



Lawndale Christian Development Corporation

RESIDENT HANDBOOK

Welcome

We want to welcome you to your new home and are pleased that you chose our community. We want to make your stay with us as comfortable and enjoyable as possible.

The purpose of this handbook is to let you know more about our community, and how, together, we can keep it an enjoyable place in which to live.

You as the resident, and we, as the development's managers, have certain responsibilities to each other. By clarifying these responsibilities at the very beginning, we can better achieve our objective of providing quality housing services to each of our residents.

With this thought in mind, we have prepared this handbook. **THE PROVISIONS IN THIS HANDBOOK ARE PART OF YOUR LEASE, RETAIN IT FOR YOUR FUTURE USE WHILE YOU RESIDE IN OUR APARTMENT COMMUNITY.**

Please take the time now to read through its pages and don't hesitate to telephone or visit the Site Manager if you have questions.

SECTION 1

ADMINISTRATIVE INFORMATION

YOUR PROPERTY MANAGEMENT COMPANY

Fountain View Apartments are managed by Lawndale Christian Development Corporation, 1859 S. Pulaski, Chicago, IL 60623. LCDC rehabilitates and manages buildings throughout the Lawndale community.

YOUR PROPERTY MANAGEMENT TEAM

Your professional property management team is discrete and efficient. The entire staff is professionally trained and skilled in their area of responsibility.

OFFICE HOURS

Hours of office operation are 9:00 a.m. to 5:00p.m. Monday to Friday, and on the 1st Saturday of every month from 9:00a.m. to 12:00 p.m.(excluding holidays). These hours have been established to provide service coverage during normal work periods. Please feel free to visit our office or call regarding service requests or to obtain assistance.

SECTION 2

THINGS YOU SHOULD KNOW UPON MOVING IN

PAYMENT OF RENT

You pay your rent by bringing it to the property management office during business hours or by mailing it to the property management office. After the 5th of the month your rent is considered late and you should add a \$10.00 late fee to your rent (up to \$500.00). Please add an additional 5% to all amounts over \$500. If your rent is not paid by the 5th of the month you will receive a "Five Day's Notice." If rent is not paid within those five days, our attorney will be notified to start eviction.

PLEASE MAIL YOUR RENT TO:

Lawndale Christian Development Corporation

1859 S. Pulaski
Chicago, IL 60623

Make your checks payable to Fountain View Apartments

Security Deposit

Your security deposit is not rent but a deposit to ensure the fulfillment of lease conditions and as a contingency against any damages to the apartment. **Your Security Deposit will increase with every rent increase.** The security deposit may not be applied to your last month's rent. If you fulfill your lease according to its terms, only charges for damages, excluding normal wear and tear, will be deducted from your security deposit. Following are the conditions for return of a security deposit :

- You must fulfill the terms and conditions of your lease and not owe Lawndale Christian Development Corporation any money.
- The apartment must be left clean with no damages beyond normal wear and tear .
- After you have removed all of your belongings from the apartment, both you and a management representative will inspect the apartment and complete the inspection report. This report should be signed by both you and the management representative. The management representative will clearly indicate on this form the items, if any, for which you will be charged.
- You must give the Property Management office a valid forwarding address.
- You are not considered officially vacated until all keys are turned in to the Property Management office.

Inspection Reports

When you move into your apartment it should be clean and ready for you. You and a management representative will inspect it together. You will receive a checklist of the equipment in your apartment and its condition. Anything damaged or in need of repair will be noted and corrected by management. From then on, the apartment is your responsibility, so make certain you inspect everything carefully. Be sure to check everything, such as the plumbing, lights, stove, refrigerator, and sink. Check for any damage to things such as doors, door knobs, locks, walls, ceilings, basins, toilets and tubs. After any problems you may find are corrected, while consideration will be given for normal wear and tear, any damage to your apartment, or its equipment, made by you or members of your household, guests or visitors will be charged to you.

Please remember to contact the Property Management office for a joint inspection prior to vacating your apartment. Management staff will inspect your apartment in your presence, if you request it. The "move - in" inspections prevent misunderstandings and you being charged for conditions that may have existed prior to your move - in. You will be provided with a written statement of any charges for which you are responsible.

Management staff has the right to perform an annual inspection on your unit.

Lease

The lease is a contract obligating both management and you, the resident, to all of the terms and conditions contained in it. On the day scheduled for your lease signing, which will be a date prior to your actual move - in, the Leasing Agent will explain to you each item in the lease. Do not hesitate to ask about any points which you do not fully understand, because once you sign the lease, you legally agree to all of its provisions. The renewal of your lease will be dependent upon maintenance of your apartment in a satisfactory condition, timely payment of rent and meeting all of the conditions laid out in your present lease.

Occupancy

Only those listed on your lease may live in your apartment. You can't assign the lease or sublet your unit, or take in boarders or lodgers. Your apartment may be used only by members of your household as identified on the lease.

If your family increases in number or someone moves out, please report it to the Property Management office in writing. A guest may stay in your apartment up to maximum of 14 days. Any guest remaining in your apartment longer than 14 days will be considered an unauthorized occupant. If an unauthorized occupant is found living in your apartment, it is a violation of your lease and could result in your eviction.

Resident Insurance

In the event of loss or damage by fire or other casualty to your apartment due to your own fault or that of your guests, you will be charged and billed for restoration of loss or damaged premises. Therefore we strongly recommend that you contact an insurance agent

to obtain details concerning Apartment Renters' Insurance or Household Goods and Liability Insurance or other similar policy to cover your personal belongings against vandalism, fire, burglary, and certain water damage as well as personal liability.

Our insurance does not cover personal belongings or liability.

Move - In

You must schedule an appointment with the Property management office to move into your apartment. This is necessary so that you or some other resident are not inconvenienced by both trying to move into the building at the same time. **All furniture and belongings must be moved through the rear doors only. Do not use the front vestibule or hallways.** Someone will be on-hand to help make your move-in as smooth as possible. Please make certain that the area is left clean and neat after your move-in.

Move - Out

Management requires a 60-day written notice of intent to **not renew your lease** and vacate when you decide to move. Enclosed in your orientation packet is an "intent to vacate" form. You should complete and return the form to the Property management office. If you fail to give a 60-day notice, you are liable for the rent and other required payments covering the days your apartment is vacant. Your Property Manager will schedule your move-out for the last day of occupancy.

Access To Your Apartment

Management shall, upon reasonable advance notification to the Tenant, be permitted to enter the Leased Apartment during reasonable hours for the purpose of performing routine inspections and maintenance or for making improvements or repairs, or to show the apartment for re-leasing. A written statement specifying the purpose of management entry delivered to the apartment at least two days before such entry shall be considered reasonable advance notification. Management may enter the premises at any time without advance notification when there is reasonable cause to believe that an emergency exists. An emergency includes but is not limited to situations where there is a threat to health and safety of residents or management employees, or risk of damage to property. In the event that the tenant and all adult authorized residents are absent from the apartment, management will issue a written statement specifying the date, time and purpose of entry prior to leaving the apartment.

SECTION 3

Management Policies General

The purpose of these policies is to allow each resident to enjoy his or her apartment and the entire community and to better ensure the safety of residents and the appearance of the community. As a resident in an apartment community, you necessarily assume certain responsibilities which go along with the many benefits of the apartment life-style. Basically, these are common rules of etiquette designed to make the community more enjoyable for all residents.

Keys and Locks

We supply a set of keys to the apartment and to the mail box. All keys are to be returned to our office upon vacating the apartment. **Residents are not permitted to alter any lock or install a knocker or other attachment on the door.** Please be sure when leaving your apartment to take your door key with you at all times. If you cannot gain entry into your apartment, our maintenance or rental personnel will let you into your apartment during office hours. If you are locked out during non-office hours, you may call the office and your call will be answered by our after hours service. During office hours a charge of \$15.00 will be applied. After office hours a charge of \$25.00 will be applied which will be included on your next monthly bill. The Maintenance Superintendent is not required by company policy to unlock your door during his off hours. To avoid this situation, you may want to keep an extra key with you or with a neighbor.

Children

Residents are responsible for the conduct of their children and their guests' children. Please do not leave bicycles, toys, or tricycles on sidewalks, stairways, or hallways. For their own protection, children are not permitted to play or ride bicycles in parking lots, driveways,

or in any of the public areas. Public areas include all grounds, and hallways and laundry room. For their own safety, we require that children be closely supervised. Children may not leave toys laying about. Strewn toys can be a potential hazard to children's safety, are unattractive, and are an inconvenience to neighbors. We are pleased to accept residents with children when we are able to confirm that adequate supervision will be provided. Children are required to be under the supervision of their parents or a responsible adult at all times. Residents will be charged the cost to repair any damages caused by their children who are authorized to reside and/or are guests at Fountain View Apartments. Failure to supervise your children and/or guests or to control their behavior could lead to the termination of your lease.

Pets

Your lease does not permit pets in the development. To do so is a violation of your lease which could lead to termination of your lease. The exception to the policy is aid dogs necessary for disabled individuals.

Automobiles

Automobiles must be parked on the street or in parking assigned by the Lawndale Christian Development Corporation. Please park in a manner that allows other cars easy access in and out. Do not "double park". Park in designated areas, not in fire lanes. Cars parked in residential areas will be towed away at the owner's expense. All cars must be driveable. They should not be "stored" in parking areas. Vehicles found on the premises in a "junk" condition, with flat tires, on jacks supports, or bare wheels, will be removed at the owner's expense. Expired licenses indicate a "stored" condition and the vehicle will be removed. The washing of cars in the lot is permitted, however hoses will not be supplied by management. We also ask that residents not perform any major repairs on their cars at the development. Changing of a battery, tire or air filter will be allowed. Please, always use proper disposal of refuse. Residents will be required to obtain a monthly permit for parking which must be displayed at all times on the vehicle.

Other Vehicles

Fire regulations prohibit parking of motorized vehicles on walkways or other unassigned areas, etc. Bicycles, baby carriages and strollers must be kept in your apartment. Gasoline-operated machines are forbidden in apartments. They are fire hazards and can endanger many lives. All motorcycles, mini-bikes and recreational vehicles must be approved by the Property Manager prior to being brought on the premises. They should be registered with the office and parked in designed areas of the parking lot. Fire regulations prohibit parking of a motorcycle and/or mini-bike on walkways, under stairways, in apartments, etc. All vehicles must be currently registered, licensed and in operating condition or they will be towed away at the owner's expense. All bicycles are to be stored in storage room or your apartments. Bikes may not be stored in hallways, front lawns, or any other common areas.

Trash Disposal and Refuse

For your convenience, refuse containers are conveniently located in the alleys. Please place all trash in these specified areas. Do not permit small children to take trash to these areas. Place all trash in plastic bags or other secure containers to keep the trash areas neat, clean and relatively odor free. Plastic bags are to be tied to prevent papers and other items from falling out. **Please use the rear entrance to dispose of all garbage.**

Screens

Any lease holder or resident who removes a screen from a window except in an extreme emergency, such as fire, will receive a substantial charge for re-installation and, if necessary, the cost of a new screen. This will be considered a serious lease violation. If you desire a window A.C. unit, you must contact the management office to arrange for its installation. It is extremely dangerous to remove screens from windows. This makes it possible for anyone in the apartment to throw objects from the windows.

Disturbances

Social and friendly gatherings of residents and their guests are welcomed and encouraged provided that such gatherings do not become boisterous, obscene or generally objectionable to the other residents. Drunkenness that disturbs other residents will not be tolerated. Residents are entirely responsible for the conduct of their guests in the apartments or outside in the common areas. Stereos, radios

and televisions are to be kept at minimum levels so that neighbors are not disturbed. Nothing should be done in or about the building which will interfere with the rights, comfort, or convenience of other residents.

Community Appearance

Since this is apartment community is your home, we ask that you treat it in that way. We are proud of our community and want and need your pride in the apartment community as well. In this way, it will be an attractive and safe place in which to live and entertain your guests. We ask that you abide by the following policies to maintain an attractive community, a safe environment and for the protection of the property:

- Window coverings are to be attractive to the surroundings. Sheets, blankets, aluminum foil, newspaper, and other such items are not acceptable window coverings
- Exterior window sills should be kept free from all personal property
- Sidewalks, entrances, passages, courts, vestibules, stairways, corridors, and halls should not be obstructed or encumbered or used for any purpose other than entering and leaving your apartment
- The front lawns or courtyards of all buildings should be kept clean of furniture, bicycles, toys, and any other personal property
- No sign, advertisement, notice, or other lettering should be exhibited, inscribed, painted or affixed by any resident on any part of the outside or inside of the apartment or building without the prior written consent of the Property Manager
- No radio or television aerials or wires should be erected in or about any part of the apartment building
- You should not allow anything whatsoever to fall from the windows or doors of your apartment. Nor should you sweep or throw from your apartment any dirt or other substance into any corridors, halls, light shafts, ventilators, or elsewhere in the building
- Throw rugs, boots, umbrellas, or personal items are not allowed in front of your entrance hall door
- Trees and shrubbery are a vital and valuable part of the community, and you will be liable for damages or any mutilation or defacing for which you, your children, or your guests are responsible

Any expense incurred by the management as a result of mistreatment of the apartment or common areas will, insofar as necessary, be assessed against the residents responsible.

SECTION 4

Security and Safety/Your Security

Adequate protection of you and your property is of great concern to our management office. Your security begins with your own actions. Be sure to make use of any lock and other security devices provided to ensure that "uninvited" persons cannot gain access. Close and lock your door at all times. Be suspicious of unexpected deliveries of flowers and telegrams. These are some of the tricks used by professionals to gain entry into a building. Although we install industry - approved lock systems, all security devices can be overridden by a professional. The best security is the individual concern of each resident for the safety of himself and his neighbors. Report "suspicious" persons to the management office. Call the police if you notice a suspicious person in the area. Ask for identification of anyone not known to you who claims to be an employee of the Lawndale Christian Development Corporation.

Security For Elderly and Disabled Residents

Elderly and disabled citizens are, unfortunately, often targets of crime. In order to help protect yourself, we urge our senior and disabled residents to :

- Establish frequent telephone contact with relatives, encourage frequent visitors and check - in with neighbors frequently
- Avoid letting strangers stop you for conversation
- Avoid large groups of adolescents and isolated, sparsely traveled streets
- Have your key ready to use before entering your apartment
- Avoid parked cars with running motors

Vacations

It is advisable to notify the mail carrier, newsboy and all other delivery people when you plan to be away from your home for an extended period. A growing pile of newspapers allows too many people to know that you are absent. Before leaving on your vacation, cupboards should be checked for unwrapped food. The garbage should be emptied. **PAY YOUR RENT if the rental payment date comes during your vacation. (Your rent is due on the first day of each month, whether you are here or away.)** Keep all windows closed during your absence to prevent rain damage to draperies, carpeting, etc. Check all electrical appliances (i.e., stove, coffee pot, etc.) to be certain that they are unplugged or off. An economical timer connected to a light and/or radio will often deter a potential intruder. It is advisable to notify the office if you will be away for an extended period of time.

Fire Precautions

The best way to stop fire is to prevent it before it starts.

- Store all items safely
- Empty waste and trash containers daily
- Dispose of newspapers and magazines regularly
- Store all matches in tightly - closed metal containers
- Clean grease and spilled food daily from cooking range and oven
- Store cooking grease containers away from range
- Never wear flimsy clothing or plastic aprons while cooking
- Keep curtains, towels, pot holders, etc., away from cooking range top
- Please refrain from smoking in bed
- Have plenty of ashtrays for smokers to use
- Never empty ashtrays in wastebaskets until ash has been soaked
- Always keep household equipment clean and in good repair
- Have worn and frayed electrical cords replaced immediately
- Avoid overloading electrical wiring circuits
- Use a heat - resistant pad under toasters, grills, and other appliances

The Fire Department number is 911. Please report any fires to the Fire Department and the office immediately. Always give an accurate and understandable address to aid fire units in locating the fire. Storage of kerosene, gasoline, or other flammable or explosive agents is prohibited. **Fire regulations prohibit residents from keeping shoes, small carpets, (i.e. doormats, etc.) outside apartment doors, installing of burglar gates, or grill cooking on the balconies or rear porches.**

Smoke Detectors

Smoke detectors have been installed in every apartment stairwell and hallway of the development in compliance with city ordinances and to provide an additional measure of safety for you. These devices are designed to sense the visible and invisible products of combustion created by a fire, and are intended to give early warning in case of smoke or fire. However, they cannot be expected to protect against fires resulting from smoking in bed. The battery which powers the detector should last at least one year. However, you should test its operation once each month to assure yourself of proper functioning. (Test battery by firmly depressing the button located near the center of the detector cover for a few seconds. The alarm will sound as it would if smoke from a fire were actually present. If the alarm does not sound, call the management office immediately.)

Section 5

Service Request Procedure

During office hours, you may request service by phoning the rental office or having a service request completed in person at the rental office. We request that the explanation of the needed service be clear and as complete as possible. This will help us to give better service and ensure that we fully understand the request. **Our goal is to satisfy your request within 48 hours.** If this is not possible, either the Property Manager or the Maintenance superintendent will notify you as to the reason and the expected date of completion of the service. In some cases, a part may not be immediately available. Every effort will be made to satisfy your request as soon as possible. Please notify us promptly of any needed repairs to equipment or fixtures. In the case of an emergency, please telephone the rental or maintenance office immediately. If the emergency occurs after the office is

closed, please call the office number and you will be connected to the answering service. Examples of items which are considered an emergency are as follows:

- No heat in winter
- A plumbing leak or sewer stoppage which might damage personal belongings or apartment property
- No electricity
- Any condition which might cause a fire
- An odor of gas
- Lock out

We ask that you be considerate of our employees during their off hours and only call upon them for service in an emergency situation.

When a service is completed a copy will be left with you, or if you are not at home, a copy will be left on the kitchen counter. You will also be given a survey card on which you are requested to comment on the service you received on the particular work order. We sincerely hope that our service request procedure will provide fast, courteous and efficient service. If you have questions regarding our service request policy, please contact your Property Manager.

Pest Control

The management provides pest control services on scheduled basis. Please contact the Property Management office if you have a specific problem. We ask your cooperation in not leaving any food open or dirty dishes laying around. These attract insects. Soft drink bottles should be rinsed after use, garbage and waste should never be left in the apartment or on the back porch. Entrance to your apartment is required in order for us to perform quarterly exterminating services.

SECTION 6

Appliances

In case your appliance does not operate, first check the electrical cord to assure that it is firmly plugged into the wall socket. If that appears to be in order, contact the management office. The maintenance supervisor will acquaint you with the operation of the heating and all appliances (range and refrigerator) during the move-in inspection. Please ensure that the maintenance supervisor explains the operation of any appliance or piece of equipment with which you are not familiar. The cleaning of these appliances are a critical part in maintaining its lifetime operation.

SECTION 7

Amenities

Laundry Facilities

The laundry rooms are open at all times for your convenience. The machines are provided and maintained by commercial companies which are responsible for the repairs. If any of the machines are not working properly, please call the management office immediately and identify the machine and we will contact the company. Please follow the posted rules for operating the machines. **Use of the laundry facilities is at your own risk and discretion should be used when using machines.** We cannot be responsible for any use or damages caused by use of the appliances. Never leave clothes unattended. Remove clothing from the machine promptly. Keep the laundry areas neat and clean and use the receptacles provided. We want to make the laundry facility pleasant for each of our residents.

Management must reserve the right to prohibit the use of the laundry room by an individual failing to comply with the normal precautions and posted policies for the operation of the machines.

Children are not allowed in the laundry room area unless supervised by an adult. Portable washers and dryers are not permitted in the apartments.

SECTION 8

Miscellaneous Provisions

Complaints Or Recommendations

By observing the preceding rules, we hope your residence at Lawndale Christian Development Corporation Apartments will be pleasant and rewarding. If, as sometimes happens, there are shortcomings on the part of your neighbors or with our management or maintenance personnel, we certainly want to know about it for the well-being of all of our residents. Likewise, if you have suggestions or recommendations on how we can improve our services to you or if there are functions or activities you would like to have offered, don't hesitate to make your wishes known. We will appreciate your interest and do our best to incorporate your ideas.

Our policy regarding complaints is as follows:

* If your complaint involves a resident or a resident's guest, please call the Property Management office. If the Property Manager deems it to be a serious complaint, you will be asked to put it in writing and sign it. The Property Manager will acknowledge the complaint in writing and handle it as the situation dictates.

* Complaints involving management or maintenance personnel should be submitted in writing and directed to :

Lawndale Christian Development Corporation
1859 S. Pulaski
Chicago, IL 60623

Compensation for Work by Maintenance Personnel

All of our personnel at Lawndale Christian Development Corporation are compensated by LCDC for their services. If there is a charge for work performed by one of them, we will bill you directly. Do not make payment for service work directly to one of our employees. To avoid misunderstanding, we do not allow any of our employees to perform work for residents for which they will be paid directly, even during their off-duty hours.

Prohibition Against Business Activities

The apartments at LCDC are intended solely for residential use. It is expressly forbidden for any resident to conduct business activities within the confines of his or her apartment within the development.

I have delivered and explained or read to a person who cannot read the Resident Handbook and delivered copies of a Visitation Policy and Emergency Inspection Policy.

X: _____ DATED: _____

I have read or it has been read to me and I understand the Resident Handbook. I have received copies of the Handbook, the Visitation Policy and the Emergency Inspection Policy.

X: _____ DATED: _____