



Dear Resident:

We are glad to welcome you to Pebble Creek, your new home. Pebble Creek is your community. It's where you will spend a great deal of your leisure time...time that should bring relaxation, enjoyment, and satisfaction.

To ensure that your expectations are exceeded, we have developed information and policies that are based on our experience and that old standby, common sense.

We've prepared this booklet to fully explain the policies of your new community. It explains what we need from you and how you can get the things you need from us. It can help us build a happy and long-lasting relationship.

We believe your residency with us is just the first of many good relationships you will discover here at Pebble Creek Apartment Homes.

Sincerely,

Harry H. Hunt, III
Chairman

HHHunt

Because it's how you live that matters! www.PebbleCreekLiving.com/surveys.htm



INTRODUCTION

You have signed a lease agreement acknowledging that you, your family, and guests will comply with all policies included herein. Any changes will be stated in our e-newsletter or special notices delivered to your door; we would appreciate your compliance. Your apartment was designed and intended for reasonable residential use. It was designed to comply with all applicable building codes at the time of construction. These building codes, we believe, assume certain types of reasonable use of an apartment. Unreasonable use of your apartment such as very large gatherings of people, having excessive or heavy machinery or furniture, etc., may exceed design criteria. For your safety, the safety of your guests and other residents in the building, unreasonable use of your apartment must be avoided.

WHY POLICIES?

What follows are the policies of Pebble Creek. These policies have been carefully thought out and proven through our experience. We want to ensure your happiness and satisfaction while living at Pebble Creek.

Please observe these policies, as we are obligated to enforce them fairly to ensure your comfort and privacy, the rights of other residents and the property, which plays such an important part in creating an above-average lifestyle for all residents.

POLICIES ARE SUBJECT TO CHANGE in order to keep us responsive to your needs and the community we serve. We want Pebble Creek to be everything you expected and more!

IMPORTANT TELEPHONE NUMBERS TO HAVE AT YOUR FINGERTIPS

Pebble Creek Welcome Center	540-989-3323
Appalachian Power Company	800-956-4237
Automatic Leasing coin-Operated Washers and Dryers	800-558-2342
Cox Communications - SERVICE	776-3848
Cox Communications – (Richard) NEW INSTALLATIONS	204-8767
Department of Motor Vehicles	866-268-5463
Dog/Cat/Other Animal –Animal Control	911
Fire Department	911
Jefferson College of Health Sciences	985-8483
Virginia Western Community College	857-8922
Lewis-Gale Hospital	776-4000
Carilion Roanoke Memorial Hospital (911 for emergencies)	981-7000
Maintenance Calls (during office hours)	989-3323
Maintenance Emergency Calls (after office hours)	989-3323
Pebble Creek Rental Information Center	989-3323
Police Department (Emergency)	911
Police Department (Non-emergency)	911*
Rescue Squad	911
Roanoke County Schools:	562-3700
Green Valley Elementary School	772-7556
Cave Spring Middle School	772-7560
Cave Spring High School	772-7550
Roanoke Times	981-3211
US Postal Service	772-3245
Verizon Telephone Company	954-6222

*The Roanoke County Police Department has advised residents to call 911 for emergency and non-emergency reports.

Go to www.greatschools.org to check local school statistics and other information.

EQUAL HOUSING AND DISABLED RESIDENTS

HHHunt is committed to ensuring equal opportunity in housing and fully supports and expects all Team Members to uphold the Equal Housing Opportunity Statement:

“We are pledged to the spirit of U.S. policy for the achievement of equal housing opportunity throughout the nation. We encourage and support an affirmative program in which there are no barriers to obtaining housing because of race, color, religion, sex, handicap, familial status, or national origin. This includes an environment free from harassment.”

Disabled persons in need of an accommodation to HHHunt or community policies or a modification to the apartment, building or common areas may, at their option, complete a Reasonable Accommodation/Modification Request Form to be submitted for approval. Verbal requests for an accommodation or modification are also acceptable.

Any requests for accommodation or modification will be relayed to the designated compliance manager with HHHunt. In determining if an accommodation may be necessary, there must be an identifiable relationship between the requested accommodation and the individual's disability. In certain instances, the compliance personnel member may request additional information from a third party to verify the need for the requested accommodation or modification.

Please note that HHHunt is engaged in providing retrofits to all apartment homes covered by the Fair Housing Act. These alterations will increase accessibility to the home and will be provided at no cost to the resident. At some time during your tenancy it may become necessary to enter your apartment home and make the necessary retrofits. A list of the specific scope of work may be obtained at the Management Office.

WHEN THINGS GO WRONG . . . MAINTENANCE SERVICE

Pebble Creek Apartment Homes provides you with maintenance service 24 hours a day. This means we have someone on call at all times every day of the year.

If you have an emergency, call 540-989-3323. Follow the prompts to page an on-call technician. If the emergency involves water, please use the master water cut-off valve to minimize damage generally located under the sink or behind the commode. A maintenance person will be there as soon as possible.

During office hours, the Pebble Creek Welcome Center can handle any maintenance requests you may have, whether they are emergency or non-emergency. The Welcome Center staff can quickly dispatch the appropriate personnel to handle your problem. We suggest that when you call in a request, please find out to whom you are speaking and request that same person if the problem continues. This way we will be able serve you more efficiently, and will get to know you better.

AN EMERGENCY IS ANYTHING THAT IS CAUSING OR HAS THE POTENTIAL TO CAUSE DAMAGE OR HARM.

EMERGENCIES INCLUDE: NO HOT WATER, NO HEAT, NO A/C, WATER LEAK, AIR CONDITIONING LEAK, BROKEN FRONT DOOR LOCK, INOPERABLE COMMUNE, INOPERABLE REFRIGERATOR, INOPERABLE STOVE, GAS LEAK, OR ANYTHING THAT MIGHT CAUSE DAMAGE TO THE APARTMENT OR BUILDING.

FOR EMERGENCIES THAT ARISE BETWEEN 5:00 PM AND 10:00 AM, and on weekends and holidays, call the Pebble Creek Emergency Maintenance number, 540-989-3323; you will be provided with the necessary information for assistance. Please do not use our Emergency Maintenance Service for non-emergency problems that must be handled during normal office hours.

The Pebble Creek maintenance team is continuously striving to provide our residents with the best possible maintenance service. The team has completed a program of training that will enable them to identify preventive maintenance opportunities in each apartment. Therefore, when maintenance is called to your apartment for a repair they will be performing preventive maintenance checks in addition to repairing the item requested. We believe this type of program will eliminate many emergency work requests and therefore provide better service for all our residents.

SNOW REMOVAL

Snow removal is a shared responsibility between Pebble Creek residents and Pebble Creek team. Our team works very diligently to remove snow and ice from the parking lots, sidewalks, and stairways in the community. We recommend that Pebble Creek residents have a broom, snow shovel, ice scraper and de-icer on hand to personally remove snow from their vehicles and around it.

Although our team is the best around, we cannot be everywhere at once so please be patient when calling about snow removal requests. Please park your cars at least 3 feet from the curb when weather predictions include snow accumulation. This will help our snow and ice removal team when clearing the sidewalks and making them safe for passage. Additionally, please report any extremely hazardous areas to us so we may give it our immediate attention.

PEBBLE CREEK WELCOME CENTER

Hours:

Monday-Friday	10:00am-6:00pm
Saturday	10:00am-5:00pm
Sunday	1:00pm-5:00pm

We encourage you to contact us or visit during the week whenever possible so that we may spend as time as needed addressing your concerns or visiting with you.

Please be aware that our weekend Management Office hours tend to be very hectic and we may be required to ask you to wait for attention.

RENTAL PAYMENT

Rent is due and payable on the first of each month. Residents agree to pay a late charge of \$75.00 for rent received after the close of business on the fifth day of the month **REGARDLESS OF WEEKEND, HOLIDAYS OR POSTMARK**. Partial payments cannot be accepted. Please indicate your apartment and telephone number on the check. We will only accept one check per apartment for the total month's rent.

Please make checks or money orders payable to "Pebble Creek Apartments". The Pebble Creek Welcome Center does not accept cash. Payments may be brought to the office, mailed, or deposited in the Rent Drop Box, located at the front of building 3345.

Online payments can be made on our Resident Portal, which can be accessed through our website at www.PebbleCreekLiving.com. Online payment convenience fees apply for online payments.

RETURNED CHECKS

There will be a charge of \$50 plus a late fee payment of \$75 for any returned check plus any applicable bank charges. Returned checks must be covered by CERTIFIED CHECK, CASHIER'S CHECK or MONEY ORDER. However, after two returned checks, you will be required to pay your monthly rental payment by certified check, cashier's check or, money order. Post-dated checks will not be accepted.

LOCK-OUT SERVICES

If you are locked out of your apartment during office hours, you may bring a picture ID to the Rental Information Center and check out a key for 10 minutes; however, we will not let anyone into your apartment that is not on the lease as an occupant. Make sure all occupants are listed on your lease. If you are locked out after hours, call our emergency maintenance number at 989-3323.

****** \$25.00 lock-out charge for afterhours lock-outs. ******

PARKING

Parking is on a first-come, first-served basis and cannot be individually assigned.

1. To assure adequate parking for residents' vehicles, please do not park boats and trailers in Pebble Creek parking lots. Temporary passes may be granted at management's discretion.
2. Out of respect for your neighbors, if you have two vehicles, park one of them in a lesser-used section of the lot and ask guests to use lesser-used areas of the parking lots or street parking.
3. Please do not park in front of dumpsters, on the grass, in fire lanes, on yellow lines, etc. Improperly parked vehicles will be towed at the vehicle owner's expense. *
4. Please park regularly used motorcycles two to a space whenever possible. Due to fire regulations, motorcycles and motorbikes cannot be parked on balconies, patios, and decks, in the common hallway area or inside apartment homes. When not in daily use please park in a lesser-used area of the lot.
5. It is important that all of your vehicles be registered with the Welcome Center to avoid problems with notification in the case of accidents or thefts. In the unlikely event of a motor accident or vandalism, please call the Roanoke County Police Department by dialing 911.
6. In order to help maintain a beautiful environment, no vehicle repairs or maintenance is permitted in the community, but washing may be done in designated areas.

7. Please report any loitering observed in the parking lots to the Roanoke County Police and subsequently the Welcome Center. Your observance protects you and your neighbors. Dial 911 for all non-emergency calls as well as for emergency calls.

8. Please report any abandoned and unused vehicles or vehicles with expired tags seen in the community. These vehicles will be given ten (10) days notice and then towed at the vehicle owner's expense. *

9. Abandoned, unused, or non-operable vehicles cannot be parked on the premises at any time.

10. All vehicles parked at Pebble Creek must have current tags: inspection and county.

Please observe these rules; they mean adequate parking for everyone. Should there be a parking problem, please contact the Welcome Center.

***Note:** Any problem that requires towing will be charged to the vehicle owner.

HANDICAPPED PARKING

Resident(s) with disabilities may be assigned a handicapped parking space in front of the building. Documentation must be provided to the Welcome Center and verified prior to reserving of the space.

Handicapped parking spaces are assigned specifically to the resident of the building. Parking in these reserved areas may result in towing of the unauthorized vehicle at the owner's expense and/or a fine being assessed.

PETS

All pets must be registered with the Welcome Center before bringing the pet into the apartment. This includes a pet that may or may not require a deposit. Any pet brought into the apartment will be subject to our current pet policies regardless of the lease start date. Any pet not registered with the Welcome Center will result in a **\$200.00 illegal pet fine** (per pet, per occurrence). **The fine will not be applied to any pet registrations or deposits.** Because each pet owner at Pebble Creek must accept responsibility for their own pets, the following must be observed:

1. Only one pet per apartment with a maximum weight limit of seventy five (75) pounds when the pet is fully grown. A second pet may be approved by management if the combined weight of both pets does not exceed the 75 pound weight limit. Any pet or combination of pets that exceeds 45 pounds is required to live in a first floor apartment. No offspring permitted. Breed restrictions apply to all dogs. Pit Bulls, Dobermans, German Shepherds, Rottweilers and Chows are not permitted. In addition any mixed breed of the above mentioned breeds will not be approved.

2. Having a pet requires a "pet addendum" to the lease, a nonrefundable pet fee of \$100.00, a surety premium payment of \$199.00 (www.leasetermsolutions.com), and an adjusted rent schedule of \$10.00 per month, per pet. The pet fee is nonrefundable and will not be applied to any damages. All residents and guarantors must sign the pet addendum.

3. Please "walk" pets away from the buildings. Pet owners are responsible for clean up of all pet wastes; failure to do so will necessitate a charge. The fine will be deducted from the pet deposit and the pet owner will have twenty-one (21) days to replenish the deposit or remove the pet from the premises. Any damage to the shrubbery or landscape areas will be the sole responsibility of the pet owner.

4. All pets must be on a leash or carried at all times when they are outdoors.

5. Pets cannot be allowed at the pool or on the playground areas at any time. Please do not allow pets to urinate or defecate directly in front of buildings in the gardens or flower beds.

6. No pet can be left unattended or tied in an apartment for more than twenty-four (24) hours, or left on a patio, balcony, or common areas unattended at any time.

7. NO REPTILES, AMPHIBIANS, DANGEROUS, HARMFUL OR VENOMOUS ANIMALS WILL BE ALLOWED.

8. "Guest" pets cannot be allowed. A pet addendum must be signed and additional security deposit paid. If we observe an unregistered pet in your apartment, a pet fine will be assessed whether the animal is registered or removed. However, if the pet is removed, there will not be an increase in rent. Please think very carefully before bringing an unauthorized pet into the community.

9. Please do not feed stray animals or wildlife anywhere in the Pebble Creek community.

10. Resident must update Pet Addendum at each lease renewal period.

11. All residents and guarantors must sign the pet addendum which legally becomes part of your lease. The refundable portion of the pet deposit will be refunded AT LEASE EXPIRATION, PER THE INSPECTION, TO ALL RESIDENTS EQUALLY, and UNLESS AN AGREEMENT DENOTING OWNER IS SIGNED IN ADVANCE.

12. Pet deposits are required for cats, dogs, and any uncaged animals, at management discretion.

13. Rabbits, ferrets, hamsters, gerbils, rats, guinea pigs and birds must be caged at all times.

14. Please note: One pet per apartment unless a second pet has been approved by management. This also applies to pets that do not require a deposit. Residents come first at Pebble Creek so it is important that no pet becomes a nuisance. If a pet does become a nuisance, it will be removed from the community. Refusal to remove the pet from the premises as deemed necessary by Owner/Owner's Agent will constitute grounds for "injunctive relief" as outlined in the Virginia Residential Landlord and Tenant Act.

SERVICE ANIMALS

Service animals are not considered pets. Therefore a deposit or monthly pet fee will not be charged. Written documentation from a third party is needed for verification purposes. Any requests for accommodations will be relayed to the designated compliance personnel member with HHHunt. In determining if an accommodation may be necessary, there must be an identifiable relationship between the requested accommodation and the individual's disability. In certain instances, the compliance personnel member may request additional information to verify the need for the requested accommodation or modification.

BIRD FEEDERS

Although bird feeders give us the opportunity to view nature up close, birds have the potential to cause great damage to our buildings. Because of this potential damage, bird feeders are prohibited from being placed on, attached to, or hung on any building or tree in Pebble Creek.

AQUARIUMS

On the second and third floors, you may have an aquarium that weighs up to twenty (20) gallons. On the first floor it may weigh up to fifty (50) gallons. Proof of renters insurance is required, regardless of floor.

SECURITY DEPOSIT (REFUNDABLE PORTION OF RESERVATION FEE)

The security deposit must be paid prior to occupancy. According to the laws of the Commonwealth of Virginia, the security deposit collects interest per annum in six-month increments after the money has been held for 13 months or longer. Fees do not accrue interest and are non-refundable.

When a resident vacates their apartment, an inspection will be made using the Standard Vacating Checklist to determine what charge, if any, will be applied to the Security Deposit. Door/mailbox keys must be turned in before or on the resident's lease expiration date. **RESIDENTS MAY NOT APPLY THE SECURITY DEPOSIT TOWARD RENT OWING ON THEIR APARTMENTS.**

After residents vacate the apartment, the security deposit refund check or notification of inspection and pending charges will be mailed to the forwarding or last known address within 45 days of the lease expiration date. You will be notified within 45-60 days of lease expiration date if your deposit is being held due to damage

charges. Vacate inspection appointments can be made Monday through Friday between 10:00 AM and 5:00 PM. **All requests must be received 2 weeks in advance of the lease ending dates.** The apartment must be completely vacated and cleaned prior to the appointment.

Please Note: Pebble Creek will not be responsible for lost refund checks or statements due to the resident's failure to provide a forwarding address.

CONDITION REPORTS

Please complete your condition report and return it to the Rental Information Center within five (5) days after the commencement of your lease. This list will be used to correct any problems at the start of your lease and to prevent an incorrect charge for damages that were present when you accepted possession of your apartment. This helps protect your security deposit money. The Pebble Creek maintenance staff will address issues written on the Condition Report within 30 days of receipt. Any emergencies will be taken care of immediately. If the condition report is not received within the five (5) days after commencement of the lease, Pebble Creek assumes the apartment is in perfect condition.

LEASE OBLIGATION

Your lease is a legal agreement. It indicates what you can legally expect from Pebble Creek and what Pebble Creek can expect from you. In the lease you have agreed to rent for a specific length of time. You cannot arbitrarily reduce the term of the lease by moving. Quite fairly, we have the right to take legal action for damages and rent arising from a premature move or if sixty (60) day notice has not been given.

However, a sixty (60) day notice does not automatically release a resident from lease obligations during the lease term.

If you find that you must move, contact the Pebble Creek Welcome Center as soon as possible. We will help you by explaining your obligations and possible alternatives.

RELEASES

The standard procedure if you must make a premature move is to call the Pebble Creek Welcome Center immediately. They will give you information as it pertains to your specific case. Never assume you may move prematurely and break your lease without making arrangements with the Welcome Center. This may be negotiated by a Transfer Addendum, Lease Buy Out (*6+ month residents only*), Re-Rental, or in some cases, by a resident change. You are still responsible for maintaining the electricity and gas until the release procedures are complete. Any other action can result in immediate

legal proceedings. We welcome the opportunity to assist you with your problems and thus eliminate any undue ramifications.

****** Long-Term Resident Policy: After five (5) years of continuous residence, a lease may be ended with a 60-day written notice.**

A. COMPANY TRANSFERS

A resident may request a release from his or her lease because of a job transfer. Job transfers, if verified verbally and by a company notification letter, may be authorized under our company transfer policy. The resident must be moving at least fifty (50) miles outside of the area and must be transferred with a branch of the same company for which he or she is presently working. The 60-day notice does not commence until the Welcome Center receives the company's verification of transfer letter. The resident may be required to pay two (2) month's rent in advance after the signing of the Company Transfer Early Termination Addendum. The apartment may be vacated at any time after the addendum is signed and rent has been paid, but it must be vacated no later than the last day of the 60-day notice. Utilities must remain in resident's name until lease expiration. In either case, the resident must sign a vacating notice at the signing of the transfer addendum verifying the exact date of move-out.

NOTE: In a roommate situation, only the transferring resident is released from the lease agreement. The remaining resident must release the transferred resident or the company transfer is void. However, if the remaining resident is agreeable in allowing the transferring resident to vacate, the remaining resident has the option of remaining in the present apartment or moving to a smaller apartment. This is the **ONLY** circumstance in which a resident is allowed to move from a larger apartment to a smaller apartment during a lease agreement. Contact the Welcome Center for procedure.

B. MILITARY TRANSFER

If a resident is in the U.S. Armed Forces and is transferring under orders from the U.S. Government, the resident may terminate his or her contract with a thirty (30) day written notice. A copy of the orders must accompany the vacating notice. The resident must be moving at least thirty-five (35) miles outside of the area.

C. LEASE BUY-OUT

A resident may request a lease buy-out, which consists of a sixty (60) day vacating notice, and a lease buy-out fee of \$1,000.00. The resident must have fulfilled at least 6 months of the lease term before the lease buy-out can go into effect. The resident is required to pay the \$1,000.00 lease buy-out fee at the time the vacating

notice is given, which begins the sixty (60) day notice. The apartment may be vacated at any time after the addendum is signed, the \$1,000.00 lease buy-out fee has been paid, and all rent has been paid, but it must be vacated no later than the last day of the sixty (60) day notice. The resident must sign a vacating notice at this time, verifying the date of move-out and a lease addendum which states the new lease expiration date.

Any Rent Concession given at move-in or renewal will be repaid in the event of a lease buy-out.

D. RE-RENTAL

A resident may choose the re-rental option with the following understanding. There is a \$500.00 fee when the notice is given. As soon as the vacating notice is given, the rental office will put that apartment on the availability list as of the date apartment is vacated. **The resident is still responsible for the monthly rent and electricity until the new resident has moved in.** Any overlap in rent will be refunded to the resident with the security deposit.

Any Rent Concession given at move-in or renewal will be repaid in the event of a re-rental.

E. CHANGE OF RESIDENT/ROOMMATE

A roommate change is when one or more, but not all, of the original residents wish to transfer their responsibility for an apartment to another individual. A lease commits you to responsibility for a specified length of time. We do allow changes, however, only if certain prerequisites are met. Check with the Welcome Center before taking any action. A processing fee is required for all forms to be signed and transactions completed. All persons involved (i.e., outgoing, incoming, and remaining residents) must be present in the Welcome Center, collectively, before any steps are taken to activate the process.

When Owner/Owner's Agent has approved a change on a lease, the following must occur: both incoming and remaining resident(s), including guarantors, for the lease term, must sign a new or amended lease. The Welcome Center considers any resident change as a legal transaction and it will be handled as such. The security deposit may never be reduced below the amount on the original lease. The remaining resident(s) and the new resident(s) entering on an existing lease accept responsibility for all damage and cleaning charges (including pet). **IT IS THE RESPONSIBILITY OF RESIDENT(S) TO MAKE SECURITY DEPOSIT SETTLEMENTS AMONG THEMSELVES.** The outgoing resident(s) must fill out the Resident Change Addendum and Vacating Notice form. The remaining and incoming residents must sign a Resident Addition Addendum and pay all monies due to authorize name changes on the lease. All rent, late fees, etc. must be brought up to date before the resident change is approved. The outgoing resident(s) must turn in keys and pet tags to the Welcome

Center. All necessary forms can be acquired at the Rental Information Center. Please contact the Leasing Consultants for details.

**\$50 to drop a leaseholder, pending qualification of remaining leaseholders
(All remaining leaseholders must agree to the drop of a leaseholder)**

**\$35 application fee to add a qualified leaseholder to a lease agreement
(All leaseholders must agree to add a new leaseholder to a lease)**

TEMPORARY OCCUPANTS

Occasionally circumstances in our lives such as jobs, personal and family problems may make it necessary for you to be absent for short periods of time. An Occupant Form may be signed authorizing someone else to visit/temporarily occupy your apartment.

Although a temporary occupant is in the apartment, he or she cannot pay rent. **You** will be held responsible for paying rent and any damages incurred. Pool privileges are available only to the person(s) occupying the apartment. Only one temporary occupant will be permitted during a standard lease term. All occupancy regulations apply. HHHunt/Pebble Creek retains the right to ask you to terminate your agreement with the temporary occupant should any problems arise. Temporary occupants must complete a rental application and a criminal background check will be completed and acknowledge receipt of the Resident Information and Policy Handbook.

TRANSFERRING WITHIN THE COMMUNITY

When a resident requests a transfer from his or her present apartment to another within the community during the term of the lease, the following is required:

1. The resident must be requesting a larger apartment.
2. The resident must fulfill the terms of the existing lease plus an additional lease term.
3. The security deposit/refurbishing fee must be handled as though you were a new resident in order to protect the community against any damages in the original apartment.
4. If damage charges in the original apartment exceed the respective security deposit, the resident shall be fully responsible for additional costs of all related cleaning and/or repairs necessary for its re-rental.
5. A \$300 non-refundable transfer fee will apply in addition to new security deposit/refurbishing fee (if transfer occurs during first initial lease term).

TRANSFERRING WITHIN HHHUNT PROPERTIES

1. Resident must give 30 days notice of intent to transfer.
2. Account must be in good standing- no outstanding balance.
3. Resident must apply for apartment at desired HHHunt Property.
4. Qualifications:
 - Rental rate must be comparable to original lease at street rate (no concession)
 - Lease term should be a minimum of 6 months longer than original lease term. If the resident is keeping the same lease term (minimum of 3 months remaining on lease) resident must pay \$200 transfer fee to vacating property and any short-term lease premiums applicable at new property.
 - Apartment leased cannot be a sublease or re-rental
 - Resident must pay new deposits and application fee- no transfers between communities.
 - Vacating property may request repayment of concession offered.
5. Pending application acceptance at new property, a lease start date will be determined. Resident to determine the amount of moving time they need. Rent will be charged at both properties for this time. This time should be communicated with both properties and resident.

LEASE EXTENSIONS

Upon satisfactory completion of a standard-term lease agreement, a potential job change, marriage date, or other circumstance may necessitate signing a lease extension for less than the standard term. **Please understand a lease extension is a privilege and therefore may be denied.** Lease extensions are granted on a first-come, first-served basis and must be approved, by date, on an individual case basis. Lease extensions are limited according to date, move-outs per day, maintenance schedules and apartment size. Only one extension is permitted on a standard-term lease. All lease extensions will reflect the current rent schedule and may require an additional charge, Extensions are subject to an additional charge. The resident will be held responsible to give a 60-day notice prior to the expiration of the extension as outlined in the lease.

TERMINATION OF A LEASE BY HHHUNT

A resident's lease may be terminated if there is a breach of the agreement or non-compliance with related policies. Notice of termination can be served to the resident after the first warning of a violation has been issued. **The Owner/Owner's**

Agent also has the right to give the resident a sixty (60) day written notice prior to the expiration date of the lease that renewal of said lease is not desired.

Additionally, should the resident be late with the rent payment three times within the term of the lease, that shall be grounds for termination of the lease, at the option of the Owner/Owner's Agent.

In accordance with the VA Landlord & Tenant Act of 1974, the resident will still be responsible for the total term rent until the lease ends or the apartment is re-rented.

ENTRY OWNER/OWNER'S AGENT

The Owner/Owner's Agent of Pebble Creek must maintain the right to enter apartments at any reasonable time to inspect or maintain the apartment community. We will always give reasonable notice of the intent to enter an apartment except in cases of emergency, resident-requested work orders, condition reports, newsletter notification of filter changes, or in the event it is impractical to do so. Any time the maintenance or rental staff enter your apartment, the door will be locked when they leave.

SOLICITING

No soliciting, visiting without invitation or handbill distribution is permitted in the community. "No Soliciting" signs have been posted and will be strictly enforced. Please contact the Welcome Center if you encounter this problem. We want to protect your right to privacy.

ROANOKE GAS

ROANOKE GAS MUST BE IN YOUR NAME AT THE LEASE COMMENCEMENT DATE AND LEFT ON AND IN YOUR NAME UNTIL THE EXPIRATION OF YOUR LEASE. A \$50.00 ADMINISTRATIVE FEE WILL BE APPLIED TO ANY ROANOKE GAS BILLING SENT FROM OUR OFFICE. RESIDENTS THAT DO NOT HAVE THE SERVICE TURNED ON IN THEIR NAME OR RESIDENTS THAT TURN THEIR SERVICE OFF EARLY WILL RECEIVE A \$50.00 ADMINISTRATIVE CHARGE FOR EACH BILLING.

ELECTRICITY

ELECTRICITY MUST BE IN YOUR NAME AT LEASE COMMENCEMENT DATE AND LEFT ON AND IN YOUR NAME UNTIL THE EXPIRATION DATE OF YOUR LEASE. A \$50.00 ADMINISTRATIVE FEE WILL BE APPLIED TO ANY AEP BILLING SENT FROM OUR OFFICE. RESIDENTS THAT DO NOT HAVE THE SERVICE TURNED ON IN THEIR NAME OR RESIDENTS THAT TURN THEIR SERVICE OFF EARLY, WILL RECEIVE A \$50.00 ADMINISTRATIVE CHARGE FOR EACH BILLING.

During the winter never disconnect the power for any reason as severe damage may occur as a result, with the resident being responsible for damages. Please, maintain a room temperature of at least 60 degrees to prevent pipes from freezing.

NOISE (COMPLAINTS)

Apartment living requires consideration for others, especially where noise is concerned. Since most noise problems are not due to residents being intentionally inconsiderate, but due to a lack of awareness of the problem, we suggest that polite personal contact with the noisy resident will solve most situations. As a last resort and if after office hours, contact the Roanoke County Police Department for corrective action. We also ask that you advise the Pebble Creek Welcome Center on the following workday, giving the apartment number of the offending resident and the circumstances surrounding the complaint.

CONTINUED RESIDENT COMPLAINTS WITH OWNER/OWNER'S AGENT VERIFICATION OF THE PROBLEM WILL RESULT IN WARNINGS FROM PEBBLE CREEK MANAGEMENT AND EVICTION, SHOULD THE PROBLEM NOT BE CORRECTED.

PARTIES

A party should not be an unpleasant experience for you or us. Plan carefully when you invite your guests and do not issue open invitations because YOU ARE RESPONSIBLE FOR ACTIONS AND DAMAGES OF GUESTS, INVITED OR UNINVITED WHILE THEY ARE ON HHHUNT PROPERTY.

For social functions at your apartment, please try to follow these simple rules:

1. Keep balcony doors and windows shut. If it is a warm night, please turn the thermostat to "Cool" at 70-72 degrees Fahrenheit.
2. Please maintain guests inside the confines of your apartment with the entrance door closed. AND PLEASE...advise your guests not to linger in the hallways, stairs, entranceway or parking lots.
3. Alcoholic beverages and cups or cans must be kept inside your apartment.
4. Restrict attendance to friends (less than 15), not admitting people whom you do not know, or cannot control. (Perhaps you would consider renting our clubhouse, which will hold around 75 guests.) Please do not extend "blanket" invitations. These unexpected guests usually have a total disregard for you or your continued residency at Pebble Creek, yet you are held responsible for their behavior.
5. When parking, please do not allow guests to block entrances to building areas or park on the grass.
6. If you have a function and feel you no longer have control of your guests, please contact the Roanoke County Police Department for assistance. In this way you may avoid a summons or legal action by Owner/Owner's Agent.

YOUR HOUSEHOLD/OCCUPANTS

Help us assure the safety and protection of all of your occupants. Do not allow any occupants to play/loiter near construction sites, in dumpsters, parking lots, hallways, entryways, roadways, stairs, laundry rooms, storage areas, or other hazardous areas. Please do not allow the use of sleds, skateboards, roller skates/blades, etc. Also, any occupant(s) under the age of twelve (12) years should not be left in the apartment unattended. Please review the safety steps in case of fire with your occupant(s) and caution them concerning the use of appliances. Please check our pool rules concerning required adult supervision for swimming for occupants under the age of 18 years.

OCCUPANCY REGULATIONS:

- 1 Bedroom/1 Den - Maximum of 2 persons
- 2 Bedroom/2 Den - Maximum of 4 persons
- 3 Bedroom/3 Den - Maximum of 6 persons

GUNS

Guns, fake or real, including paintball, pellet & B.B. guns are not allowed on Pebble Creek premises.

ENTRY HALL/ EXTERIOR BREEZEWAYS

According to fire regulations the entry halls/breezeways must be clear at all times to provide a safe passage for all residents and guests. Doormats and appropriate door hangings (wreaths, decorations) are allowed, but please do not place trash bags, shoes, flower pots, or any other trip hazards in the entry halls/breezeways of your building.

SATELLITE DISHES

Residents installing satellite dishes must contact the office first, and comply with the following restrictions:

1. The permitted size of the dish cannot exceed 1 meter in diameter.
2. Satellite dishes must be installed within the balcony or patio area of the apartment. The installation of the dish does not include the drilling of any holes or precarious placement such as on a pole or device that extends the dish beyond the balcony rail. Satellite dishes may not be installed or placed on any common area of the building or grounds, including outside walls, outside windowsill, roof or any common area balconies or stairways.

3. Residents installing a satellite dish must provide proof of liability insurance specifically relating to the satellite dish **prior to installation**. The policy must be in force through the entire term of the lease agreement and any renewal agreements.
4. **Residents can utilize the building satellites by calling Mary Ferguson DirectTV; the phone number is 540-344-3649.**

SIGNS / NOTICES

Residents may not place any signs or other advertising matter upon or in windows, hallways, doors, mailboxes, or outside the building. Flyers that have been approved by Pebble Creek management may be displayed on laundry room bulletin boards. Residents may also advertise in the e-newsletter.

LAUNDRY

For your convenience, laundry facilities have been provided for use between 7:00 a.m. and 10:00 p.m. The laundry equipment (in the laundry rooms) is owned and maintained by Automatic Leasing; therefore, our maintenance staff cannot make repairs to them. Please report any inoperative machines to Automatic Leasing at their toll-free number, **1-800-558-2342** and give the machine number with a description of the problem. Please do not use the washers and dryers before 7:00 AM or after 10:00 PM. Doors to the laundry rooms should be kept closed at all times.

Please note:

1. The Laundry Room is a fire exit and cannot be used for storage of any kind.
2. Laundry Room trash cans are not for household trash.
3. Please do not install clotheslines on patios or balconies.
4. The washers run for approximately 25 minutes, the dryers for about an hour.
5. Be considerate of others and do not leave your clothes in the washer or dryers for extended periods of time.
6. Cost of coin-operated laundry per load: \$1.25/washer. \$1.25 dryer.*
*The prices to wash and dry can change at any time.

LAWN

We appreciate your efforts in helping us maintain our community as a source of pride for you and your guests. Please report any bicycles etc. stored or parked on the lawns as this detracts from the beauty of Pebble Creek and cannot be permitted. Motorized vehicles of any kind are not allowed on the grass areas for any reason. Damages resulting from this will be charged accordingly. Due to the contracted lawn care, a specific day for mowing cannot be guaranteed.

MAIL DELIVERIES

As a registered resident of the community, a mailbox and one mailbox key is assigned to you. If your mailbox key is lost, check with the Pebble Creek Welcome Center for the cost and payment; duplicate keys cannot be issued due to Postal regulations.

The Welcome Center will accept packages from most carriers for the residents. Please plan to pick them up in the office as soon as possible, as our space is limited. We reserve the right to decline any package based on size, available space, or if the package contains perishable items. Additionally, we do not accept any luggage in the office.

ENTRY TO APARTMENTS

To protect your privacy and your property, we must maintain a policy of not opening your apartment for unauthorized occupants, domestic help, or delivery people. If you anticipate a delivery of goods to your apartment (furniture, movers, etc.) or the arrival of friends or relatives in your absence, the Welcome Center must have your permission, IN WRITING ONLY, to issue a key for entry. The person you are leaving the key for will need to show photo I.D. when picking up the key. Pebble Creek will not be held accountable if keys are lost or not returned.

ANY TIME THE MAINTENANCE OR LEASING STAFF ENTERS YOUR APARTMENT, THE DOOR WILL BE LOCKED WHEN THEY LEAVE.

TRASH

Trash containers are located in close proximity to each building. All large boxes should be cut up before being thrown away. If your trash container is ever full, please use an available dumpster at another location to deposit your trash and contact the Welcome Center.

The garbage disposal in your kitchen is to be used for food waste **only**. If you have any questions regarding its use, please call the Welcome Center at 540-989-3323.

Resident trash left on landings, under stairs, placed in laundry room trash cans, placed in the third floor storage areas or otherwise improperly disposed of will result in a fine to the resident if removed by our staff.

GARBAGE DISPOSALS

To make everything as easy as possible for you, garbage disposals have been installed in each apartment. However, please do not use the unit for the disposal of paper, string, metal, wood, cleaning supplies, quantities of hot grease, banana peels, glass, pea pods, or cornhusks. There will be a maintenance charge if the garbage disposal must be repaired as a result of any of these items.

If you follow these simple rules in operating your garbage disposal, we believe you will have uninterrupted service without the inconvenience of overflowing sinks, stopped-up plumbing, or other annoyances.

1. Turn on cold water faucet and let water run freely.
2. Turn on garbage disposal switch.
3. Feed food waste into the disposal. Do not put your finger or metal object into the disposal.
4. Let garbage disposal run for another 30 seconds after the food waste has cleared the disposal. The sound will indicate when it is clear. Continue to let the water run for a minute or more to flush the pipes.

Your garbage disposal will shut off automatically when it is overloaded. To start it again, PUSH THE RED BUTTON ON THE BOTTOM OF THE GARBAGE DISPOSAL. This should restart the unit; if it fails to start or continues to shut off, please report it to the Rental Information Center.

TELEPHONE/ EMAIL ADDRESS

Please provide all contact information to Pebble Creek!!! For your protection and convenience, please furnish the Welcome Center your home and business telephone numbers. On occasion, we need to contact you for emergencies or other reasons. Since your address and telephone numbers are handled as confidential information by our staff, please tell your friends of your move, we cannot furnish them with this information.

WATER BEDS

When installing a waterbed, please consider they have the potential for serious damage and inconvenience to your neighbors. We require each resident carry the proper insurance coverage and notify the office of your installation in case there is an accident.

PIANOS/MUSICAL INSTRUMENTS

Pianos/Musical Instruments are allowed in the apartments only with the consent of the Owner/Owner's Agent. Owner/Owner's Agent may also direct placement. If noise complaints result from use of a piano or any other musical instrument, the resident may be requested to remove it from the property.

STORAGE AREA

Additional storage space is available on the third floor of each building. Storage is provided with the clear understanding that neither the Owners of the building nor the Owner's Agent is liable for any loss, damage, or injury to the articles stored therein. Periodically, bins, which are not registered, will be opened and the contents destroyed. Please do not use more than one bin. PLEASE make sure that you put your items in a bin matching the letter of your apartment, and label it with your name and apartment letter. This was provided in your move-in packet.

BICYCLES

Residents of Pebble Creek may have bicycles on Pebble Creek property to enjoy. Please do not leave any bicycles outside on the common area grounds. Bicycles must be stored within your leased premises (your balcony, patio, inside your apartment, or inside the storage bin assigned to your apartment.) Bicycles stored should be secured at all times. They should be stored neatly when visible to other residents.

DRAPERIES

Living room sliding glass door coverings must have a white lining or backing. All window treatments are to have a white lining or backing. Blinds are provided for your convenience. Replacement/Repair cost will be charged as needed for damages to blinds including but not limited to: discoloration, pet damage, etc.

DOOR MATS

Proper sized, standard doormats made of rubber or hemp should be used at apartment entrances. Doormats may not contain words, pictures, or symbols that may be offending to others.

VERTICAL BLINDS / MINIBLINDS

For your convenience, we have installed blinds at all windows in your apartment. If you have any trouble with the blinds or rods, please call the Welcome Center. Upon vacating, be sure to leave them clean and in place. You will be responsible for the cost of replacement if they are removed or damaged. Blinds should be cleaned thoroughly to avoid cleaning charges at move-out. This may require taking the blind down for washing; the blind in the kitchen will get greasy/dirty from cooking. Residents who wish to use their own draperies or blinds may do so if the draperies/blinds have a white lining or backing, but use of the property-issued blinds is encouraged to maintain a uniform exterior appearance.

HANGING PICTURES

You may hang pictures, mirrors, etc. on the walls of your apartment provided you use picture-hangers. All holes must be properly filled and sealed with spackling compound at move-out. **PLEASE do not use glue/foam stickers** as they create extensive damage to the wall.

HEAT AND AIR CONDITIONING

During the heating season, move the lever on the thermostat to HEAT. During the air conditioning season, move the lever to COOL. For normal satisfactory operation, it is recommended that the thermostat be set at 65 degrees in the winter and 75 degrees in the summer. When you are changing from cooling to heating or vice versa, allow about five (5) minutes to elapse between the time you turn one OFF and the other ON. The unit will have time to energize itself, otherwise, the unit will be damaged. Please keep the cold air return vent in the hallway or dining room clean. Accumulation of dust can affect the efficiency of the system.

For most efficient operation many manufacturers recommend operation 24 hours a day. If you prefer to shut the equipment off in late evening and use natural ventilation, the cooling equipment should be started very early the next day before the outdoor temperatures become uncomfortable. **Do not turn your heat off if you are away during the winter months due to the risk of your pipes bursting and causing excessive damage to the building and to your personal belongings. While away, maintain your thermostat at 60 degrees or above.**

FIRE AND SAFETY REGULATIONS DO NOT ALLOW KEROSENE HEATERS.

BALCONY OR PATIO

Your balcony was designed according to safe building construction practices and in accordance with the 1978 BOCA (Building Officials & Code Administration) CODE, SECTION 706, PROVIDING FOR 40 LBS. PER SQUARE FOOT LOADING. You should be aware this provides a structure for no more than 10 persons of average weight and sundry furniture for a maximum of no more than 2500 lbs (TOTAL).

Private balconies or patios are provided with each apartment so you may enjoy indoor-outdoor living. In consideration of your neighbors, please do not dump ashtrays, empty vacuum cleaners, or shake mops or rugs from your balcony or patio. Plants or other accessories should be storm weighted. CLOTHESLINES ARE NOT PERMITTED ON THE BALCONY OR PATIO, NOR MAY CLOTHING OR OTHER ARTICLES BE HUNG FROM OR PLACED ON BALCONY RAILS, WINDOW SILLS, SIDING OR EAVES. In consideration of your neighbors, we ask that wind chimes not be placed on the balcony or patio.

Furthermore, we ask that items such as trash cans/bags, motorcycles, boats, signs, doghouses, cat litter boxes, etc., not be kept on your balcony or patio. These areas should be maintained in a neat and orderly manner at all times. No upholstered furniture or indoor furniture is allowed on balconies or patios. Flammable items such as gas, kerosene, lighter fluid, etc. should not be stored on your balcony, patio, or in your apartment. Tiki torches are also prohibited. Seasonal lighting is allowed within the leased premises in December and until mid-January but Pebble Creek reserves the right to ask resident to remove the lighting or other decorations if inappropriate.

GAS OR CHARCOAL GRILLS

Propane gas grills cannot be allowed anywhere within the confines of any apartment building. According to the Roanoke City Fire Marshall's code, charcoal grills may not be used anywhere within the confines of apartment buildings. They may be used on the grounds outside the confines of your building. Section 402.4 and Section 307.5 of the 2000 International Fire Code Commentary. The use of grills or other open flame cooking devices is prohibited within 25 feet of a building. Propane or other gas containers/tanks should never be stored in or around a building.

For your convenience, there are stationary charcoal grills located in the common areas of the community. **Gas grills can not be stored on balconies or patios.**

EQUIPMENT

The Owner/Owner's Agent reserves the right to move, relocate, or alter provided equipment (where applicable) such as dumpsters, bike racks, storage, etc. without notice.

COUNTERTOPS AND TUB SURROUNDINGS

Formica and/or fiberglass have been installed to minimize work in cleaning. Please do not use an abrasive cleaner. For stubborn stains, use a good all-purpose, non-abrasive cleaner with a brush. If a stain persists contact the Welcome Center and one of our cleaning or maintenance staff may be able to advise you.

WALLS

The kitchen and bathroom walls are semi-gloss paint. To clean them, use a mild soap or detergent or recommended wall cleaner, not steel wool or other abrasives. All other walls are flat paint. Please do not wallpaper or paint any areas in your apartment without written approval Pebble Creek management.

ALTERATIONS

Most alterations to the apartment cannot be permitted, as most will result in charges for the expense necessary to return the apartment to its original condition.

Most frequently denied alterations:

1. Lock changes--no lock changes are permitted on any door unless first approved by the Owner/Owner's Agent.
2. Shelving brackets.
3. Permanent bolts or hangers.
4. Any additions to wood doors requiring holes--full-length mirrors, pictures, etc.
5. Contact paper on shelves.
6. Wall partitions.
7. Additional phone or TV jacks.
8. 220 wall outlets, no additional.
9. Colored paint on walls, other than approved.
10. Mirrors and additional wallpaper.
11. Washing machines or dryers (portable or standard). Unless hook-ups are provided by the Owner/Owner's Agent.

CARPETING AND FLOORS

We would appreciate your caring for the carpeting as if it were your own. Regular and proper cleaning is required (professional shampoo twice a year). Carpets should be vacuumed twice a week--sometimes more often in traffic areas. Spots should be cleaned immediately. The carpet must be clean upon vacating, unless you paid a non-refundable refurbishing fee prior to move-in. If you have shampooed the carpet, but it is still dirty, you will be charged for cleaning. If the carpet is extremely dirty, you will be charged for stain removal and additional treatment as necessary. If the carpet is damaged beyond repair you will be charged for the replacement of the carpet.

Your kitchen and bath floors are vinyl. Solvents should not be used because such fluids loosen and soften the mastic undercoat. They can be cleaned most successfully with a non-abrasive household cleaner or with soap and water. Contact the office staff for advice concerning proper care.

GLASS AND SCREENS

For your convenience our maintenance staff will replace any broken window, patio door or torn screen **with charges** for material and labor, due upon repair.

ELECTRICAL FIXTURES

Each apartment is equipped with a circuit breaker in case of power overload. If you lose the electricity in your apartment, check to see if the circuit breakers are all in the "ON" position. Wait approximately five minutes before you reset the breaker (Turn "off", then "on"). In case of a general POWER FAILURE, please report difficulties to Appalachian Power Co. (1-800-956-4237).

Light bulbs will be supplied upon initial occupancy, but replacement bulbs are the residents' responsibility. However, we will be happy to replace any appliance bulbs or the florescent bulb that is above the sink. To schedule this service please call the Welcome Center and they will have someone come into your apartment to replace the light bulb.

For your safety, please check with the Welcome Center before installing chandeliers or other permanent electrical fixtures. Do not use multiple outlet plugs or overload a circuit creating a fire hazard.

PLUMBING FIXTURES

All plumbing fixtures should be used only for the purpose intended. Therefore, no solid articles, disposable diapers, wet wipes (even if they are advertised as "flush-

able”), rags, rubbish, or feminine hygiene products should be placed in them. All such waste should be placed in trash containers.

KITCHEN FIXTURES

It is best to clean the cabinets and the countertops with a non-abrasive household detergent or all-purpose cleanser and water, especially around the handles. Please do not place hot skillets or other hot objects on the countertops, and always use a cutting board for chopping or slicing food to prevent countertop damage.

REFRIGERATOR

Clean the interior with a solution of baking soda and warm water. On the exterior of the refrigerator, use a mild soap and warm water. Please do not use scouring powder or strong abrasives inside or out because these will scratch the surface. Use care in cleaning plastic parts; do not wash plastic parts in scalding water or place in hot water directly from a cold refrigerator.

Once a month please remove the bottom grill and clean. Also, remove the plastic drain tray under the refrigerator and wash in warm soapy water.

RANGE - COOKING & CLEANING TIPS

To insure maximum cooking efficiency on your electric range, please be sure to follow the operating instructions carefully. The range has a two-piece broiler with separate pan and grill and is completely removable for easy cleaning. This should be done after each use. Raised edges of the range top cooking surface retain spills, splashes, and boil-overs.

When boiling liquid, the highest temperature that can be reached is the boiling point. After the liquid begins to boil, decrease the intensity of heat that will hold the boil. This will save electricity, lessen the possibility of burning food or boiling food over your cookware, and keep the kitchen cooler.

Use stable cookware with flat bottoms. Always place the cookware on the burner before turning on the burner. Select cookware large enough to avoid spill-overs; however, oversized cookware (diameters exceeding 8 1/2 inches) can cause the finish of the range to discolor, craze and chip.

Preheat oven for 10 to 12 minutes before placing food in oven (oven indicator light will go off when ready). It is not necessary to preheat for broiling or roasting. It is important to select a proper temperature setting. Never set the dial to a higher degree than needed, with the intention of lowering the setting at a later time. This will

not speed up the action. It can cause the oven to cycle slower and cause the temperatures to vary so that cooking results may be unsatisfactory.

When using glass bake ware, lower the oven temperature 25 degrees to prevent browning of the bottom and sides before the top becomes brown. With glass bake ware, it is better to increase the preheat time to have exact stabilization of temperature. Allow 20 minutes for temperatures up to 350 degrees and 30 minutes for higher temperatures. Avoid opening the door as much as possible.

The oven racks should be arranged before turning the oven on. Place the racks so that the food, not the rack, is "centered" in the oven. When baking more than one item, be sure to stagger them, allowing space between each one. Do not allow the bake ware to touch any part of the oven.

To remove the rack, pull the oven rack forward and lift up on the front of the rack so it will clear the rack keeper. To replace the oven rack, guide the angled rear portion of the rack under the rack keeper and slide the rack to the rear. NEVER cover the oven racks with aluminum foil. This traps heat and causes intense heat in spots, which will give poor baking results and can damage the porcelain interior.

When baking foods such as overfilled fruit pies, casseroles, etc., it is recommended that you put a cookie sheet or similar pan on the oven bottom. When doing so do not cover any of the holes in the oven bottom, this will upset the heat pattern. If you should get a heavy spillover on the oven bottom, wipe up the excess with damp cloth after the oven cools. Do not use any detergent, soap pads, or heavy rubbing; abrasives will destroy the finish. Never leave grease or oil unattended; fires are likely and costly repairs.

When cleaning your range, please make sure to clean inside the range hood, remove and wash the hood filter. Clean on and underneath the drip pans, burner rings, oven racks, range drawer, broiler pan, and oven walls (top, sides, bottom). Do not use oven cleaner on the range top, drip pans, racks, range hood, back splash, or inside your oven. Before move-out, it is recommended that you replace stained drip pans. Charge for stained drip pans \$25.00+.

INSTRUCTIONS FOR SELF-CLEANING OVENS

BEFORE YOU START: Reference your handbook located in the kitchen cabinet. Do not move or bend the fiberglass oven door seal. Do not try to clean it by hand. If you want your oven racks to stay shiny and bright, take them out before starting the cleaning cycle. Do not leave any pots or pans in the oven during the cleaning cycle. Do not put broiler pans or burner rings in the oven to clean. It will discolor them and you will be charged for replacement at current prices. **CHROME REFLECTOR BOWLS MUST NOT BE CLEANED IN THE OVEN.**

TO USE THE CLEANING CYCLE:

1. Latch the door to "Closed."
2. Set Oven Selector Knob to "Clean" or "Auto Self-Clean."
3. Set Oven Temperature Control Knob to "Clean."
4. Make sure the clock and dials for start and stop time have the right time of day.
5. Push in on the Stop Time Knob and set it ahead as many hours as you want the cleaning cycle. For a slightly soiled oven, two hours may be enough. For heavy soil, three hours may be better.
6. Lock the oven door by moving the Lock Lever on the oven all the way to the right. When it is all the way over, the "CLEAN" light will come on. If the "CLEAN" light does not come on, the Lock Lever is not all the way over and the cleaning cycle will not start. When the "CLEAN" light comes on, the oven starts the cleaning cycle. About 20 minutes later, the "LOCK" light will come on. It will stay on during the cleaning cycle. The door cannot be unlocked while the "LOCK" light is on.
7. The oven will shut off when the proper time is reached, but the oven door will stay locked until the oven has cooled. When the "LOCK" light turns off, turn the Oven Selector Knob and Oven Temperature Control Knob to "OFF." This turns off the "CLEAN" light. Now, move the "LOCK" lever back to the left. **DO NOT FORCE THE LOCK LEVER.** If it does not move easily, wait until it does. With the "LOCK" lever all the way to the left, the oven door can be opened.

Note: The cleaning process can cause smoke and odors. If this occurs, please open the windows.

When the oven has cooled completely, wipe out any residue or ashes from the bottom.

DISHWASHER

All dishwashers require the use of dishwasher detergent only. Scrape dishes before you place them in the dishwasher. Be sure the door is closed and locked before turning on the dishwasher. For the considerations of your neighbors please do not run your dishwasher after 11:00pm.

THE DO'S AND DON'Ts OF DISHWASHING:

- 1.) Wash plastic items that are marked "dishwasher safe" or the equivalent. Load all plastics on the top rack along the back face down. Place all plastic tumblers securely over two fingers of rack to prevent them from becoming dislodged and falling onto the heating unit.
- 2.) Because of the possibility of the dishwasher leaking or malfunctioning, never operate it unless someone is at home.
- 3.) To minimize the possibility of injury, load sharp items so that they will not damage the door seal. Load sharp knives with the handles up to avoid injuries.
- 4.) Make sure your garbage disposal is empty before starting the dishwasher.
- 5.) To avoid over-sudding, use ONLY dishwasher detergent specifically made for use in the dishwasher. **DO NOT USE LAUNDRY OR OTHER DETERGENT.** Store all detergent in a dry place. Do not place detergent in the dishwasher's soap dispenser until you are ready to use the dishwasher.
- 6.) Scrape off bones, seeds, skins, toothpicks, hard-shelled vegetables, meat trimmings, leafy vegetables, crusts, excessive quantities of oil, grease and quantities of food. Place dishes in the dishwasher before the soil on the dishes has a chance to become hard and dry.
- 7.) Remove such foods as mustard, mayonnaise, vinegar, lemon juice and other foods, which may discolor stainless steel.
- 8.) Never use abrasives or sharp objects on the panel. Clean it with a lightly dampened cloth and dry thoroughly.
- 9.) When loading the dishwasher, make sure dishes are not blocking the wash tower, which rises up through the center of the bottom rack during the wash and rinse cycles.
- 10.) Do not allow items to extend through the bottom rack or silverware basket, such as knives, skewers or pot handles.
- 11.) Place glasses, cups and saucers on the top rack face down to prevent them from becoming dislodged.

Make sure the door is closed and locked before turning on the dishwasher.

WHAT YOU CAN SAFELY WASH IN YOUR DISHWASHER:

MATERIAL	USUALLY SAFE	EXCEPTIONS
Aluminum	YES	Some colored anodized aluminum can fade.
China/Stoneware	YES	Antique, metal-hand painted, or over-glaze patterns will fade.
Crystal	YES	Same as above.
Glass	YES	Milk glass may yellow. Fragile stemware/glasses may break.
Iron	NO	Iron will rust.
Pewter	NO	Pewter tarnishes.
Plastics	YES	Top shelf only.
Stainless Steel	YES	Don't put in same basket as stainless
Sterling Silver	NO	Contact between metals can damage silver.
Teflon	YES	
Tin	NO	Tin can rust.
Wood	NO	Wood can warp or crack with any type washing.

EXTERMINATOR

Your building will be treated against pests approximately every two months (exterior). Special requests can be handled through the Welcome Center. Most exterminations are mandatory in order to prevent a problem in the building. However, if you need to reschedule your extermination, please contact the Welcome Center.

Each week the exterminator comes to the community for routinely scheduled extermination, to serve complaints, and to treat garbage and laundry areas. If you wish to have additional service in your apartment, please contact the Welcome Center. All food and utensils may have to be removed from the kitchen cabinets, depending on what extermination service is necessary. Extermination will not always be noticeable immediately. Often, there is increased activity. The effective killing power of the chemicals used is between 60-90 days. Please call the Welcome Center if you still see pests in your apartment after 10 days. It may be necessary to have several treatments within the requirements of repetitive spraying of chemicals. Routinely, all apartments in

a building receive mandatory exterminating. We ask for your cooperation; even if you don't have a problem, your neighbors may; very often the only solution is to spray the entire building.

If you request additional service and do not clear the cabinets, there will be a \$15 charge. Upon the second request, if cabinets are not cleared, there will be a \$20 charge, and our staff will clean the cabinets. (These prices/fees are subject to change without notice.)

Please help us in this preventive maintenance request for your benefit as well as the benefit of others. You may refer to your monthly newsletter for the exterminating schedule.

Residents are financially responsible for flea and bed bug treatments.

PAINT AND REDECORATION

To fulfill our goal of keeping our residents satisfied, after three years it is our policy to paint your apartment upon request, at your renewal. Our office has only four requirements. First, all requests should be made between November and April. Second, the requesting resident should have one full year remaining on the lease. Third, the resident should move all furniture away from the walls, remove pictures and wall hangings, and cover all personal belongings. Fourth, at least one resident has to be present during painting.

FILTERS

The maintenance, custodial, and/or office staff will periodically change the filters* in the heating and air conditioning systems. A schedule of this operation will be distributed throughout the community. Any articles that might interfere with the maintenance staff's efforts to do the job must be moved. * Please note that it is against fire regulations to store any items in your heating and air conditioning closet.

While changing the filters, the maintenance, custodial, and/or office staff will check your apartment and do preventive maintenance work. Such work includes checking for leaks, dripping faucets, improperly flushing commodes, and the general condition of the apartment. Work orders will be written and a maintenance technician will return at a later date to repair the noted items. This preventative maintenance check is necessary to reduce any possibility of damages to the property.

***It is imperative that the filters are changed, as it greatly improves the efficiency of your heating/air conditioning system and the quality of the air you breathe. If filters are not accessible on the filter change date, a fee will be assessed on your rental account for the filter to be changed within the following two weeks. It is recommended that furniture not be placed in front of the heating and air conditioning closet to ensure accessibility to our staff in the event of an unexpected maintenance issue or a scheduled filter change.**

CLUBHOUSE

This beautiful facility is provided for all residents to have parties and other social events. The center is made up of a multi-purpose room, bar, and fully equipped kitchen. We offer free social functions at the clubhouse. Please consult your monthly electronic newsletter for a schedule.

To reserve the Pebble Creek Clubhouse you must come into the Welcome Center and fill out the Pebble Creek Clubhouse Agreement and put down a \$75* rental fee Friday through Sunday or \$35* Monday through Thursday. On the day of the event you must bring in a \$150 deposit (NO CASH). If there is no damage and the Clubhouse is left in its original condition, your deposit will be refunded Monday through Friday 10am-6pm. This facility is for residents and their private functions only. The resident must be present at all times during the function.

*Some holidays are available for \$125-150 rental fee per day, at management discretion.

FITNESS CENTER

We are pleased to offer you the use of the Pebble Creek fitness facility. It includes a universal gym, elliptical trainer, stationary bike and treadmill(s). It is available for any resident 18 years of age or older. A key may be checked out at the Welcome Center with a \$20.00 refundable deposit. The fitness center key deposit can be refunded to you upon your vacating the apartment at the end of your lease, not during your residency. This deposit will be refunded minus any pending charges for rent, cleaning, or damages on your account. You may keep the key during your residency at Pebble Creek.

SWIMMING POOL

The pool season usually begins on Memorial Day and ends on Labor Day. This facility is provided for your enjoyment and relaxation. The pool rules and additional information will be provided prior to the opening of the pool each season.

TENNIS COURTS

This facility is on a first-come, first-served basis. With respect to all residents, we ask you not to hold the courts longer than one hour at a time. If no one is waiting, you may extend play until others arrive to use the facility. With due consideration, the Owner/Owner's Agent respectfully requests you give up the courts at that time.

RESTRICTION OF PRIVILEGES

Outstanding charges such as non-payment of rent, late fees, damage charges and lockout charges warrant the discontinuation of such privileges as the use of the lockout service, use of the pool, tennis courts, and the community center/clubhouse.

PEBBLE CREEK E-NEWSLETTER

This is our community publication, which is **distributed electronically** (via email) once a month. Included are community news, emergency maintenance and lockout numbers, policy changes, extermination schedule, notice of filter changes, special announcements, social events, etc. We ask for resident participation and appreciate all suggestions and contributions.

FIRE EXTINGUISHERS

A fire extinguisher has been placed in each building for your protection. There is one on the 2nd floor. You can remove air from fire by smothering it with an extinguisher or other means. You can slow the fire's progress by closing interior apartment doors to prevent drafts.

The fire extinguishers have been inconspicuously marked for identification should they be stolen. Misusing this safety device will require payment of all damages including recharging of the fire extinguisher. Reporting a violator might prevent the loss of life or property should a fire occur. Anyone found with a Pebble Creek fire extinguisher in his possession, other than for fire use, will be fined and subject to eviction proceedings. If you have a fire and legitimately discharge the fire extinguisher, please report it to the Welcome Center immediately so that the extinguisher may be recharged for future use.

WHAT TO DO SHOULD FIRE STRIKE?

What you do in the first five minutes of a fire can be worth the next five hours. First, see that everyone is out of the apartment. Then, see that the fire department is called (911) and then call the Welcome Center (540) 989-3323. Above all, DO NOT PANIC.

Fires rise and spread through open doors and stairways. Anything you can safely do to delay or retard this spread will help. Do not leave your apartment door open if you have to leave the apartment in case of fire. However, leave the door unlocked in case the Fire Department would have to enter the apartment.

"An ounce of prevention is worth a pound of cure." Remember, fire thrives on fuel and air. If you can safely remove one of these elements, you can help stop the fire.

No resident is allowed to keep gasoline or other combustible materials in said premises or are permitted to do anything which would increase the possibility of a fire (i.e., keep motorized vehicles in building or on patios). Above all, you can prevent fires by taking these simple precautions:

1. Make sure matches and cigarettes are completely cold before they are discarded.
2. Keep matches out of the reach of children.
3. DO NOT SMOKE IN BED OR WHILE LAYING DOWN ON ANY FURNITURE.
4. Never throw water on a grease fire occurring on the range. Have a box of baking soda handy to douse the fire.

SMOKE DETECTORS

The smoke detector alarms are installed to provide early warning against lethal smoke. It consists of a photo-electronic cell to detect abnormal smoke accumulation and an alarm to sound the warning and alert the household to the presence of threatening smoke. If electric, occasionally the alarm signal may be heard for a brief instant in a random manner due to voltage surges caused by electrical storms, etc. If your alarm should go off and there is no smoke, please throw the breaker switch "OFF" and call the Welcome Center during office hours. If battery operated, take the smoke detector down and disconnect the battery. Replace with a new battery or call the Welcome Center to have the battery replaced.

Whether battery or electric, **YOU, the resident, are responsible to maintain your smoke detector under Virginia Law 15.1-29.9.** The smoke detector will be in operation at the time of move-in; thereafter, it is the residents' responsibility to notify the

Welcome Center if the detector light goes out. This is for you and your neighbors' protection in the unlikely event of a fire.

DO NOT DISCONNECT YOUR SMOKE DETECTORS!! Since State Law requires that the detectors be in operation at all times, YOU, the resident could be held liable for unhooking this fixture during your residence while it is in operation. May we suggest you help us in maintaining the smoke detector for everyone's safety. Your cooperation is greatly appreciated.

INSURANCE

THE OWNER'S INSURANCE POLICY DOES NOT COVER DAMAGE BY FIRE, WATER, VANDALISM OR ANY OTHER CAUSE, TO YOUR PERSONAL PROPERTY. WE STRONGLY RECOMMEND THAT YOU OBTAIN A RENTER'S INSURANCE POLICY TO COVER ANY DAMAGE, INCLUDING VANDALISM, TO YOUR PERSONAL PROPERTY. THE OWNER'S INSURANCE POLICY DOES NOT COVER DAMAGE TO THE PREMISES AS A RESULT OF NEGLIGENCE ON THE PART OF THE RESIDENT.

FOR YOUR PROTECTION

If you have occasion to be away from home on vacation or just out for a few days, please remember:

1. Do not leave a key hidden for any reason.
2. Do not allow the newspaper to continue to be delivered.
3. Do not forget to let the Rental Information Center know you plan to be away or where you can be reached. By law, if you are away seven (7) days without notice the premises may be considered abandoned.

Do not hesitate to contact the Welcome Center if you notice unusual circumstances that might be of an illegal nature. Your observance of unusual occurrences or noises can prevent vandalism. If you call the police department emergency number (911), they will dispatch an officer in minutes.

MODIFIED APARTMENTS

Some of our apartments are equipped for the handicapped with tub railings, wider door entries, open space under the kitchen sink without disposals, special bath sinks, mirror, etc. These items cannot be altered.

CARPET SPOTS

Act quickly, remove spots and stains before they have a chance to dry or "set." Always have necessary cleaning equipment on hand. Before attempting removal, be certain that you can identify the spot or stain.

Cleaning Agents:

A detergent solution of one teaspoon neutral detergent to one teaspoon of white vinegar mixed in one quart of warm water will neutralize alkaline materials. Dry-cleaning fluid is a solvent useful in the removal of some spots, BUT MUST BE USED WITH CAUTION.

General Cleaning Procedures:

If you cannot identify a particular spot or stain, you may:

1. Remove excess materials with a blunt instrument; remove liquids with a clean absorbent material.
2. Apply detergent/vinegar/water solution. Blot gently with a clean, white cloth from soiled edge to center.
3. Dry the carpet.
4. Apply dry-cleaning fluid, again wiping gently from the edges of the stain to the center.
5. Dry carpet and brush pile gently to restore original texture.

With any type of cleaning, avoid getting the carpet too wet. Dry it as quickly as possible. Direct air blast from a fan, hairdryer or vacuum cleaner attachment is helpful when drying wall-to-wall carpet.

STAINS

1. OILY MATERIALS (i.e., butter, hand cream, grease, pen ink, oil): Remove excess materials with blunt knife. Apply dry cleaning fluid, dry carpet surface and repeat the application if necessary. Dry carpet thoroughly and gently brush pile.

2. OILY FOODSTUFFS, ANIMAL MATTER (coffee, tea, milk, gravy, vomit, blood, ice cream, sauces, egg, chocolate, salad dressing): Remove excess material, absorbing liquids and scraping semi-solids. Apply detergent/vinegar/water solution sparingly. Dry carpet. Apply dry-cleaning fluid. Dry carpet again and brush pile gently.
3. FOODSTUFFS, STARCHES, SUGARS, (candy, soft drinks, alcoholic beverages, fruit juice, urine, excrement): Blot up liquids or scrape off semi-solids. Apply detergent/vinegar/water solution if necessary. Dry carpet and brush pile gently.
4. HEAVY GREASE (tar, crayon, lipstick): Remove excess material. Apply a dry-cleaning fluid; apply detergent/vinegar/water solution. Reapply dry-cleaning fluid. Dry carpet thoroughly and brush pile gently to restore original texture.
5. HOUSEHOLD FINISHING AGENTS (varnish, shellac, paint): Blot excess with clean paper towel; apply a few drops of turpentine to a clean cloth and dab lightly, working from the outside to center of stain. Apply dry-cleaning fluid. Let dry.
6. CHEWING GUM: Hold ice cube to gum until it becomes cold. Remove material and sponge lightly with dry-cleaning fluid.

SUGGESTIONS

In this handbook we have tried to include information which we feel will help you settle quickly and easily into your new way of living. We also have tried to include information which will help you and your neighbors in your day-to-day activities. If the consideration of others is kept in mind, there should be no problems.

An additional helpful suggestion concerns insurance. If you do not have renter's insurance, we suggest you purchase a policy for your own protection in case of fire, vandalism, theft, etc. The small amount you pay each year could give you a great deal of peace of mind. Your apartment is totally your responsibility (doors, windows, screens, appliances, etc). **PLEASE PROTECT YOURSELF.**

Any fire damage caused by your negligence occurring to your apartment, adjacent apartments, or public areas will be your responsibility.

Please feel free to contact the Welcome Center with any suggestions or questions you may have. We want you to have a long and comfortable residency in our community.

CONDENSATION

What is this water on my windows?

Water or frost on windows is condensation. Condensation is formed when warm moist air comes in contact with cooler dry air just as a bathroom mirror will “steam up” after a hot shower. The inside or outside of your window can sweat or fog because of temperature differentials.

Are my windows to blame?

Faulty windows do not cause condensation. Glass is usually the place you first notice condensation because glass surfaces have the lowest temperature of any of the interior surfaces in the house.

Then what’s the cause?

The moisture in the air causes condensation. The reason you may observe more condensation in your home is because of modern energy efficient homebuilding techniques and products.

The insulation and construction materials used today are designed to keep cold air outside. This is especially true of new windows. While energy efficient designs and weather stripping keep cold air outside, they also keep warm moist air inside. Older window designs were less efficient, and consequently allowed moisture to escape.

Good windows and insulation all create barriers to the air exchange of a home. When combined with the additional water vapor (moisture) from showers, cooking, or from clothes dryers not vented to the outside, the result is excess moisture and a high relative indoor humidity level.

How can condensation be reduced?

The key lies in controlling the humidity inside your home. First, let’s understand where the moisture comes from. During the hot humid summer, your house absorbs moisture. The same principle applies to a newly constructed or remodeled home, due to the abundance of moisture from the building materials used in construction.

During the beginning of the winter when you start to heat your home, condensation occurs. After a few weeks, your home will begin to dry out and you’ll see less condensation. Opening a window briefly is a quick temporary solution. The dryer cold air will enter the room while the moist air is allowed to escape.

Other steps to take include:

- ❖ Cracking open a window or door daily to air out your house.
- ❖ Opening a window or running exhaust fans longer in the kitchen, bathroom and laundry room.
- ❖ Opening drapes and blinds, allowing air to circulate against windows.
- ❖ Turning off any humidifying devices in your home.
- ❖ Installing and using a dehumidifier.

When should I be concerned?

Window condensation should only occur during extreme temperature differences and should be of a fairly small amount. During the winter months, condensation will be seen on the inside of the window. Condensation will present itself on the outside of the window during the summer months.

If you find condensation between the two layers of glass in an insulated window, the airtight seal may have been broken. Please call the Welcome Center to submit a service request if you see condensation between the two glass layers.

If there is too much moisture inside the home, you will find evidence during both the cold and warm seasons. Moisture spots on the ceiling or walls, peeling paint, rotting wood or delaminating plywood, moisture on exterior walls, fungus, mold or mildew growth are signs of a more serious moisture problem. Should you experience these symptoms, contact the Welcome Center to submit a service request.

MOVING DAY

Be sure you notify the following people and agencies approximately two to four weeks before you move:

- Post Office (for forwarding mail)
- Magazine and Newspaper Publishers
- Telephone Company (give them your lease expiration date)
- Banks
- Local Suppliers (milkman, laundry, etc.)
- Insurance Company
- Division of Motor Vehicles
- Stores (where you have charge accounts)
- Schools (for transferring children)
- Friends
- Employer
- Doctors, Dentists, etc.
- Electric Company (give them your lease expiration date)
- Cable TV Company (give them your lease expiration date)

PLEASE DO NOT FORGET TO TURN IN YOUR KEYS AND FORWARDING ADDRESS!

STANDARD VACATING CHECKLIST

Upon move-out an inspection of the apartment will take place to assess any damages and apply charges accordingly. Residents have the right to be present at the inspection of the apartment upon move-out. Apartment inspections will only occur after the apartment has been fully vacated and all residents are prepared to turn in all keys, access cards, remotes, and other devices and relinquish possession of the premises. Failure to return keys will result in an additional charge of \$100.00 per day.

The cost listed below are reasonable estimates of the actual costs for repairs/replacements. **This list does not represent a full list of potential damages and HHHunt reserves the right to add to or change this list when necessary.**

Guide for Move-Out Charges	Estimated Costs
Trash removal (large items additional)	\$25.00
Clean Floors and wipe baseboards. If you have applied wax to a no-wax floor, they must be stripped and cleaned	\$10-\$50
Clean stove. All grease should be removed from under burners. Oven should be free of burned-on grease, etc. All surfaces should be cleaned inside and out, including racks and drip pans. DO NOT use oven cleaner on self-cleaning ovens. Leave broiler pan in oven if present at move in.	\$3-\$50
Clean refrigerator. All surfaces inside and out should be cleaned with mild detergent, including underneath vegetable bin. Vacuum or sweep under and behind unit.	\$5-\$25
Countertop burns and cuts.	TBD
Clean interior and exterior of dishwasher	\$10
Wipe down under counter tops and all drawer/cabinets in kitchen and bath(s). All contact paper and adhesive must be removed	\$5-\$25
Clean bathroom. Surfaces should be free of mildew. All surface adhesive must be removed and medicine cabinet (if applicable) must be clean	\$5-\$25
Washer/Dryer (if applicable) must be cleaned. Soap residue removed inside.	\$5
Clean windows and glass doors	\$10 each
Damage to exterior or interior doors, appliances, fixtures, screens, drapery rods, mirrors, countertops, and window will be billed at the cost of labor and materials	TBD
Carpets must be vacuumed. The carpet should be in the same condition as move-in except for damage as a result of normal wear and tear. Burn marks, stains, pet damage, bleach spots, and other damages are not normal wear and tear. Charges for damages are based upon repair cost to owner.	TBD
Light bulbs should be appropriate for fixtures and operational	\$3.00 each \$5.00 each for vanity
Nails should be removed for ceilings and walls. Repair charges for large or excessive holes (more than 12) will be based upon cost of Owner.	TBD
If you have a pet or if there is evidence of flea infestation, a licensed extermination company will exterminate at your expense.	\$50-\$100
Smoke detector & CO2 Detector must be present and operational	\$25.00 each SD \$50.00 CO Detector
Garbage and/or Storage units must be cleaned of all trash	\$20.00