



Resident Guide

Welcome Home!

The North Hills Team would like to welcome you to your new home. We hope your living experience at North Hills is enjoyable and fulfilling. We at North Hills are dedicated to serving your residential needs. In an effort to help accomplish this, we have created this Resident Guide.

Maintaining the homes at North Hills is a coordination of efforts by you “the Resident”, and the North Hills Team. It is our sincere goal to meet or exceed your expectations in the services we provide. This Resident Guide is the beginning point of our partnership during your residency.

This handbook is an addendum to the Resident Lease Agreement you have signed with North Hills and will act as the binding regulation for the Residents in regards to their housing at North Hills.

It is our goal to be active in your community. We will be visible and accessible so that you feel part of something special. Thank you for choosing North Hills as your home. We personally look forward to serving you.

North Hills Community Center
4600 Loma Del Rey
El Paso, TX 79934
915.821.0440



TABLE OF CONTENTS

Introduction

Chapter 1: Resident Safety

Section	1.1	Fire Prevention & Hazards
Section	1.2	Community Safety
Section	1.3	Parental Supervision & Care of Children

Chapter 2: General

Section	2.1	Office Locations
Section	2.2	Office Hours
Section	2.3	Rental Policies
Section	2.4	Move-In Process
Section	2.5	Move-In Condition Evaluations
Section	2.6	Access
Section	2.7	Conduct and Breach, Illegal Drug and Unlawful Activity
Section	2.8	Noise / Quiet Hours
Section	2.9	Minor Violations
Section	2.10	Major Violations
Section	2.11	Enforcement Policy
Section	2.12	Guest Policy
Section	2.13	Guest Policy for Extended Stay Guests
Section	2.14	Home Watch – Notification of Absence
Section	2.15	Pest Control
Section	2.16	Weapons and Firearms
Section	2.17	Housekeeping
Section	2.18	Natural Wildlife

Chapter 3: Maintenance and Repair

Section	3.1	Service Request Procedures
Section	3.2	Refuse / Recycling
Section	3.3	Plumbing
Section	3.4	Snow / Ice Removal
Section	3.5	Home Alterations and Repairs
Section	3.6	Preventive Maintenance Work
Section	3.7	Home & Garden Center

Chapter 4: Care and Use of Homes

Section	4.1	Mildew and Mold Prevention
Section	4.2	Satellite Dishes
Section	4.3	Storage Sheds
Section	4.4	Patio Covers
Section	4.5	Outdoor Furniture
Section	4.6	Window Coverings
Section	4.7	Installation of Privately Owned Equipment
Section	4.8	Laundry
Section	4.9	Curb Appeal
Section	4.10	Flags
Section	4.11	Painting

Chapter 5: Personal Recreational Equipment

Section	5.1	Skateboards
Section	5.2	Swimming Pools
Section	5.3	Outdoor Equipment / Toys
Section	5.4	Trampolines
Section	5.5	Basketball Backboards

Chapter 6: Miscellaneous

Section	6.1	Renter's Insurance
Section	6.2	Use and Residency
Section	6.3	Home Businesses
Section	6.4	Pet Policy
Section	6.5	Parking
Section	6.6	Vehicle Repairs
Section	6.7	Landscaping
Section	6.8	Telephone and Cable Services
Section	6.9	Yard Sales
Section	6.10	Lockouts
Section	6.11	Freeze Warnings
Section	6.12	Exterior Decorations
Section	6.13	Conflict Resolution

Chapter 7: Move-Out

Section	7.1	Notice of Intent to Vacate
Section	7.2	Abandonment
Section	7.3	Move-Out Procedures
Section	7.4	Cleaning Requirements

Appendix A:	Guide for Operation of Appliances, Smoke Detectors and Ground Fault Interrupters
Appendix B:	Household Tips

Introduction

It is important for Residents to familiarize themselves with the contents of this Resident Guide in order to receive the full benefits of living at North Hills. Any questions or concerns should be directed at the Community Center.

This guide contains current policies and services applicable to Residents of North Hills. **North Hills may update policies and services over time to better address Residents' needs. Any modifications or changes to the Resident Guide shall be effective after 90 days' notice to the Resident.**

Chapter 1 – Resident Safety

1.1 Fire Prevention & Hazards

Residents shall not engage in any hazardous activity that might cause fire or present a fire hazard. Report all fires to 911 immediately regardless of size. **Residents are responsible for all repair costs as a result of damage caused by their negligence or the negligence of any person on the premises with the Resident's permission or implied consent.** If the premises become uninhabitable by reason of fire not caused by negligence or willful misconduct, the Resident will be offered another home, subject to availability.

- Please take care not to block exits, including windows.
- Create and practice your own home evacuation plans with meeting points. Please refer to www.nfpa.org for more information.
- Fire extinguisher inspection/maintenance. [For Residents who have their own fire extinguisher(s).]
 - Read and follow all instructions on label and in owner's manual.
 - Inspect extinguisher at least ONCE per month.
 - Check that the extinguisher is charged. Pointer on pressure indicator MUST be in green. If pointer is in red or white section extinguisher is NOT ready for use.
 - Be sure the lock pin is firmly in place.
 - Keep the extinguisher clean. Check for dents, scratches, corrosion or any other damage.
 - Check the discharge nozzle. Make sure it is clean and free of obstructions.
 - **DO NOT TEST BY PARTIALLY DISCHARGING.**
- Gas grills, charcoal grills and portable outdoor fireplaces may only be used in accordance with local safety codes and regulations. They must be at least 10 feet from any combustible structure.
- All homes are equipped with smoke detectors. These safety devices shall not be deactivated or removed. Residents are responsible for testing smoke detectors monthly. Immediately report any smoke detector which does not work properly to Home & Garden / Maintenance. Any questions about operation or performance can be directed to Home & Garden / Maintenance.
- The house number shall be clearly visible from the street at all times. Please contact Maintenance if this is not the case.
- Do not store flammable materials in heater closet, near hot water heaters or near gas-operated dryers.
- Flammable materials must be stored in well-ventilated areas.
- Fueling of lawn mowers and other gasoline operated equipment and dispensing of any flammable liquids must be done outside of all buildings, including garages or right-of-way associated with housing.
- Please do not place knots in your mini-blind cords. They should be kept separated and knot free at all times. This prevents a choking hazard.
- You should never leave an electrical extension cord plugged in. An electrical extension cord should only be used temporarily. North Hills does not recommend the use of any extension cord that is smaller than 14 gauge.

1.2 Community Safety

- Report any non-working street lights or emergency lighting to the community center.
- Speed limits are posted throughout the community. Speed limits are enforced by law enforcement for the safety of the Residents, especially children, in the community. Unless otherwise posted, the speed limit in all residential neighborhoods is 15 mph.

- Transformers and utility boxes are not play areas. Do not allow children to play on them or dig around them. They are to protect individuals from high voltage electricity.
- Keep doors and windows locked to protect belongings and individuals.
- Please refer to section 2.16 for requirements and safety information on weapons and firearms.
- Do not warm up vehicles in the garage with the garage door closed. This is a common cause of carbon monoxide poisoning and can be life threatening.
- An emergency box should be prepared in case of emergencies to include: bottled water, non-perishable foods, flash light with batteries and an emergency radio.

Waterway Safety

North Hills has a man-made drainage ditch, which runs throughout the property. Playing or swimming in the ditch is strictly prohibited. After heavy rains, the water can speed up enough to take a human life. Even the strongest swimmers are no match for the power of water. Fast water and debris can make the ditch very dangerous.

To learn more about safety, please check out some of these websites:

www.homesafetycouncil.org

www.ready.gov

www.OSHA.gov

www.safetied.org

1.3 Parental Supervision & Care of Children

Parents are accountable for the conduct of their children. All children 10 years and under must be supervised by an adult at all times in any North Hills common area. Parents are liable for damage caused by negligent and/or unlawful conduct of their children. Use of common areas, to include playgrounds, is permitted only between dawn and dusk. Exceptions will be made for North Hills sponsored events.

Prohibited Play Areas

Children must abide by signage and are prohibited from playing:

- Around unoccupied buildings or homes.
- At any construction site, whether or not work is in progress.
- Near North Hills or contractor equipment (mowers, construction equipment, maintenance trucks, etc.)
- In drainage ditches or culverts.

Chapter 2: General

2.1 Office Locations

North Hills Community Center/Maintenance Self Help

4600 Loma Del Rey

El Paso, Texas 79934

P: 915.821.0440

F: 915.821.0118

2.2 Office Hours

The following are the regular hours for the Community Center and the Home & Garden Center:

Monday through Friday	8:00 AM – 5:00 PM
Saturday	9:00 AM – 2:00 PM

The Community Center and Home & Garden are closed on the following days.

- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Day after Thanksgiving
- Christmas Eve
- Christmas Day
- New Year’s Eve
- New Year’s Day

North Hills reserves the right to adjust the holiday schedule if the holiday falls on a weekend.

2.3 Rental Policies

North Hills provides two methods for renting. The first is conventional. All members of the household applying (18 years of age or older) will be required to submit to a background check. Upon eligibility, there will be a move in fee and rent will be due on the 1st of each month.

Anyone with outstanding debt to North Hills will be pursued to the fullest extent possible, including the involvement of the Service Members’ Chain of Command (For Military Personnel). Unresolved debt is turned over to a collection agency and can adversely affect credit ratings.

2.4 Move-In Process

North Hills staff will guide new Residents through the entire move-in process.

North Hills strives to provide a positive move-in experience for all Residents. The following items are covered:

- Rental Policies and Procedures
- Pet Policies
- Amenities and Services
- Resident Utility Conservation Program (As applicable)

2.5 Move-In Condition Evaluations

Prior to move in a Resident Relations Specialist escorts Resident(s) to the home, walks through it room by room, and examines the exterior. Residents should contact North Hills staff immediately if unsatisfied with any aspect of the home. Should any discrepancies be observed, Residents should document the item immediately and refer it to the North Hills Community Center for prompt resolution. The Move-In Condition Report will serve as a basis to determine if any damages occurred in the home during residency and, if warranted, what charges may be imposed to correct the damage. The Resident will receive a copy of this report for their records.

Any damages that occur during move-in or move-out caused by either Resident or moving company should be reported immediately to the North Hills Community Director.

2.6 Access

North Hills shall retain keys to each home within the community. Housing keys are under secure control at all times. These keys are used to provide access for routine preventative maintenance and emergency maintenance service. North Hills staff will keep these accesses to a minimum. Therefore, with the exceptions of emergencies or abandonment, North Hills staff requires permission from the Resident before entering a home. A twenty four

(24) hour notice may be placed on a resident's door to gain entry to a home. Permission to Enter (PTE) forms are available at move-in for each Resident to sign.

2.7 Conduct and Breach, Illegal Drug and Unlawful Activity

Residents are responsible for the conduct of family members, guests and any other persons related to or affiliated with the household. Any conduct that violates the Resident Lease Agreement or this Resident Guide shall be addressed through a written notice to the Resident. Violation of the Resident Lease Agreement or the Resident Guide may result in termination of residency and immediate eviction. North Hills has zero tolerance for criminal and illegal drug behavior.

2.8 Noise / Quiet Hours

Resident and any persons on the premises are asked not to disturb the peaceful enjoyment of the neighborhood. Residents shall keep the volume of any radio, stereo, TV or musical instrument in a home sufficiently reduced at all times.

Excessive noise is prohibited in the housing community at all times. For enforcement purposes, the term "excessive" is noise that is disturbing to the quiet and comfort of another person, such as:

- Excessive dog barking.
- Music, vibrations or other sounds emanating from homes, yards or automobiles that can be heard from a distance of 30 feet or more in any direction of the house.
- Noise in a public place.

Quiet hours within North Hills are 10:00 PM to 6:00 AM.

- Violation of quiet hours may result in the occupant receiving a citation for noise abatement or disturbing the peace violation under South Dakota state law as is appropriate.

2.9 Minor Violations

With the exception of severe cases, examples of minor violations include but are not limited to the following:

- Failure to maintain yard.
- Parking in front of or within 15 feet of a fire hydrant or cluster box unit (CBU).
- Unauthorized commercial activities.
- Pet policy violations.
- Unauthorized construction or alteration.
- Unauthorized vehicle maintenance.
- Poor sanitary condition in/on/around the interior/exterior of home.
- Failure to allow maintenance personnel access to the home for any work.
- Illegal RV, trailer or boat storage at the Resident's home or surrounding Community.
- Vehicles parked on the grass or on prohibited streets.
- Excessive noise that disturbs others or violation of the quiet hours.
- Vehicles parked in vacant driveways, or driveways belonging to another Resident.
- Loose / un-bagged trash that is outside of the trash receptacle.

Penalties for minor violations of the Resident Lease Agreement or the Resident Guide are as follows:

First Violation (Courtesy Letter): Resident receives a courtesy letter from North Hills. A copy of the letter is placed in the Resident's file. North Hills staff asks that the Resident call the office once the issue has been resolved.

Second Violation (Letter of Warning): North Hills issues a Letter of Warning to the Resident. This notice will explain any potential charges the Resident could incur due to failure to comply, as well as the timeframe the

Resident has to comply. Failure to comply with the Letter of Warning may result in Resident receiving a Letter of Non-Renewal or, if necessary, a 3-Day Remedy Breach or Quit notice.

Third Violation: The third notice will contain the actions, if any, that North Hills took to remedy the issue, along with any charges incurred by the Resident. Failure to comply within three violations may result in a major violation. See section 2.10.

Failure to remove snow, pet feces, mow grass or properly store trash receptacles after pick-up in a timely manner may result in additional charges. Environmental hazards, such as pet waste, are considered separate from normal violations and will be reviewed and charged on a case by case basis.

2.10 Major Violations

Major violations of the Resident Lease Agreement or this Resident Guide will result in North Hills meeting with the Resident directly, as well as contacting the Chain of Command for those Residents who are Service Members. After appropriately notifying the Resident of the violation in accordance with Section 2.9, and failure of the Resident to immediately correct the violation, North Hills may issue a 3-Day Remedy Breach or Quit notice. Fees and charges may apply.

Major violations include, without limitation, the following:

- Serious misconduct, including repeat minor offenses, involving the Resident, family member or guest.
- Inherently dangerous or criminal actions.
- Domestic disturbances / spouse or child abuse.
- Felony convictions.
- Misconduct that result in injury or property loss to a neighbor, North Hills or the Government.
- Criminal activity by any member of the household or guest(s).
- Failure to pay rent; failure to authorize (or discontinuance of) allotment.
- Serious threat to a North Hills employee.
- Subleasing.
- Failure to comply with a Letter of Warning for a minor violation.
- Failure to pay debts (i.e. utilities, damages, charges).
- Poor sanitary condition in/on/around the interior/exterior of home.
- Misuse, discharging or brandishing a weapon in the housing area.
- Disabling of smoke detectors.
- Damage to the HVAC system.

2.11 Enforcement Policy

North Hills is responsible for the enforcement of the terms of the Resident Lease Agreement and this Resident Guide. When Residents reside in North Hills, they are agreeing to abide by the Resident Lease Agreement and this Resident Guide. The best way to make North Hills “the best place you ever lived” is to cooperate and communicate with North Hills staff throughout the residency at North Hills. Should a Resident or family member fail to abide by the policies and procedures, North Hills will investigate the problem(s) and address all issues and concerns with the relevant parties.

Acts of misconduct or violation of Resident policies will result in a written notice to the Resident by management staff. The written notice details the misconduct or violation, what corrective action is required, and what actions will be taken if further violations occur. If a persistent pattern of misconduct occurs, North Hills gives the Resident a 3-Day Remedy Breach or Quit notice. The Resident has 3 days to respond to the notice.

2.12 Guest Policy

Residents may have guests in their home. For visits of more than 14 days', see section 2.13. The Resident is responsible for the conduct of all guest(s) that they allow to stay in the home. Guests may not intentionally or negligently destroy damage or remove any part of the North Hills residence.

2.13 Guest Policy for Extended Stay Guests

Resident must request an Exception to Policy (ETP) for guests wishing to stay in the home for more than 14 days. Special requests for guests will be considered on a case by case basis. All extended stay guests will be required to submit to a background check and pay applicable fees.

2.14 Home Watch – Notification of Absence

Residents are obligated to notify the Community Center any time they leave their residence for **more than seven days**. This includes any military orders. Resident is required to fill out a Home Watch form, which will include the information found below.

An emergency contact must be given any time a resident is away from home for more than 7 days. The Resident is required to arrange for adequate care of the home, ensuring that the fenced-in yard is maintained and that snow and ice are removed in a timely manner. Failure to provide provisions for lawn care and snow removal during absences may result in North Hills completing the work and billing the Resident. Pets may not be left unattended at the home during extended periods of absence.

In cases of extreme weather, North Hills requires submitting a Home Watch form for any period of absence. Failure to complete a Home Watch form may result in damages to the home and personal property to include frozen pipes and flooding.

2.15 Pest Control

Residents are responsible for minor pest control in/on/around both the interior and the exterior of the home up to 50 feet out. Good housekeeping assists in the prevention of pests. Homes should be kept clean and sanitary at all times. Resident shall immediately notify the Home & Garden Center of the presence of significant pests or vermin. In the event that pest control treatment is necessary, the Resident may be required to prepare the home prior to treatment. Access to your home is imperative for maximum effectiveness of treatment and maintaining scheduled appointments.

2.16 Weapons and Firearms

Registration

Weapons, firearms, and ammunition may be retained in North Hills homes provided that the weapons and firearms are properly safeguarded. All North Hills residents must abide by city/county/state laws.

Restrictions

Government-owned weapons, firearms, and ammunition are not allowed in the North Hills community unless authorized by the Department of the Army. The use of handguns, rifles, air rifles/pistols (BB guns), paintball guns, bows and arrows, fishing spear guns, and fireworks in the North Hills community is strictly prohibited.

Violations

Misuse, discharging, or brandishing a weapon as well as any other activity determined to be illegal or deemed as irresponsible handling of a weapon by a Resident, family member or guest will not be tolerated and will result in the termination of residency.

2.17 Housekeeping

Each Resident has a responsibility to ensure that their home is maintained in a clean, safe and sanitary condition. Instances of poor housekeeping resulting in unsafe or unsanitary conditions will be investigated by

North Hills staff. Depending on the severity of the condition and the impact on the Residents, the case may be referred to various agencies to assist the Resident in correcting these conditions. Persistent poor housekeeping may result in a 3-Day Remedy Breach or Quit Notice.

2.18 Natural Wildlife

Residents are not permitted to feed or bait any wildlife in North Hills. Residents should call the Community Center for any nuisance wildlife.

Chapter 3: Maintenance and Repair

3.1 Service Request Procedures

Maintenance and Repair

In order for North Hills to maintain the comfort and safety of Residents' homes, please enter a service request to the North Hills Community Center at 915.821.0440 immediately when maintenance is required.

Service requests for routine repairs can be placed by telephone at 915.821.0440. Uniformed maintenance technicians will leave a notification card after they have performed maintenance at your home when Permission to Enter (PTE) is used.

Procedures

When a service request is received, a service request number is assigned. The North Hills maintenance office will contact the Resident with the approximate date and time the work is to be performed. There are three categories of service: emergency, urgent, and routine.

Category	Response Time / Completion Goal
Emergency	Respond within 1 hour; work until resolved or contained.
Urgent	Respond within 3 hours; work until urgent issue is contained.
Routine	Respond by appointment; complete within 3 business days.

Emergency

- Failure or deficiencies in utility or structural systems that are an immediate danger or health hazard to Residents, or threaten to damage property.
- A breakdown, stoppage or loss of a critical system or equipment for which life or property may be endangered if the repair is not promptly accomplished.
- Breaks in water, wastewater or gas lines, gas leaks, equipment failure (i.e., inoperable refrigerator and heating system), utility outages, doors and windows that cannot be secured.
- If the emergency cannot be completely addressed during the initial visit, the maintenance technician will stabilize the situation and finish the request as soon as possible.

Urgent

Not categorized as an emergency, but has the potential to create a substantial inconvenience to the Resident.

- Contained water leaks.
- One of two or more toilets or sinks are inoperable.
- For homes with more than one bathroom, a clogged toilet is not an emergency.
- Partial power (i.e., no power in kitchen).
- Loss of hot water.

Routine

These items do not warrant the attention of the emergency or urgent categories but need to be addressed within a reasonable amount of time.

Resident Maintenance Responsibilities

The Resident is responsible to:

- Replace light bulbs.
- Reset Ground Fault Circuit Interrupter (GFCI).
- Replace or tighten loose screws in door hinges and tighten cabinet hardware.
- Remove foreign matter from commode, sink, and bathtub drains with a plunger (rubber suction cup).
- Turn off water valve in overflow situations.
- Test carbon monoxide and smoke detectors monthly, and replace batteries as needed.
- Changing air filters monthly. Resident will be charged for duct cleaning if not changed monthly.

Residents will not:

- Adjust gas burners.
- Repair leaky pipes.
- Repair or replace faulty wiring.
- Install wall outlets, ceiling fans or other electrical fixtures.
- Replace or repair equipment or appliances.

3.2 Refuse / Recycling

North Hills has contracted for refuse/recycling services. The contractor provides Residents with a wheeled garbage receptacle. Refuse will only be accepted in these approved receptacles. Proper care of these receptacles is the responsibility of the resident.

Resident must bag and tie all refuse, preventing loose materials from littering your community. Any color trash bags are acceptable. Resident should not place refuse on patios or any other common areas, interior or exterior.

A weekly pickup schedule is provided to all Residents upon move-in. **Residents are responsible for placing receptacle(s) curbside by 7:00 AM on the designated pickup day.** To prevent scattering of trash by animals or weather, trash should not be placed curbside the night before the scheduled pickup. **Receptacles must be properly stored within 24 hours of your trash service. Trash that was not properly bagged and tied will result in a fine.**

Please see our Bulk Trash Pick-Up Schedule for information on what refuse will not accept.

North Hills residents may dispose of bulk items at the local refuse site free of charge, please come to the Community Center to obtain the paper for proper dumping.

3.3 Plumbing

The plumbing in the home should be treated with care. It is important that toilets and waste pipes not be used for any purpose other than those for which they were intended. No sweepings, refuse, feminine products, baby products or any other improper articles should be put into them. Do not dispose of grease in drain systems. Use cold water when operating the kitchen sink disposal. The Resident shall be responsible for any damage to the home caused by misuse of the plumbing system. Refer to Appendix A of this guide for additional information.

3.4 Snow / Ice Removal

For the safety of all, Residents are required to remove any accumulation of snow / ice on the exterior walkways and driveways of their homes in a timely manner. In the event of an emergency, it is imperative that access is available for emergency services and for the safety of Residents. Residents are responsible for removing snow within 50 feet in any direction from their home, including sidewalks leading to cluster box units.

3.5 Home Alterations and Repairs

North Hills Residents shall make no alterations or repairs to North Hills property without prior written approval Exception to Policy (ETP) by the Community Director. Requests can be submitted in writing with details through the Community Center. Approved alterations and repairs must not damage the home, garage or adjacent areas. Upon move-out, the property must be returned to its move-in condition. In the event the removal of any such fixture or other personal property of the Resident causes damage, North Hills may charge the Resident the cost to repair the damage.

3.6 Preventive Maintenance Work

All North Hills homes are required to have preventive maintenance work performed quarterly and yearly. This work is required to ensure the safety and efficiency of the home and all provided appliances/systems.

Preventive maintenance is required.

When necessary, Residents will be called at the phone number provided to the dispatcher to schedule all preventive maintenance work when access to the interior of the home is required. A notice may be sent in lieu of the phone call notifying the Resident of the date of service. If Residents are not home at the scheduled time of service, a tag will be left on the door informing them of the missed appointment. The Resident must contact the Community/Maintenance Center at 915.821.0440 to reschedule a time for the work to be completed.

For planned utility outages, affected Residents will be notified at least 48 hours (whenever possible) prior to the planned outage.

3.7 Maintenance Self Help Center

North Hills is happy to provide a Home & Garden Center for Residents. The Home & Garden Center will provide essential products for use in and around the home on a first come first serve basis. For a list of these items, contact the Community Center.

Some of the items offered at the Home & Garden Center may pose certain safety risks. In an effort to minimize these risks, Residents must follow the same safety guidelines North Hills staff are required to follow when using these items. This information is available during item check-out.

Chapter 4: Care and Use of Homes

4.1 Mildew and Mold Prevention

Molds are forms of fungi that are found naturally both indoors and outdoors. Moisture and humidity make mold overgrowth a problem in some buildings. Molds produce spores, which are released in the air and can cause allergy symptoms for some people. It is the Resident's responsibility to read the Mold and Mildew Information and Prevention addendum upon move-in. Follow the guidelines set out to minimize the development of mold and mildew in the home. The Resident is responsible for any damage caused by excessive mold or mildew in the home resulting from their negligence. Residents should report suspected mold to the community center at 915.821.0440 immediately.

4.2 Satellite Dishes

Residents who wish to install a satellite dish must submit a request Exception to Policy (ETP) at the Community Center and adhere to the following guidelines upon approval:

- Satellite dishes will be 36 inches or less and professionally installed with the approval of the Community Director.
- Satellite dishes are not to be attached to any part of the structure. Under no circumstances will any stucco, vinyl or metal surfaces of the home be penetrated.
- Satellite dishes and all associated conductors and guy wires must be located in such a manner as to prevent them from coming in contact with electrical power lines.
- Residents are fully liable for any and all injuries and damages to persons or property resulting from their satellite dish. Residents shall have the satellite dish installed and operate the dish at their own risk and hereby indemnify North Hills, including their related companies, employees, agents and service providers from any and all injuries and damages resulting from ownership, installation, and/or use of their satellite dish.
- Satellite dishes will be placed in back yards only, unless an Exception to Policy (ETP) has been pre-approved by the Community Director.
- No concrete may be used to secure a post.
- Trees and/or tree limbs will not be cut in an effort to obtain a better signal.
- Residents are responsible for removing the satellite dish upon move-out and returning the home to move-in condition.

4.4 Patio Covers

Attached patio covers (i.e. awnings, enclosures, etc.) of any type are not authorized. Refer to Section 4.9 for more information.

4.5 Outdoor Furniture

Only furniture intended for outdoor use is to be used outdoors. Refer to Section 4.9 for more information.

4.6 Window Coverings

Items such as flags, sheets and blankets must not be used as a window covering. North Hills reserves the right to require that offensive material be removed.

4.7 Installation of Privately Owned Equipment

All homes come fully equipped with a stove and range-hood, refrigerator, dishwasher and air conditioning. The appliances may not be removed or replaced with privately owned appliances, or moved in any way as to alter the current layout of the homes without the written approval Exception to Policy (ETP) of the Community Center. Residents may use a freezer, second refrigerator, etc., to accommodate their household needs when the appropriate power supply is available.

Residents may install a portable gazebo in their backyard, with an Exception to Policy (ETP) from North Hills. Gazebos must be maintained in good condition and be neat in appearance. Gazebos must be properly secured, but may not be attached to any part of the structure. Residents are required to remove the gazebo upon move-out. It is the resident's responsibility to restore grassed area at the residents' expense.

Properly secured and maintained screen tents are allowed in the backyard with an Exception to Policy (ETP) from North Hills. Camping tents and portable canopies are allowed in the backyard for overnight use, consecutive overnight use requires an Exception to Policy (ETP). Temporary exceptions for Resident events can be made with written authorization from North Hills.

4.8 Laundry

All homes are equipped with washer and dryer connections. Resident is responsible for proper installation of water hoses and dryer ducts. In order to maintain the aesthetics of the community, hanging or placing laundry on the exterior of any building or fence is not permitted.

4.9 Curb Appeal

Residents must use furniture that is intended for outdoor use only. No furniture intended for indoor use is allowed outside. Patio furniture is designed for the back patio area of the home. Residents may have a park bench, decorative lawn swing (excluding swings attached to trees), and patio chairs on the front porch area as long as they do not block the entry to the home and are neat in appearance. Patio furniture must be maintained in good condition (free from rust or damage). Folding camp/sport chairs should be removed from the front or side yard areas and stored when not in use. Please limit use of picnic/patio tables to the backyard. North Hills has the final approval on appearance.

4.10 Flags

Flags should be displayed according to standard American Flag Etiquette and are not permitted to be attached to trees. Please do not add flag holders to your home. Flags that are considered offensive by North Hills will not be allowed. Flags may not be hung from or in windows.

4.11 Painting

Residents may paint the interior of their house in the color of their choice. **Residents must return any painted areas to original color prior to move-out. If not done to professional standards, Residents will be charged the cost to re-paint and restore home to move-in condition.**

Restrictions

Residents will not paint:

- The exterior of their home, to include garage doors.
- Privacy fences/posts.
- Any doors
- Outlet covers, baseboards, linoleum, carpet.

Chapter 5: Personal Recreational Equipment

5.1 Skateboards

Skateboarding is permitted on the sidewalks and personal driveways only. The following protective equipment is mandatory for each user: helmet, shoes, wrist guards and elbow and knee pads. Riders must allow pedestrians right of way when using sidewalks.

5.2 Swimming Pools

Residents are responsible for damages or personal injury associated with pools. North Hills assumes no responsibility and/or liability.

Pools – Wading

Small wading pools that allow no more than 18 inches of water are permitted inside of fenced-in areas only. An adult (18 years or older) must be present to supervise pool use. Pools must be emptied and stored after each use. Pools are not to be utilized in front of homes. Resident will be responsible for any damage to the grass/landscaping due to pool(s).

Pools – 18 inches to 2 feet

Residents must have an Exception to Policy (Exception to Policy) from North Hills for pools greater than 18 inches deep. Pools cannot be permanent in nature and must be no more than 2 feet deep and 10 feet in diameter. Pools may be installed in April and must be taken down by October 1st and properly stored. Residents must restore lawn areas to original condition when pool is removed. An adult (18 years or older) must be present to supervise pool use.

- Residents will be asked to acquire and provide proof of renter's insurance before exception to policy is approved

Hot tubs and/or Jacuzzis are not allowed.

5.3 Outdoor Equipment / Toys

Forts / tree houses are not allowed. No equipment, toys, or swings are permitted to be attached to trees. The constant wear on the tree can cause damage and potential infection.

Personally owned playground equipment is only permitted within the fenced backyard. The equipment must be complete and have no defects in order not to cause safety or health concerns. The Resident is completely responsible for the supervision, safety, and maintenance of the equipment. The Resident is also responsible for any lawn areas damaged due to installation or use of the equipment upon move-out. Residents are responsible for damages or personal injury associated with playground equipment and therefore should obtain appropriate liability insurance. North Hills assumes no responsibility and/or liability.

All outdoor toys must be neatly stored when not in use.

5.4 Trampolines

All Resident MUST have a completed and approved Exception to Policy (ETP). The form will explain in detail all rules, regulations and standards that apply in North Hills and are a part of this agreement.

- Trampolines may be installed in the backyard only.
- The installation of the manufacturer's safety net which completely encircles the trampoline is **mandatory**. The safety net must have a lock to guard against unauthorized use.
- An adult (18 years or older) must be present to supervise trampoline use.
- Trampolines must be properly secured to prevent blowing away. Trampolines may not be attached to any part of the structure.
- Residents will be asked to acquire and provide proof of renter's insurance before exception to policy is approved.

5.5 Basketball Backboards

- Only portable basketball backboards may be utilized.
- Basketball backboards left in common areas will be removed and disposed of.
- Basketball backboards are to be stored when not in use.

Chapter 6: Miscellaneous

6.1 Renter's Insurance

North Hills highly recommends Residents obtain and maintain renters insurance. Personal property is not covered by North Hills.

6.2 Use and Residency

Only listed Residents shall personally use and occupy the premises and will do so solely as a private dwelling. The Resident agrees that the number of Residents will not exceed the number and names shown on the Resident Lease Agreement. Residents must notify North Hills if the occupancy size increases or decreases. Occupant size is limited to 2 persons per bedroom. Any/all changes to residency must be pre-approved by North Hills.

See sections 2.12 and 2.13 regarding our guest policy.

6.3 Home Businesses

Residents wanting to have a home business must obtain written approval from North Hills Community Director. Residents wishing to engage in a home business must comply with any and all city, county, state, and federal laws regarding such business.

Any Resident who intends to provide child care services needs to conform to North Hills rules and regulations, as well as county, city, state, and federal rules and regulations. Residents can contact North Hills for more information.

6.4 Pet Policy

The following constitutes the pet policy for Residents living in North Hills:

- The City of El Paso requires all dogs and cats to be licensed and micro chipped
- Pet owners must maintain current immunizations on all pets. Dogs and cats are required to wear a collar or harness with current rabies and distemper vaccination attached.
- Only two (2) pets will be permitted per household up to 100lbs each.
- Residents may not board exotic animals such as, but not limited to, reptiles, rodents (other than hamsters and guinea pigs), ferrets, hedgehogs, skunks, rats, raccoons, squirrels, potbellied pigs, monkeys, arachnids, or any farm animal.
- Residents may not board dogs of any breed (including a mixed breed) that are deemed "aggressive or potentially aggressive." For purposes of this policy, aggressive or potentially aggressive breeds of dogs are defined as a Pit Bull (American Staffordshire Bull Terrier or English Staffordshire Bull Terrier), Rottweiler, Doberman pinscher, and Chow and wolf hybrids. Prohibition also extends to other breeds of dogs or individual dogs that demonstrate or are known to demonstrate a propensity for dominant or aggressive behavior as indicated by any of the following type of behaviors:
 - Unprovoked barking, growling or snarling at people approaching the animal
 - Aggressively running along a fence line when people are present
 - Biting or scratching people
 - Escaping confinement or restriction to chase people

- Pet owners have the responsibility to control their pets. Unsupervised and unleashed pets are not permitted in common areas or outside privacy fences. Please note that the privacy fences installed at some North Hills homes are not designed to contain a dog. Pets must be secured with leashes or under positive control while outdoors, except in fenced patios and yards. Pets must not be left tied or unattended in exterior appurtenances or unfenced yards or allowed to run loose outside fenced yard. Voice command is not an acceptable means of control. **Pets are not allowed in/on playgrounds at any time.**
- Authorized animals are to be housed within the home. Garages or patios/decks are not suitable housing. Pets may be tethered inside a fenced yard as long as the tethered animal cannot reach the fence. Pets are required to be in the home or in an enclosed backyard if unattended. Pet houses must not be taller than the existing fencing.
- Place pet houses in the back yard within 25 feet of the rear of the home. Ensure that the structure is of sound construction, inspected and approved by North Hills personnel. It must be neat in appearance, cleaned daily of pet waste, kept free of ticks, fleas and other parasites. It must also be enclosed in a fenced area, and removed prior to move-out. The structure should provide adequate shade/shelter for the animal, and be of adequate size for the pet. **Grass must be maintained in all pet areas. Bare areas are not allowed.**
- All yards and common areas should be cleaned of pet droppings on a daily basis. If pet droppings are not removed, see section 2.9 and 2.10. Owners must pick up and properly dispose of pet droppings immediately in common areas, as well as one's own premises. This will eliminate health and sanitary concerns.
- Avoid leaving pet food outside for prolonged periods of time, as it will attract insects and wild animals.
- **Pets must not prevent or obstruct Employees or associates of North Hills from properly performing their functions, duties and responsibilities.**
- Reports of unprovoked bites, aggressive and nuisance behavior may be cause for North Hills to request the removal of the pet. Removal notices are on a case-by-case basis and involve a detailed review of all case histories, facts and future potential safety risks.
- North Hills reserves the right to terminate the Resident Lease Agreement for those Residents failing to comply with pet policies.
- Abandonment of pets is prohibited.
- If a Residents pet is lost, please contact the Community Center at 915.821.0440
- Service animal regulations will have exceptions to some of the rules as defined by "Title 40, U.S.C., and Section 291".
- **Residents are required to restore grounds prior to termination and are responsible for any damages caused by installation and removal of pet homes.**
- Fish tanks are allowed up to 10 gallons in size. Larger fish tanks require approval through an Exception to Policy (ETP).
- Doggy door attachments are not permitted.

These policies are to be strictly observed and will be enforced by the management staff. These policies have been set forth to ensure a quality living experience for all those living in North Hills. Management reserves the right to make such other reasonable policies that may become necessary to protect the care and cleanliness of the premises and community. Failure to adhere to these guidelines may result in charges, loss of pet privileges, non-renewal, or termination of the Resident Lease Agreement.

Disposal of Deceased Pets

Owners are responsible for disposing of deceased pets. Residents should contact local veterinarian services for proper disposal procedures. Deceased pets are not to be buried on the premises. Residents are NOT to dispose of dead animals in trash bins. In addition, Residents may not clean animals that have been killed for sport on or near North Hills property to include but not limited to deer, javelina, etc.

6.5 Parking

Each home has one single space parking garage provided. Residents are responsible for adhering to the parking guidelines and winter parking rules provided at the Community Center. Parking of motorcycles on the entryway sidewalk in front of a home is not permitted. Parking fines, ticketing and towing may occur with no notice for failure to adhere to these guidelines. Parking of recreational vehicles, boats or utility trailers in the housing area is prohibited except for 24 hours before and after loading/unloading. Improperly parked vehicles are subject to immediate towing/removal at vehicle owner's sole risk and expense. Management will in no way be held liable for any costs (towing, storage or damage) associated with such removal.

6.6 Vehicle Repairs

Automobile repairs are not authorized at any time within North Hills with the exception of tire changing and rotation, replacing a battery or other similar preventive maintenance. Changing of POL (Petroleum Oil Lubricants) products is strictly prohibited. Spillage or leaks of such products must be immediately removed and any materials used must be disposed of properly in accordance with any/all city and county laws/ordinances.

6.7 Landscaping

North Hills currently provides lawn services for the front and side yards. In the event this policy changes, or to meet additional requirements on your lawn, please refer to the guidelines below:

Residents will be responsible for mowing, edging, and weeding of their respective home. Lawn and yard areas will be maintained so as to present a neat and orderly appearance. Failure to properly maintain your lawn/yard will result in North Hills utilizing a private contractor to cut/rake/maintain your lawn at Resident's expense.

The following program exists for violations in the occupied lawn policy:

- A Resident may receive a warning notice if a lawn is over 6 inches in height at any point in the Residents yard with a notice to mow within two (2) days.
- If the Residents yard is not mowed within two (2) days, our landscape contractor will be contacted to mow at the Residents' expense.
 - A service fee of \$75 per hour will be assessed to the Resident for lawn service. This represents the actual charge from the contractor to North Hills for lawn service for an occupied home. A trip charge may be assessed if the contractor is unable to access the lawn. Additionally, these fees are subject to change.

All lawn areas to include shrubbery, trees, fence lines, and other vegetation within 50 feet of your home in any direction should be properly maintained by Residents. This includes mowing, edging, and weeding. This includes neutral grounds, curb lines, and sidewalks. **Lawns should be mowed at a height between 2 ½ to 4 inches.** To ensure that your lawn continues to stay green and healthy, it is necessary that you water your lawn every 2-3 days depending on weather conditions.

Tree pruning is to be performed by North Hills. If you feel a tree needs to be pruned/trimmed, contact the community center at 915-821-0440.

Lawns should be kept free of trash. It is the Residents' responsibility to ensure that their yards are maintained in a neat and orderly fashion.

No Resident shall skin, deface or remove the outer trunk surface or bark of any tree, plant or shrub at any place to such an extent in any such manner as to deface, injure, destroy or endanger the life of any tree, plant or shrub. Inserting objects into tree trunks opens wounds for insects and disease infestation. Nothing may be attached or hung in trees.

6.8 Telephone and Cable Services

The Resident is responsible for telephone instruments, services and additional equipment. Cable television is the Resident's responsibility. Any holes needing to be drilled from the exterior of the home to the interior must meet certain standards. Residents must complete an Exception to Policy (ETP) through the Community Center in order to have satellite dishes installed or to drill through an outside wall. Satellite dishes (see section 4.2) require written permission from the Community Center.

6.9 Yard Sales

Yard sales are authorized during community wide yard sale dates; signs will be placed by the community center. Unsold items will not be left outside or in the common areas after the conclusion of the sale.

6.10 Lockouts

Residents should contact the community center at 915.821.0440 should they become locked out of their home. If a lockout occurs outside of normal business hours, the Resident will be charged \$50.00 for the service call. Upon providing proper identification, the Resident will be provided access to the home.

Residents are not permitted to change or in any way alter the locks installed on the doors of the leased premises. In the event of lost keys, the Resident may be charged a replacement fee.

6.11 Freeze Warnings

During the winter, temperatures may drop low enough to freeze pipes. In an effort to minimize the risk associated with this, Residents are asked to perform the following tasks when temperatures are below freezing:

- If you will be away from home during periods of freezing temperatures, **DO NOT** turn off the heat in your home. See section 2.14.
- Remove all garden hoses from exterior faucets from October 1st to February 1st. This is required. Hoses left on during freezing weather will be cut from the exterior faucet and the cost will be incurred by the Resident.
- Keep garage doors closed.
- Keep access doors under and around buildings closed.
- Open kitchen and bath cabinet doors to expose pipes to heat.
- Maintain a minimum temperature of 60 degrees at all times.
- If absent for more than 7 days, Resident must notify the North Hills Community Center. See section 2.14.

Residents will be responsible for damages caused by neglect during freezing temperatures.

6.12 Exterior Decorations

North Hills encourages Residents to show their spirit during holiday seasons. North Hills is also concerned with neighborhood appearance and recommends having holiday decorations removed within 2 weeks following the holiday, weather permitting. North Hills requests Residents consider natural décor before choosing décor that requires electricity in order to conserve energy.

6.13 Conflict Resolution

The first contact for resolution of issues is t Community Staff. The Community Director will have the final authority over all resolutions.

Chapter 7: Move-Out

7.1 Notice of Intent to Vacate

A minimum 30 days' notice is required for Residents moving out of North Hills. Military members with PCS / ETS / Deployment orders are required to provide a copy of the orders within 48 hours of receiving them. If 30 days' notice is not received by North Hills, the Resident will be financially responsible for 30 days' rent from the time notice is received.

7.2 Abandonment

If during the term of residency, a Resident abandons a home, North Hills will send a letter to their emergency contact(s) stating that unless a reply is received from them within seven (7) days, North Hills shall consider the premises abandoned and may re-rent the premises. Abandonment is considered to have occurred if a Resident vacates a home without notice to North Hills, removes possessions from the premises and/or does not pay rent for more than 15 days after the date due.

7.3 Move-Out Procedures

North Hills has designed a simple move-out process. When a Resident provides notice that they intend to vacate, the Community Center works with the Resident to schedule pre move-out and final inspection dates.

A pre-move-out inspection will be performed. A member of the North Hills staff conducts the inspection, which may identify potential damages or cleaning items that require corrective action prior to the move-out in order to avoid damage or cleaning charges. At the final move-out residents are responsible for damage to their home or to equipment and furnishings. Residents will receive an additional charge should the home require deodorization. Normal wear and tear is anticipated and acceptable. Residents must return all home and mailbox keys as well as garage door openers and provide a forwarding address no later than the final move-out inspection.

North Hills will:

- Clear the Resident if the home is properly cleaned and no payment is due.
- Provide a list of damage costs to the Resident, if applicable.
- Determine the need for additional estimates for repairs and replacements.
- Collect any money due.

Normal wear and tear is the expected deterioration which occurs in the normal use of homes. Homes should be used as intended without negligence, carelessness, accident or abuse of the premises. For example, small nail holes are expected; large holes are not. A cleaning checklist can be obtained at any time through the Community Center.

7.4 Cleaning Requirements

North Hills has established cleaning and lawn maintenance requirements, which are provided below.

ITEMS	REQUIREMENTS
Vinyl	Clean/free of debris & dirt.
Carpet	Must be professionally cleaned with a receipt provided. (Carpet with stains and detected urine will be replaced and charges will be assessed at termination.)
Patio Door	Clean inside and outside glass streak-free to include metal frame. Clean out track and accompanying metal frame.
Cabinet/Closets/Shelves	Remove all shelf paper and tape. Must be cleaned, free of grease and dirt.

Mirrors	Cleaned streak free.
Blinds	In place, clean, free of dirt and dust.
Ceiling Fans / Bulbs	Clean, free of dirt and dust, bulbs working.
Plumbing Fixtures	Clean, free of mold or mildew, soap, or hard water stains.
Toilet(s)	Clean inside/outside to include seat, hinges and base.
Shower(s) / Vanity / Bathtub	Clean basin, free of mold/mildew and soap residue. No adhesive remains.
Wall / Ceiling / Floor Vents	Clean and free of dirt / dust.
Trash / Bulk Items	Removed from interior / exterior.
Refrigerator	Clean inside and out, door gaskets, free of mold/mildew. Drain pan empty and cleaned. Door handles/bars clean. Coils must be free of dirt/dust. Top and under fridge clean of dirt / dust.
Range / Ovens / Cooktops	Clean, free of dirt and grease to include; oven racks, broiler pans, oven gaskets, drip pans and underside of cooktop. Clean underneath the oven.
Range / Vent Hood	Clean, free of dirt and grease to include wall behind stove (splash guard). Clean / replace filter.
Dishwasher	No standing water. Free of food / debris. Clean interior/exterior. Clean racks, door gaskets. No soap residue, mold or mildew.
Trash Container	Must be empty and clean. No trash is to be left after move out.
Utility / Storage Area / Garage	Swept and free of dirt/dust. No oil stains.
Yard	All debris / litter removed. Grass mowed, area weeded, edged. Any / all holes filled in. No dead / grassless patches / sections.
Windows	Clean inside and out, free of streaks. Upper level windows do not need to be cleaned on the outside.
Walls / Ceilings	Must be free of dirt / dust and stains. Must be returned to original color if applicable. Wipe down outlets.
Driveway	Free of stains and other markings.
Light bulbs	All light bulbs must be working. Replacements can be found at the Home & Garden Center.

Appendix A

GUIDE FOR OPERATION OF APPLIANCES, SMOKE DETECTORS AND GROUND FAULT INTERRUPTORS

Garbage Disposal Unit

- Keep cover on drain when disposal unit is not in use. Items such as bones, corncobs, hairpins, glass, string, metal, etc., result in a clogged drain or jammed disposal.
- Grind food waste with strong flowing cold water.
- Flush disposal for self-cleaning by running a few minutes after grinding waste or draining sink water.
- Do not use lye or other chemicals for cleaning.
- Do not turn off water while grinding.
- Do not grind fibrous food waste (i.e. cornhusks, pea pods, celery, artichoke leaves, noodles, chicken skins, potato skins or rice).

NOTE: When disposal does not operate take the following steps:

- Turn off switch and water and allow garbage disposal unit to cool.
- Push reset button located on bottom or side until it clicks.
- Turn on switch and water.
- If the unit fails to operate after following the above steps, contact the community center at 915.821.0440.

Stoves

Ovens, grills and burners will be kept free of grease and food spillage to prevent fires and to avoid build-up which is difficult to remove and could result in a cleaning charge at move-out.

Dishwasher

Dishes, pots and pans must be scraped of food and rinsed before being placed in the dishwasher.

Instructions for Testing Ground Fault Interrupters

The ground fault interrupter (GFI) receptacles installed in homes are designed to protect people from the hazards of electric shock. Do not overload the circuit. Should the receptacle or the outlet in an adjacent bathroom fail to work, perform the following instructions to test the receptacle before calling in a service request:

- Push the “test” button and the “reset” button should pop up.
- If the “reset” button does not pop up when the “test” button is pushed, a loss of ground fault protection has occurred. Do not use the outlet. Call the community center to submit a service request.
- To restore power, push the “reset” button on all ground faults.

Smoke Detectors

Each home is equipped with one electrical smoke detector per level. These units have been installed for Resident safety and are very sensitive. The alarm sounds when electrical activity within the smoke chamber is interrupted by smoke particles. The smoke detector may also be activated by hair spray, steam, dust or anything that may pass through the smoke chamber (including insects).

To reset the detector after it has been accidentally activated, go to the circuit breaker box and cut the power to the detector for a few seconds. Make sure that the area around the detector has been cleared of steam, smoke from cooking, etc. before turning the power on. Notify the community center at 915.821.0440 if the detector does not reset. If the smoke detector activates during the night, assume a fire situation exists until you know for certain. Follow a prepared fire escape plan and evacuate the home until it has been checked. When in doubt, call 911. Accidental activation of your smoke detector may be annoying but it is an indication that the detector is functioning. If a detector malfunctions, call the community center 915.821.0440. Do not attempt to repair it.

APPENDIX B

Household Tips

Carpet Care

Place doormats at all entrances

Large mats, covering two or three strides, will help keep dirt, pesticides and other pollutants from getting on the carpets.

Vacuum two or more times per week

Frequent vacuuming helps reduce the level of dust mites, which can trigger asthma and allergy attacks. Vacuuming also removes surface dirt on carpets before it has a chance to get ground in. A vacuum cleaner with strong suction, rotating brushes and a HEPA filter, so the dirt and dust won't get blown back out in the exhaust, is best. Go back and forth over the same spot several times, especially in high traffic areas, to get as much dirt and dust as possible. Vacuum thoroughly along walls and carpet edges as dirt and dust also accumulate there.

Clean up spills on carpets immediately to prevent stains

- Soak up liquid spills by covering them with clean white (or light colored) towels or paper towels.
- Scrape sticky substances off carpets with a spatula or spoon. ***Don't rub the spill.*** This will damage carpet fibers and make the stain spread.
- To clean the stain, mix 1 cup warm water and ½ teaspoon of mild liquid soap, such as dishwashing liquid or fine fabric detergent. Apply a small amount, blot by pressing a clean white towel into the carpet and lift. Repeat the process until the stain is removed. Do not scrub.
- After the stain is removed, rinse the area with a solution of a few teaspoon of white vinegar to one cup water. Blot with another clean towel.

Use household ingredients to clean carpet stains

- Club soda removes red wine stains.
- Use an ice cube to harden gum and candle wax, then scrape.
- Sprinkle grease stains with baking soda, corn starch or corn meal. Let stand six hours or overnight, then vacuum.
- Mix 1/3 cup vinegar with 2/3 cups warm water and apply to the stain. Blot with a clean towel and repeat until the stain comes clean.

Use baking soda to remove odor from carpets

Carpet deodorizers and fresheners often contain fragrances that merely mask the smell. Baking soda soaks up the odor. Sprinkle baking soda over the surface of the carpet. Let it stand for 15-30 minutes, then vacuum.

Steam clean carpets with plain water

Use water and operate the machine as directed. The hot water will remove a considerable amount of dirt, even without detergent. Alternatively, use a mixture of 1 cup white vinegar and 2 ½ gallons of water. (Add another cup of vinegar for a stronger solution.) This is an effective way to remove shampoo residues from earlier cleanings.

Ventilate well during and after carpet cleaning

To speed drying time, keep windows open and use fans. Avoid carpet cleaning on humid or damp days. It is recommended that children are kept out of the house for at least 4 hours after carpets are cleaned.

Energy Conservation

Conserving energy is a win-win for everyone. Saving energy helps to make our environment a longer lasting, cleaner place to live. Saving energy allows more dollars to be spent on improvements and new construction rather than energy consumption. Saving energy makes the home a more comfortable and efficient place to live.

Heating

- Maintain the temperature between 60-70°F.
- Keep blinds open on sunny days and closed at night.
- Keep all windows (including storm) and outside doors firmly closed, especially those near the thermostat.
- Keep garage doors closed.
- Regularly change air filters.

Cooling

- Keep electric lights and lamps on low or off. They generate heat.
- Draw drapes and blinds during the hottest part of the day.
- Open windows before turning on a fan. Draw cool night air into the house with a full house fan.
- Open windows at night to bring in cool night air; close them during the day.
- Maintain an air conditioned house at 78°F or higher.
- Regularly change air filters.

Cooking

- To avoid inefficient use of energy, the element should cover the bottom of the pan.
- When using the oven, make the most of heat by cooking as many foods as possible.
- Boil water in a closed kettle or covered pan; it saves time and prevents heat loss.
- Cook on the range top instead of using the oven whenever possible.

Lighting

- Install compact fluorescent light bulbs (CFLs) in all light fixtures.
- Turn off exterior lights during the day.
- Turn off interior lights in rooms when not in use.
- Keep lamps and light fixtures clean. Dirt absorbs light.

Water

- **Report any leaking faucets and running toilets immediately.**
- Reduce water usage when washing vehicles.
- Use cold water when using the garbage disposal.
- Reduce the hot water temperature to 115°F.
- Run dishwashers only when full to save energy.
- Operate special features on your washing machine, to avoid using more energy and water than necessary.
- Use the cold water feature on your washing machine whenever possible.

Dryer Usage

- Make sure your dryer is fully loaded before running.
- Clean dryer lint filter before and after each use for efficiency.

- If Resident's dryer vent travels through garage, ensure lint filter in garage is cleaned monthly.

Safety

- Lock all doors and windows. Do not leave the home unlocked, even for a quick errand.
- Immediately report any needed repairs of locks, latches, doors or windows to maintenance.
- Do not hide key under the doormat.
- Arrange to stop newspaper delivery when on vacation.
- Never answer the door to a stranger. North Hills employees wear uniforms or have proper identification.
- If keys are lost or misplaced, make arrangements with maintenance to have locks changed. There may be a charge for this service.
- Keep emergency numbers posted next to every phone and on the refrigerator.
- Mark or engrave personal possessions for identification.
- Never leave children unattended.

Although North Hills cannot guarantee anyone's safety, we strive to do everything we can to provide Residents with the means to take responsibility for your personal safety. Please see Chapter 1 of the Resident Guide for more safety information.





RESIDENT GUIDE ADDENDUM



This Resident Guide Addendum (the "Addendum") dated below is attached to and made a part of the Resident lease Agreement dated the _____ day of _____, 2014 (the Lease) by and between North Hills ("Lessor"), and _____ ("Resident") for address _____ (the "Unit").

A default under the terms of this Addendum shall be deemed a material default under the terms of the Lease, and Lessor shall be entitled to exercise all rights and remedies at law or inequity. Except as specifically stated herein, all other terms and conditions of the Lease shall remain unchanged. In the event of any conflict between the terms of this Addendum and the terms of the Lease, the terms of the Addendum shall control.

Resident acknowledges receiving a copy of the Resident Guide.

Resident Signature

Date

Resident Signature

Date

North Hills Representative

Date