys. Do not hide them outside your apartment home.
- Do not give your keys to acquaintances.

- Do not put your address on your key ring.
- Keep your car keys and apartment keys on separate rings.
- Each window in your apartment home has an interior latch and every exterior door has a keyless bolting device. Immediately upon move in, check all of the latches and bolts and report any broken, missing, or inoperable items to your property manager.
- We strongly recommend that you keep all windows and doors locked at all times.

## **PETS**

We love our four-legged friends! Please contact the office prior to bringing any pet into your home. A deposit will be required for pets in your property.

- A maximum of 2 animals are allowed per property.
- A Pet Addendum must be signed and all applicable fees paid prior to the pet being brought into your home.
- Animals trained to assist the disabled, medically approved companion pets, and/or an active duty K-9 police agent residing with an active law enforcement officer will be permitted provided specific criteria are met.
- Pet policies do not apply to small, caged animals (e.g., hamsters) or fish.
- We do not allow ferrets, snakes, rabbits, or any type of exotic animal.
- We allow up to two fish aquariums 20 gallons or less.
- Proof of current renter's insurance is required for any resident who chooses to have a 20-gallon aquarium containing water.
- Management reserves the right to request the removal of objectionable, dangerous and disruptive pets.
- We do not allow aggressive breeds at most of our properties.

## **KEEPING YOUR MANAGERS UPDATED**

Please notify Management in writing within five days of any change in your emergency contact, emergency contact's phone number, employment information, or home phone number. Also, please notify Management in writing within five (5) days of any change in the make, model, and license plate number of each vehicle authorized to park within the community. Additionally, please notify the Management in writing if you will be away from your apartment home for more than five days.

Management must approve transfers from one apartment to another, a new lease must be signed, and a new security deposit must be paid. There are no transfers of the provisions of the old lease to the new lease. All amounts owing must be brought current prior to changing units. If transferring during a current lease term, a transfer fee will be required; additionally, any concession granted during the current lease term must be repaid in accordance with the terms of the Concession Addendum.

## COMMUNITY AMENITIES

There are no attendants present at any time at our community facilities (including, but not limited to the pool(s), hot tubs, tennis courts, clubroom, exercise facility, saunas, and clothes care center). Therefore, use of the facilities is solely at the risk of the resident(s), additional live-in resident(s), and permitted guests. Horseplay is not permitted! Please keep all areas clean and free of trash.

### Swimming Pools

The pool is provided for the enjoyment of all residents. The pool rules and regulations are part of the community's continuing effort to provide a safe recreational environment and are in addition to any policies and rules that may be posted at the pool. Keep in mind violations of pool policies and rules may result in the loss of pool privileges.

Help us keep the pools clean and safe by remembering the following policies:

- Pool hours are posted at each location.
- An individual 16 or older must accompany individuals under the age of 16.
- Lifeguards are not provided. Swim at your own risk. For your safety, do not swim alone. The Landlord and Property Manager are not responsible for accidents or injuries.
- Pets are not allowed in the pool area.
- Pool gates may not be propped open or otherwise rendered inoperable, even temporarily.
- As a courtesy to all Residents, we ask that you have no more than two guests per home at the pool any one time. Residents must always accompany their guests. At any time, the Manager may request identification from the Resident.
- Persons with open wounds, sores or communicable diseases are not allowed in the pool.
- Residents are requested to immediately notify the office of any policy violations by others.
- Any person, who in the judgment of the Management Company, acts or behaves in an inappropriate manner for any reason, may be excluded from the pool.

- Safety equipment is to be used only in case of emergency.
- Violating these policies will entitle Management to terminate resident's right of use.
- Use plastic or paper containers only. Glass is not permitted in the pool area.
- Food and alcoholic beverages are not permitted in or around the pool area.
- Only proper swimming attire is allowed. A swimsuit cover-up should be worn to and from the pool. Cut-offs and diapers may not be worn in the pool.
- Respect others by keeping noise to a minimum, covering pool furniture with a towel when using suntan oils, leaving pool furniture in pool areas, disposing of trash properly and keeping pool gates closed.

## **Hot Tubs and Saunas**

The condominium communities for the enjoyment of all residents sometimes provide the hot tub and sauna. Help us keep the hot tubs/saunas clean and safe by:

- Remembering the following policies. The hot tub/sauna rules and regulations are part of the community's continuing effort to provide a safe recreational environment and are in addition to any policies and rules that may be posted at the hot tub/sauna. Keep in mind violations of hot tub/sauna rules may result in the loss of hot tub/sauna privileges.
- Hot tub and sauna hours are posted at each location.
- Attendants are not provided. Use the hot tub and sauna at your own risk. We are not responsible for accidents or injuries.
- Use of the hot tub or sauna should not exceed 15 minutes.
- An individual 16 or older must accompany individuals under the age of 16.
- Pets are not allowed in the hot tub or sauna area.
- Persons with open wounds, sores or communicable diseases are not allowed in the hot tub or sauna.
- Use plastic or paper containers only. Glass is not permitted.
- Only proper swimming attire is allowed. A swimsuit cover-up" should be worn to and from the hot tub and sauna areas. Cut-offs may not be worn.
- Please allow for a 10-minute cool down period after strenuous exercise prior to utilizing the hot tub or sauna.
- Respect others by keeping noise to a minimum, and disposing of trash properly.

*Use of the hot tub or sauna is not recommended for:*

- Individuals consuming alcoholic beverages or taking medication.
- Pregnant women.
- Persons with open cuts, abrasions, or sores.
- Elderly persons or persons with heart conditions.
- Individuals under 12 years old.
- Please check with your physician prior to the use of the hot tub or sauna.

## **Fitness Centers**

The fitness facility is provided for the enjoyment of all Residents. Please check with your physician prior to the use of the fitness facility. Read directions before operating any equipment. Proper use of the equipment is imperative to prevent abuse of the equipment and to keep it in proper working condition. Help us keep the fitness facility clean and safe by remembering the following policies, in addition to any policies and rules that may be posted at the fitness facility:

- Fitness room hours are posted at each location.
- Attendants are not provided. Use the fitness facility at your own risk.
- The Manager is not responsible for accidents or injuries.
- Use of the fitness room is not recommended for individuals consuming alcoholic beverages or taking medication, or persons with heart or other serious medical conditions.
- An individual 16 or older must accompany individuals under the age of 16.
- The use of the fitness facility is at the residents' own risk. Management recommends that you consult with a physician prior to beginning any physical fitness program.

*For your safety and enjoyment and for the safety and enjoyment of others:*

- Keep body clear of weights and other moving parts when using fitness equipment.
- Do not make repairs to fitness equipment. Please report needed repairs to the Manager.
- Do not use, adjust or operate fitness equipment beyond your physical limitations.
- Please report vandalism and unauthorized users.
- Do not remove fitness equipment from the fitness room.

- Do not leave personal items in the fitness room. We are not responsible for lost or stolen articles.
- Respect others by keeping noise to a minimum and by disposing of trash properly.

## **Lakes and Ponds**

The lakes and ponds located on the community are for the enjoyment of all residents. However, it is important to remember to take the necessary precautions anytime you are around open bodies of water. A Resident must accompany all individuals under the age of 16, at all times.

Swimming, boating, and fishing are not permitted in any pond or lake. The rocks bordering the pond or lake are not to be removed for any reason. Please keep picnic areas and benches around the pond or lake clean by disposing of any trash in proper receptacles.

## **SECURITY SYSTEMS**

If Management approves the installation of an alarm or security system in the Resident's home, the Resident shall give Management keys, codes, or operating devices immediately upon installation of any such device in the apartment home. Any security devices installed by the Resident must comply with all applicable laws. The Resident will be liable for any license or other fee, or any fine, related to any such device, and its removal, and must provide Management with a copy of any necessary permit or license prior to installing any such device.

## **TRASH REMOVAL**

We need your assistance in keeping our community clean and neat. Please take your trash to the dumpster(s) located inside the community. Do NOT leave trash set in the hallways. If the Landlord or Property Manager incurs any fines, these fines will be levied against the tenant's account.

Some communities will offer a valet trash service where your trash will be collected from a receptacle by your home's entrance. If this service is offered, be sure that you comply with all terms of the service.

## **PEST CONTROL**

If it buzzes, squeaks or has more legs than you do, chances are you don't want it creeping around your home. Destroying unwanted insects or rodents with pesticides may appear to be a solution to your pest problems, but pesticides are harmful to people, especially to children. And because pesticides typically treat pest symptoms and not underlying causes, they often don't work as well as prevention-based alternatives. Taking the following steps will protect your apartment home, while keeping insects, rodents, and other pests at bay.

## **Make Sure Your Apartment Home Is Clean and Dry**

- Many insects and rodents are attracted to food and water, so start by making your home less enticing to pests.
- Wipe up spills immediately with soap and water.
- Take out garbage daily and keep garbage cans clean of food residue.
- Keep ripe fruit in the fridge.
- Wash dishes daily, or at least submerge them in soapy water until you can get to them.
- Make sure all food and beverage containers outside the fridge or freezer are tightly sealed. Glass jars with rubber seals or plastic containers with tight snap-on lids are better than screw top jars.
- Sweep and vacuum your floors regularly.
- Keep bathroom and kitchen areas as dry as possible. Fix leaky faucets and don't let standing water accumulate.
- If you have a pet, comb it regularly with a flea comb and wash its bedding frequently. Be sure to vacuum floors, rugs and upholstery your pet comes in contact with regularly.

## **Seal Entryways**

- Deny access to new invaders by making sure entry points are sealed off.
- The average mouse found in homes can squeeze through a hole the size of a dime! Notify the Management office if you find cracks and crevices in baseboards, moldings, cupboards, pipes, ducts, sinks, toilets and electrical outlets.
- Notify the Management office if you find holes in screens.
- Do not stack firewood or other objects adjacent to the building and keep debris away from the exterior of your apartment home so pests can't climb in.

## **Try Chemical-Free Strategies**

Now that you're denying pests food, shelter and access, it's time to put the squeeze on any lingering intruders. To solve your pest problems without using chemical pesticides, you can:

- Vacuum for individual bugs or nests (the bugs will suffocate in the bag).
- Lay traps (fly traps, light traps, jar traps, etc.)
- Use a swatter

# MOLD

Residents are responsible for preventing conditions such as excessive moisture that could create an environment conducive to mold growth. Taking the following steps will protect your home while preventing the growth of mold:

- Control indoor temperature and humidity by maintaining fresh air circulation, using the HVAC system during hot weather, and not running the air conditioner with windows or balcony doors open.
- Do not disconnect, alter or otherwise change the HVAC system, bathroom, and kitchen exhaust fans.
- Arrange furniture so as not to block airflow or thermostats.
- Do not install any vapor barriers that can trap moisture in interior wall cavities, such as wallpaper or paneling.
- Do not install carpet in wet areas, such as kitchens or bathrooms, or on balconies.
- Do not store paper and cardboard in unventilated areas.
- Dry surfaces that develop condensation.
- Use bathroom exhaust fans when showering.
- Prevent elevated humidity levels from fish tanks and humidifiers.
- Place saucers underneath houseplants and avoiding excessive numbers of houseplants.
- Use exhaust fans when cooking, washing dishes or house cleaning.
- Do not obstruct or otherwise block building weep screens, drains, gutters, or any other means of water drainage from the building or balconies.
- Residents agree to notify the Manager if bathroom or kitchen sealants crack, dry out, rot, or are otherwise compromised.
- Prevent rainwater from entering the apartment home.
- Clean and dry any damp surfaces, carpeting or personal property within 48 hours of the dampness occurring.
- Conduct visual inspections of the apartment home at least once a month for plumbing and other water leaks and reporting plumbing leaks or uncontrollable moisture to the Manager promptly.
- Conduct visual inspections of the apartment home at least once a month for mold on

window frames, carpets, tiles, plants, personal property, wallpaper, books, and papers and regularly cleaning small amounts of mold or mildew, for example on bathtub areas and window sills, with detergent and drying the surface.

- Do not bring any personal property into the apartment home that contains visible mold.

Resident shall promptly report to Management, in writing, any actual or potential moisture or mold problem, regardless of what may have caused such problem. Failure to make a prompt written report of any such potential moisture or mold problem constitutes a default under the Apartment Lease. Further, if Resident is found to be partially or wholly responsible for the mold infestation, Resident may be liable for the cost of remediation and for all losses suffered by Landlord.

## **INSURANCE**

As stated in your apartment lease, the Landlord and its Management Company have no duty to provide security devices and do not guarantee the safety or security of any resident, additional live-in resident(s), or their guests.

The Landlord and Management Company do not maintain insurance to protect you against personal injury, loss or damage to your personal property or belongings, or to cover you from your own liability for injury, loss or damage that the Resident, Additional Live-in Resident(s) or Guests may cause others. For this reason, the Resident, at its sole expense, is encouraged to obtain during the term of the lease and any subsequent renewal periods, liability insurance at a minimum level of \$50,000 per occurrence. In addition, Landlord and its Management recommend that the Resident, at their discretion and sole expense; purchase an insurance policy covering resident's personal belongings as well as automobile insurance as required by applicable law.

## **PARKING**

Your lease allows the Landlord and its Management to regulate the manner and time of all parking, use and storage of all motorized vehicles. Landlord applies its policies fairly to benefit the greatest number of Residents. General parking and vehicle policies are as follows:

- Any vehicle and all personal property left in any vehicle while it is parked at the Community shall be at the sole risk of the vehicle owner. The Landlord and its Management Company shall not be liable for the loss to such vehicle or property from any cause whatsoever (including vandalism, theft, fire or other casualty).
- Due to space limitations in the parking areas Landlord and its Management may limit the number of vehicles that each Resident may park in parking areas.
- A guest or invitee may not park on the premises for more than ten (10) days per month.

- Motor homes, campers, boats, trailers, and other recreational vehicles must be parked only in designated areas, when available.
- Motorcycles and mopeds must be parked only in designated areas. Motorcycles and mopeds must use a device to prevent damage to the asphalt from the kickstand or similar support device.
- Inoperable vehicles will be tagged by Management and towed at the Resident's or guest's expense after the notice and waiting period imposed by local law. An "inoperable vehicle" includes any vehicle with flat tire(s), missing wheel(s), severe damage, expired license plate or expired inspection sticker, cannot lawfully be operated as a vehicle on the road, or is not in running condition.
- Vehicles that are unauthorized or parked illegally may be towed at any time without notice at the vehicle owner's expense and in accordance with applicable local law. An "unauthorized" or "illegally parked vehicle" includes any vehicle parked in a fire lane or designated "no parking" or "restricted parking" area, in a marked handicap space without the legally required handicap insignia, in a space marked for another Resident, in more than one parking space, on the grass, patio, or sidewalk, or any vehicle that blocks a trash dumpster or other vehicle, has a malfunctioning alarm, is parked in a designated visitor or office parking space, or belongs to a Resident or Additional Live-In Resident who has surrendered or abandoned the apartment home.
- Residents may change a flat tire while the vehicle is parked on the premises. However, unless expressly permitted by Management, all other repairs and maintenance are prohibited to prevent damage to the parking areas. If permitted at the community, you may wash your vehicle in designated areas.
- If parking is assigned, park only in your designated parking space.
- When entering or leaving the community, operate your vehicle at a speed not to exceed ten miles per hour.
- No motor vehicle may be parked at the community unless a Resident or additional Live-In Resident regularly uses such motor vehicle as a means of transportation.
- Large trucks, commercial vehicles, buses, or mobile homes over 25 feet are expressly prohibited, unless written permission to do so is received from the Manager.

Please keep in mind that any information contained within this manual can change at any time without notice. For updates on your property managers, company policies, and more, please visit us online at [www.ReidRentalManagement.com](http://www.ReidRentalManagement.com) or call us at (407) 454-9189.

**WELCOME HOME!**