



# RESIDENT GUIDE

## **Welcome to your new home!**

This Resident Guide has been designed to familiarize you with your new home within Hearth Home Communities (HHC).

Enclosed are policies and procedures regarding your residency. We believe you will find it informative and helpful in becoming acquainted with Hearth Home Communities. If, by chance, you have a particular question not covered in this handbook, please do not hesitate to contact the Community Management Office. Our Management personnel are trained professionals who are committed to your satisfaction.

The Resident Guide is subject to monthly review and may be altered or changed by Management and enforced with Resident(s) thirty (30) days after posting the updated Resident Guide on the Resident Portal. It is the responsibility of the Resident(s) to remain in compliance with the updates made to the Resident Guide.

## TABLE OF CONTENTS

<b>GENERAL INFORMATION</b> .....	<b>5</b>
USE AND RESIDENCY .....	5
GUESTS.....	5
SUBLETTING/REPLACEMENTS.....	6
MOVE-IN.....	6
RENTAL PAYMENT .....	6
<i>Setting up the Resident WebAccess</i> .....	6
NSF/RETURNED PAYMENTS.....	7
EVICTION .....	7
LOCKS & KEYS.....	7
RENTER'S INSURANCE.....	8
UTILITIES.....	8
<i>WATER/SEWER (Sanitation)</i> .....	8
<i>ELECTRIC</i> .....	8
<i>CURBSIDE TRASH PICK UP</i> .....	8
<i>CABLE/TV/INTERNET/PHONE</i> .....	9
SATELLITE DISHES (TV).....	9
GARAGE .....	9
<i>Garage use and storage</i> .....	9
APPLIANCES .....	10
SHORT TERM & MONTH-TO-MONTH LEASES.....	10
SMOKE FREE LIVING.....	10
MOVE-OUT.....	10
<i>Lease Contract Buy-Out Agreement</i> .....	10
<i>Transfer Policy</i> .....	11
<i>Move-out Inspections</i> .....	11
<i>Abandonment</i> .....	11
<b>PETS/ANIMALS</b> .....	<b>12</b>
BREED RESTRICTIONS .....	12
PROHIBITED ANIMALS .....	12
SUPPORT OR SERVICE ANIMALS.....	13
RESIDENT(S) RESPONSIBILITIES .....	13
CONTROL OF PETS.....	14
ANIMAL BITES.....	14
PET VIOLATIONS .....	14
<b>MAINTENANCE</b> .....	<b>15</b>
RIGHT OF ENTRY .....	15
MAINTENANCE SERVICE REQUEST.....	15
MAINTENANCE EMERGENCY.....	15
HOME INSPECTIONS.....	16
LOCK-OUTS .....	16
SMOKE & CARBON MONOXIDE DETECTORS .....	16

HVAC & WATER HEATERS .....	16
PLUMBING FIXTURES/EQUIPMENT .....	17
CRISIS MANAGEMENT/DISASTER SITUATIONS .....	17
HOUSE HOLD TIPS .....	17
ENERGY AND CONSERVATION .....	18
DAMAGES.....	18
<b>PEST CONTROL .....</b>	<b>19</b>
BED BUGS/FLEAS.....	20
<b>COMMUNITY POLICIES .....</b>	<b>21</b>
COMMUNITY POLICIES ENFORCEMENT .....	21
NOTICE OF VIOLATIONS .....	21
SPEED LIMIT .....	21
PARKING, VEHICLES AND GARAGES.....	22
YARDS, PORCHES, & PATIOS.....	22
LANDSCAPING.....	23
SNOW REMOVAL.....	23
DECORATING AND ALTERATIONS .....	23
WINDOW COVERING .....	24
HOLIDAY DECORATIONS .....	24
NOISE.....	24
PACKAGES .....	24
DOOR-TO-DOOR SOLICITING .....	24
LITTER CONTROL .....	24
INTURSION ALARMS/SECURITY SYSTEMS .....	25
HOME BUSINESS .....	25
ATTICS .....	25
HEATERS.....	25
ILLEGAL OR UNAUTHORIZED ACTIVITY .....	25
RESIDENT CONFLICT RESOLUTION .....	26
POOL .....	26
FITNESS CENTER.....	27
<b>LOCAL PHONE NUMBERS .....</b>	<b>28</b>

## GENERAL INFORMATION

### **USE AND RESIDENCY**

Only the Resident(s) listed on the Lease Agreement shall personally use and occupy the premises. The Resident(s) agrees that the number of Resident(s) will not exceed the number and names shown on the Lease Agreement. Resident(s) must notify the Community Management Office if a family increases in size due to an event such as the birth of a child or adoption of a child. Community Management will update their records to reflect the correct family size.

Only 2 persons (including infants) are permitted per bedroom.

***Employees of Hearth Home Communities are prohibited to communicate by any method, including but not limited to email, telephone, mail, in-person, or by fax regarding a Resident's Hearth Home Communities account with any individual(s) not listed as a Lease holder on the respective Lease Agreement. A Resident giving permission to another individual does not waive this policy unless they have been given legal guardianship or Power of Attorney on behalf of the resident; the Vice President must be notified of such instances prior to any communications. Should there be an emergency circumstance in which an exception would be required to this policy, the communication on behalf of Hearth Home Communities will be handled by the Vice President.***

Persons not listed on the Lease Agreement may not stay in the home more than fourteen (14) days consecutive days without prior written consent, and no more than twice that many days in the any one month.

Anyone living on the premises not listed on the Lease Agreement must be added to the Agreement through the application approval process. Those 18 years of age or older must complete an Application and pay the \$50.00 application fee before they may be approved and added to the Lease Agreement.

In the event that any person using the premises or visiting the same shall suffer any fall or other injury, such person shall report to Community Management the date, time, place and conditions of such occurrence and the names of all persons who have witnessed the same. Such report shall be given no later than the next business day after the event has occurred.

### **GUESTS**

Visitors and guests are welcome, but are subject to all Hearth Home Communities Rules contained in the Lease Agreement and the Resident(s) Guide. Social visits of a temporary nature by Resident(s) or their family members are authorized. Resident(s) are allowed a guest for only 14 continuous days and not more than 30 calendar days in a twelve (12) month period without notifying Community Management. If at any time a guest is to remain in housing for more than 30 days, the guest will need to fill out an Application for Rental, go through the approval process and be added to the Lease Agreement as a Lease holder pending they are approved.

A visit is bona fide only if the guest is present at the invitation of the host and does not contribute directly or indirectly to any of the household or other expenses that the host must bear because of such visits. In order to be considered a guest, the Resident(s) must be present.

Occupancy by anyone other than the Resident(s) is strictly prohibited.

## **SUBLETTING/REPLACEMENTS**

Hearth Home Communities does not allow any subletting of homes on any of our communities. All persons occupying the homes must go through the approval process by filling out an application for approval.

If someone wishes to sign off the Lease:

1. The Resident(s) staying must again go through the approval process by resubmitting their application for credit and criminal background screening. In addition, they must submit 2 current paystubs confirming income substantiating the qualification for the home on their own.
2. If the Resident(s) staying does not qualify on their own, release of the Resident(s) will not be approved. A replacement Lease holder may be added after going through the standard approval process and Management approval.

## **MOVE-IN**

On Move-In date, the Resident(s) will have an overview consisting of an explanation of the terms of the Lease Agreement, instructions on placing a service request, an overview of the Resident(s) Guide, and an explanation of the Inventory and Condition Form. A representative of the community will accompany the Resident(s) to their home, complete the Inventory and Condition Form, provide instructions on the operation of appliances, and point out the location of thermostats, circuit breakers/fuse boxes, and water shut-off valves.

## **RENTAL PAYMENT**

Rent is due on the 1<sup>st</sup> of each month. Payments are to be processed online through the RESIDENT PORTAL on our website at [www.hearthhomecommunities.com](http://www.hearthhomecommunities.com).

- If payment is not received by the 5<sup>th</sup> of the month, the Resident will be charged a Late Fee of \$100 on the 6<sup>th</sup> day of the month.
- By the 7<sup>th</sup> day the Resident will then be charged \$10 per day each additional day rent is not received.
- If rent is paid late, any monthly concession (if applicable) is forfeited on the first occurrence and forfeited for the remainder of the Lease term should there be a second occurrence.

Partial payments will not be accepted.

## **Setting up the Resident WebAccess**

Go to [www.hearthhomecommunities.com](http://www.hearthhomecommunities.com) and click on 'RESIDENTS' in the top right-hand corner of the screen.

1. On the Resident(s) Login screen, click **Sign up**
2. Enter your account number
3. Enter your email address, last 4 digits of your social security number, date of birth, and phone number on file with the office
4. Finalize your online account registration by opening the email sent to the email address you entered

While logged into Resident(s) Web Access, you can sign up for automatic monthly payments

- Once logged in to your online account, click on your name in the top right-hand

- corner and select 'Saved Payment Information' from the drop-down menu
- Click on 'enable automatic payments'
- Choose the date you would like your monthly payments to be submitted and select "balance due" and click 'save auto payment settings'

**\*\*ACH payments are free of charge but payments made with a credit/debit card will have a 3% processing fee added each month\*\***

If you have any questions please contact the Community Management Office.

For your convenience, your account ledger and the Lease Agreement can be found on the Resident Portal; you may print your copy directly from the portal.

### **NSF/RETURNED PAYMENTS**

If any payment is returned to HHC for any reason, including but not limited to insufficient funds, incorrect account information, closed account, etc., the Resident will be charged a \$50.00 returned payment fee.

If a payment is returned after the 5<sup>th</sup> of the month on a rental payment, the \$50.00 will be charged in addition to a \$100.00 Late Fee and a \$10 per day late fee until payment is made.

Late payments are required to be in the form of a certified check or money order payable to Hearth Home Communities. Only the full balance due including all applicable fees will be accepted.

### **EVICTION**

If rent is not received by the 5<sup>th</sup> of the month, on the 6<sup>th</sup> day a "Notice to Leave the Premises" will be given to the Resident(s). This gives the Resident(s) a specified number of days to leave the premises or pay the balance due on the account including Late Fees.

If full payment has not been made by the specified date, Hearth Home Communities will then file for Eviction with the court. A \$250 - 450 Filing Fee will then be charged to the Resident(s) account based on legal jurisdiction.

### **LOCKS & KEYS**

Only the Resident(s) listed on the Lease Agreement will be issued keys to the home.

Resident(s) are **NOT** permitted to alter existing locks or install any additional locks without written permission from Hearth Home Communities.

Should keys become lost, immediately notify the Community Management Office. The lock will be changed, and the Resident(s) will be assessed a \$50.00 per lock replacement fee.

No additional lock or security devices are permitted. Child locks for cabinets require written permission by Management.

Extra keys may be requested at the cost of \$15.00 per key. Copying of any Hearth Home Communities keys is strictly prohibited.

## **RENTER'S INSURANCE**

Hearth Home Communities does not provide any type of insurance for the Resident(s). Hearth Home Communities requires all Lease Holders to carry a minimum of \$300,000 in Liability Insurance with your specific community listed as "Interested Party". It is the Residents(s) responsibility to maintain continuous coverage throughout Lease term. If insurance is not maintained, Resident(s) will be charged \$150 per month Non-Compliance Fee in violation of the Lease Agreement.

Copy of the declaration page showing the address of the home the Resident(s) is occupying and the date that coverage begins is required both at move in and at the time of Lease renewal.

We recommend and highly encourage Resident(s) obtain adequate insurance coverage for their personal property for protection against possible damage or loss to such items as furniture, clothing, jewelry, vehicles and recreational equipment. Living without insurance could have a devastating impact on you and family. Hearth Home Communities is not responsible for any of the Residents' contents at any time, for any reason, including refrigerator/freezer items.

Hearth Home Communities Resident(s) are encouraged to use ePremium Insurance. ePremium Insurance is a company that provides comprehensive renters insurance at an affordable rate. They work with the renter in mind and have set up specialty coverage specifically for renters. You can reach ePremium Insurance by visiting their website at [www.ePremiumInsurance.com](http://www.ePremiumInsurance.com) or 1-800-319-1390.

Resident(s) may contact their own insurance provider if they do not wish to use ePremium Insurance.

## **UTILITIES**

All Hearth Home Communities Resident(s) are required to maintain and pay for all utilities required for the home.

**WATER/SEWER (Sanitation)** - Water and sewer (sanitation) is set up by Hearth Home Communities at move in. Resident(s) will be billed monthly based on usage and will receive a bill from Guardian Water. Water/Sewer is to be paid monthly with the monthly rental payment on the Resident WebAccess portal.

**ELECTRIC** - Keys will not be released to your new home until electric has been established in the Residents name and the account number has been provided. Contact your applicable energy provider: Duke Energy at 1-800-544-6900 or Owen Electric at (859) 283-5800.

**CURBSIDE TRASH PICK UP** – All Hearth Home Communities use Rumpke for curbside trash pick-up once per week. It is the responsibility of the Resident to contact Rumpke to receive a trash receptacle and set up curbside service. Trash receptacle may be placed on the curb no earlier than 6 PM the day before the scheduled trash pickup day. All trash receptacles must be removed by 6 PM on the day of trash pick-up.

Please contact your Community Management Office or call Rumpke at 877-786-7537 for the day of the week trash is picked up in your community.



If you are in need of bulk/large item pick up Resident(s) are responsible for contacting Rumpke to schedule a pick-up date. Resident(s) must contact the Community Manager informing them that they will be placing large items out for pick up. Resident(s) will place items on the curb no earlier than 6 PM the evening before the scheduled pick up day.

**CABLE/TV/INTERNET/PHONE** – Resident(s) may acquire their own services at their convenience. Hearth Home Communities partners with Cincinnati Bell Fioptics. Contact Cincinnati Bell Fioptics at 513-397-9591 option 1 or email [communitysolutions@cinbell.com](mailto:communitysolutions@cinbell.com).

### **SATELLITE DISHES (TV)**

In order to ensure installation does not damage homes or detract from the appearance of the community, approval of the system and installation must be provided by Community Management prior to installation.

All Resident(s) must sign the Lease Agreement Addendum for Satellite Dish or Antenna and pay a non-refundable fee of \$300.

Satellite dishes are required to be no larger than 24" x 24" in diameter and no taller than 4 feet before it will be approved for installation.

Satellite dishes may only be placed on the patio pad only. Dishes may not be mounted on a pole in the ground, directly on homes (including the roof and siding), attached to any part of the gutter, or to fencing. All satellite dishes must be freestanding on the patio.

Satellite dishes must be removed prior to move-out and any damage resulting from the installation repaired.

### **GARAGE**

Each Hearth Home Communities home has an attached 1 or 2 car garage. Resident(s) will be issued two (2) garage door openers for access to their homes.

Attached to the outside of each garage is a remote key pad. Resident(s) will be able to select a 4-digit code at move in. Garage codes cannot be changed without permission from the Community Management Office.

Resident(s) are responsible for maintenance of any garage door opener, including battery replacement. Transmitter frequency settings may not be changed on the garage door or opener without prior written permission from Management.

A \$50.00 per remote fee will be charged for any lost, damaged, or replacement garage door remotes.

### **Garage use and storage**

Garages are to be used for storage of motor vehicles and other items Resident(s) wish to store. Free standing storage shelving is permitted. Mounting shelving units or large hooks drilled into walls are not permitted.

Storage of gasoline or other flammable liquids is strictly prohibited.

In the event of a leak from a vehicle or a spill of oil, gasoline, and other petroleum or hazardous product, the Resident(s) will be responsible to clean up the area immediately.

## **APPLIANCES**

All homes are fully equipped with a stove, microwave, refrigerator and a dishwasher. The above listed appliances may not be removed or replaced with privately owned appliances. The standard appliances listed above may NOT be moved in any way as to alter the current layout of the homes. However, Resident may utilize a freezer, second refrigerator, etc., to accommodate their household needs when the appropriate power supply is available.

## **SHORT TERM & MONTH-TO-MONTH LEASES**

All Hearth Home Communities Lease Agreements range from 12 to 24 months. When the Lease term expires, Resident(s) have the option to renew the Lease Agreement for another 12 to 24 months; Lease term options will be detailed in the Renewal offer letter.

Subject to Lease Expiration Availability and Management approval, a shorter-term Lease Agreement may be offered. Short Term Leases are Leases between 3 to 11 months. Rates for a Short Term Lease is the current Market Rent plus a Short Term Fee ranging from \$150 to \$300 per month.

A Month-to-Month Lease is also an option with Management approval. The rate for a Month-to-Month Lease is the current Market Rent plus a MTM Fee of \$400 per month.

## **SMOKE FREE LIVING**

All Hearth Home Community homes are smoke free. All Resident(s) are required to sign the No-Smoking Addendum at time of move in. Smoking of any kind, including but not limited to, cigarettes, cigars, e-cigarettes, vapes and hookah are prohibited in all homes and garages. Smoking is permitted on the outside back patio only. There will be a \$5,000 fine if there is evidence of smoking inside the home or garage.

## **MOVE-OUT**

As stated in the Lease Agreement all Resident(s) are required to give a minimum of a sixty (60) day written notice to terminate or intent to vacate at Lease end to the Community Management office. All Resident(s) are required to fill out a 60 Day Notice to Vacate form to fulfill the written obligation. No verbal notification of intent to vacate will be accepted to initiate the 60 day notice period. It is the responsibility of the Resident(s) to provide the accurate forwarding address to the Community Management Office.

Hearth Home Communities offers its residents an option to use a Clean Team to detail clean the home after move out. This charge is \$100 due on or before the scheduled move out date. The Clean Team will detail clean the home after move out; Resident(s) are responsible to follow the Clean Team Guidelines provided when the Notice to Vacate has been submitted.

## **Lease Contract Buy-Out Agreement**

Resident(s) may terminate the Lease Agreement prior to the Lease end date by enacting the Lease Contract Buy-Out Agreement. The following requirement must be met before the early terminating can take affect;

1. Required to fulfill six (6) full months of residency prior to initiating the 60 Day Notice to Vacate

2. The 60 (sixty) Day written notice to vacate is required to be given and rent paid current though this time frame
3. A Buy-out fee of \$3,000 to be paid prior to the last day of the sixty day notice. If not paid prior to the end of the 60 day period the Lease Contract Buy-out will be terminated and the Resident(s) Lease Agreement will remain in effect as originally signed.
4. All concessions, if any, received up and through the move out date must be repaid and are considered forfeited

### **Transfer Policy**

Resident(s) may transfer homes only if they are upgrading to a larger home or downsizing to a smaller home. The following requirements must be met before Resident(s) may transfer;

1. Resident(s) must be in good standing and have had no complaints, violations or late fees
2. Required to fulfill twelve (12) full months of residency prior to transferring
3. A 60 (sixty) Day written notice to transfer required to be given and rent paid current
4. No monthly rent concessions or specials will be applied to the Lease on the transferred home
5. A Transfer Fee may apply – please contact your Community Management office for details

### **Move-out Inspections**

The Resident(s) may schedule a pre move-out inspection; this is recommended. The purpose of this inspection is to make the Resident(s) aware of any items that will not meet standards prior to moving. The Inventory and Condition Form that was completed at move-in will be referenced when performing this inspection. Charges will be assessed for any items that are not a result of normal wear and tear. The Resident(s) will be made aware of the amount of charges that will be assessed if the damages are not repaired.

An appointment for a move-out inspection must be scheduled no earlier than ten (10) working days prior to date of move-out. If there are damages to the home, the Resident will be charged on the Final Account Statement and the statement mailed to the Resident.

Upon completion of the final inspection, an authorized Hearth Home Community Representative will accept keys to the home, mail box keys, and garage door openers. Within thirty (30) days of the move out date a Final Account Statement will mailed to the Resident(s) with an explanation of any final charges.

Failure to return all door keys, mailbox keys, and garage door remotes will be charged a \$250 Lock & Key Replacement Fee and \$50 per remote not returned.

Any damage charges in excess of \$300.00 will be documented with photographs.

### **Abandonment**

If the Management is informed of or discovers a home that has been abandoned by the Resident(s), Management will then complete an inventory of the personal property, if any. Hearth Home Communities will then box and store any personal property for thirty (30) days before disposing of the items. Management will contract for cleaning and arrange for change of occupancy maintenance for the home in order to return it to service. The abandoning Resident(s) will be charged for this service, as well as all monies due for rent and associated fees, and reimbursement will be sought through normal collection procedures.

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## PETS/ANIMALS

Dogs and cats are permitted in the home provided they do not become a nuisance to the community or the Community Management Team. Resident(s) are permitted no more than a total of three (3) pets, with a combined weight of 100 lbs. or less; maximum of 2 dogs.

All pets must be registered with the Management office prior to being brought on property. Failure to notify Management may result in revocation of all pet privileges.

Resident(s) will be charged a onetime Pet Fee of \$300 for up to two (2) pets and \$500 for three (3) pets. This fee is non-refundable and due at move-in or when a pet is added to the home.

A \$35 per animal Pet Rent is charged monthly.

### **BREED RESTRICTIONS**

The following breeds or mixes of these breeds are prohibited regardless of size or temperament and DNA verification may be requested by Management. Failure to provide DNA verification upon request will result in forfeiture of all pet privileges:

- Doberman Pinscher
- Chow
- Akita
- German Shepherd
- Mastiff
- Cane Corso
- Presa Canario
- Rottweiler
- Pit Bull and Pit Bull Mini
- American Staffordshire Terrier
- Staffordshire Bull Terrier
- Malamute
- Siberian Husky

### **PROHIBITED ANIMALS**

Farm, exotic and wild animals are not permitted in any Hearth Home Community. These animals include all animals normally used as work animals and those kept for the production of food, or opossums, raccoons, and any other species of animal not usually considered to be domestic.

Small animals like Guinea pigs, hamsters, birds, rabbits, small reptiles are allowed but must kept in cages or terrariums and noted on the Animal Addendum. Management reserves the right to limit the number of small animals permitted in each home.

Breeding animals is prohibited.

Fish tanks are permitted but limited to size to no more than 30 gallon tanks.

**Owners of fish tanks are encouraged to maintain additional liability insurance in the event that their tank ruptures.**

## **SUPPORT OR SERVICE ANIMALS**

Should you have a service or support animal, please contact the Management office for additional information.

Ownership of a support/service animal does not, in any way, exclude the Resident(s) from adhering to the rules and policies as stated in the Animal Addendum and the Resident Guide.

## **RESIDENT(S) RESPONSIBILITIES**

All pets must be registered with the Community Management Office at the time of signing the Lease Agreement. An Animal Addendum will be executed listing all registered pets and their names, type, breed, weight and age.

All pets must be kept current with vaccinations, testing, and/or treatments.

All dogs and cats must wear their current rabies vaccination tag on their collar or harness when leashed outside the home.

The term "pet owner" will include any person owning, keeping, or harboring an animal. The Resident(s) shall be deemed the pet owner of any pet owned, kept, or harbored within the community by any approved person residing in the Resident(s)'s home.

Dogs are not permitted to urinate or defecate on HVAC condensing units or in the landscaping beds (on plant material).

Owners will be held responsible for compliance with current directives and for any damage caused by their pets.

Resident(s) are responsible for picking up and removing their pets' solid wastes while walking through the community and around patio areas. Dog Waste Stations are located throughout the community for your convenience.

Abandonment of pets is specifically prohibited. Animal owners who no longer desire to keep a pet or who are departing a Hearth Home Community will not abandon any animal. Unwanted pets should be placed up for adoption through a local animal shelter.

The privilege of keeping a pet in homes may be revoked and/or a Letter of Violation issued if the pet is determined to be a nuisance. A nuisance is defined as any action of a pet that endangers life or health, gives offense to the senses, violates laws of decency, or obstructs reasonable or comfortable use of property. For example, an animal may be deemed a nuisance if it:

- Habitually or repeatedly bark's in such a manner or to such an extent that it disturbs others
- Interferes or obstructs persons engaging in exercise or physical activity
- Defecates on the lawn around the community or patio area and without the owner cleaning up after
- Habitually violates the leash law
- Unusually aggressive or threatening character
- Substantiated history of demonstrating aggressive or threatening character

Pet owners have full responsibility and liability for the conduct of their pets. This includes full restitution for any damages to yards, homes, etc., or hospital bills/veterinary bills incurred as a result of injuries inflicted.

**Owners of pets are encouraged to maintain additional liability insurance in the event that their pet bites another person or animal.**

### **CONTROL OF PETS**

Pets are not permitted to run loose in any Hearth Home Community. A Warning may be issued or the privilege of having a pet may be revoked if a Resident(s) or guest routinely violates the leash law or any rule regarding maintaining pets in the home. **Dogs may not be chained or tethered outdoors at any time.**

### **ANIMAL BITES**

In cases of bites or scratches, please contact your local police/Animal Control. The Community Management must also be notified. The revocation of pet privileges may be enforced or a Notice to Leave the Premises (Eviction) may be issued to pet owners whose pet has bitten other persons or animals.

**Animals that attack people or other animals may be apprehended by the Animal Control if necessary. Vicious animals will be removed from a Hearth Home Community.**

### **PET VIOLATIONS**

Complaints concerning stray or unattended pets should be directed to your local police and/or Animal Control and the Community Management Office.

Other complaints generally concerning upkeep of grounds around pets should be directed to the Community Management Office.

A \$250 fine will be assessed to any resident violating the requirement to pick up solid pet waste immediately. Forfeiture of pet privileges may be revoked after a second offence and the pet(s) must be removed from the community within 24 hours.

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## **MAINTENANCE**

### **RIGHT OF ENTRY**

Hearth Home Communities Management has immediate right of entry to homes if emergency conditions are presumed to exist. Such emergency conditions include the risk of substantial damage to the property in the instance of flooding, electrical and/or fire, and risk of death, injury or illness to humans. Management may also enter, with a minimum 24-hour notice, to make inspections and/or repairs.

### **MAINTENANCE SERVICE REQUEST**

If a Resident(s) requires routine maintenance they may contact Management during office hours, by email or by logging on to the Resident WebAccess and submit a maintenance request.

Maintenance will complete service requests Monday through Friday from 8 AM to 5 PM. After hours and weekend maintenance is for emergencies only. We try to accommodate requested appointment times but appointments are not guaranteed.

It is the responsibility of the Resident(s) to replace all light bulbs in the home except for appliance lightbulbs.

### **MAINTENANCE EMERGENCY**

Emergencies will be handled immediately. Emergency situations consist of:

- Fire - immediately call 911
- Lack of electricity
- Broken or non-working doors, locks, windows
- Roof leaks
- Lack of heat if exterior temperature is below 65 degrees
- Lack of air conditioning if exterior temperature is above 80 degrees
- Lack of water
- Non-functioning toilet when only one toilet exists in the home
- Ranges when entire range is inoperable
- Refrigerator when not working at all
- Locked out of home (**See LOCK-OUTS**)
- Flooding
- Broken pipes
- Any life safety or health concern
- Water flowing from grass or street areas (possible underground pipe break)

- Overflowing manhole (possible sewer back-ups)

Contact Emergency Maintenance immediately at **(513) 279-8527** for assistance when any of these situations occur.

### **HOME INSPECTIONS**

Periodic inspections of homes will be conducted, as there is a preventative maintenance program to maintain and assess HVAC systems, appliances, smoke detectors, and carbon monoxide detectors. Resident(s) will be notified via email and/or letter as to which day's maintenance personnel are scheduled to be at the Resident's home to perform preventative maintenance. All pets are to be secured on this day and rescheduling is not optional.

If the Resident(s) is in violation of any policy within the home, a notice will be issued to Resident(s) advising which conditions need to be corrected. A re-inspection will occur in two (2) days to confirm that corrective action was taken to cure all discrepancies.

### **LOCK-OUTS**

If a Resident(s) requests the Community Office to unlock the door of a home, the following charges will be incurred:

Lockout during regular business hours is no charge unless the lock requires replacement. A \$50 per lock fee will be charged to the Resident(s) account if lock requires replacement.

All after hours and weekend lockouts: \$100 service fee plus \$50 per lock if the lock requires replacement. This fee is due at time of service by check or money order (no cash accepted).

A Resident(s) listed on the Lease Agreement must be present at the time that the door is unlocked and show proper identification (Driver License, State ID, or Passport).

### **SMOKE & CARBON MONOXIDE DETECTORS**

Smoke and carbon monoxide detectors have been provided to comply with local safety ordinances and should not be deactivated or removed. Any questions about operation or performance can be directed to the Community Management Office. Resident(s) agree to immediately report a malfunctioning device to the Community Management Office.

### **HVAC & WATER HEATERS**

For your safety:

- Please do not adjust temperature setting on the water heaters. Please contact the Management Office for a service request to adjust the temperature
- Furnace filters can be obtained at the Community office in-between our quarterly inspections
- Do not use any type of air filters, including HEPA, with your furnace system without prior written permission from Management; any damages as a result of improper filters being used will result in the Resident(s) being responsible for all repair/replacement costs)



## **PLUMBING FIXTURES/EQUIPMENT**

The plumbing fixtures/equipment in the bathrooms and kitchens are not to be used for any purpose other than that for which they were constructed. No rubbish, rags, disposable diapers, cleaning or make-up wipes, tampons, sanitary napkins, or other obstructive substances shall be thrown in to the toilets.

As a reminder, only water, waste and toilet paper should be flushed to keep the lines clear and functioning properly. Many hygiene products advertise they are “flushable” but should be thrown into the trash to avoid any plumbing problems.

Do not place grease, coffee grounds, nutshells, glass, olive or fruit pits, corncobs, bones, or non-food items such as metal, string, paper, wire etc., in disposal or sink. Resident(s) will be responsible for all damages resulting from the improper use of such equipment and liable for the cost incurred to repair such equipment and any related damages.

Used grease should be placed in a container and once hardened, thrown in the trash. Misuse may result in sewer line back-ups that present unsanitary conditions that could overflow in to the yards. Furthermore, such back-ups could potentially result in damage to your household goods and the inconvenience of water outages while repairs are undertaken. Your assistance in keeping our sewer lines healthy is appreciated.

Removal or replacement of existing plumbing fixtures and devices is prohibited. Upon move-out, the final inspection will confirm the presence of aspirators and low-flow showerheads. Resident(s) will be charged for the replacement of missing devices.

## **CRISIS MANAGEMENT /DISASTER SITUATIONS**

Emergency Warning Announcements due to inclement weather and any other emergency situations may be issued:

- In person
- On local radio or television
- By siren alarm

## **HOUSE HOLD TIPS**

Hearth Home Communities highly suggest the following items to be used when cleaning your rental home to maintain property usage and avoid damage that could be charged back to the Resident(s) at move-out.

- Vinyl flooring – Prevail Vinyl Floor Cleaner is recommended by the manufacturer. DO NOT use any products with a wax base
- Granite Counter tops – Weiman Granite Cleaner
- Stainless Steel Appliances – Weiman Stainless Steel cleaner.
- Glass top stove (Weiman Cook Top Cleaner)

## **ENERGY AND CONSERVATION**

The following tips are suggested for Resident(s) to conserve and reduce energy consumption without sacrificing comfort:

- Set thermostat at a comfortable setting without fluctuation to maintain consistent climate control
- If the home will be vacant for an extended period of time (weekends, holidays or vacations) during the heating season, turn thermostat back to the lowest setting but not lower than 55 degrees to prevent water lines from freezing. In addition, leave all cabinet doors below sinks open
- If the home will be vacant for an extended period of time, (weekends, holidays or vacations) during the air conditioning season, turn thermostat up to a higher setting
- Keep doors and windows closed whenever air conditioning or heat is in operation
- Check toilets for leaks
- Make sure faucets are shut off properly
- Run dishwasher when fully loaded
- Take short showers instead of baths
- Do not remove or replace devices that have been installed to conserve water such as faucet aspirators and low flow showerheads
- Do full loads of laundry and make sure the water level is right for the size of the load
- Turn off lights when not needed in unoccupied areas such as garages and outdoor areas during the daylight hours

## **DAMAGES**

There is a charge for the cost of repairs, labor and material for any damage caused to the home, lawn, common areas, garage and/or driveway by negligence of the Resident(s) and/or Resident(s)'s family or guests. All charges will be added to the Resident(s) account and due no later than with the following month's rent payment.

## PEST CONTROL

A licensed pest control professional will be at a Hearth Home Communities on a regular basis to service inside a Resident(s) home as requested and around the outside of the buildings. Requests for treatment may be made by contacting the Community Management Office. Depending on the type of pest problem, Resident(s) may be charged for the service.

- If a Resident(s) is allergic to common pesticides or has any reaction at all, notify the Community Management Office
- Pesticides may be hazardous to infants under 3 weeks old, the aged, pregnant, those with heart, liver or respiratory problems, and people with allergies, pets, tropical fish, and exotic birds. Resident(s) should inform the pest controller of any such situations, and he will advise of any special safety precautions required

All pest control concerns should be reported to the Community Management Office.

Resident(s) are responsible for minor pest control practices consisting of good sanitation and housekeeping practices.

Resident(s) are expected to:

- Maintain homes in a manner to deny access, harborage, and sustenance to household pests
- Ensure windows are screened and fit properly
- Ensure minor cracks and holes inside the home are caulked or otherwise sealed
- Regularly remove excessive clutter in and around the home; debris, weeds, dead leaves, pet droppings, trash, containers that hold water, etc.
- Protect food by storing in pest proof containers, especially starchy or fatty foods and pet foods
- Promptly cleanup spilled foods, crumbs, drinks, or pet mishaps
- Clean kitchens after each meal, especially in areas where grease accumulates (drains, vents, ovens, and stoves)
- Wash and submerge dirty dishes in soapy water before retiring
- Empty garbage and cat litter box daily. Clean dog feces from yards daily
- Prevent unnecessary accumulation of soiled clothing, rags, corrugated paper boxes, newspapers, empty cans, empty bottles, and paper grocery bags in kitchen, baths, and laundry rooms
- Have leaks and dripping faucets repaired promptly

***Failure to maintain a home as described above may result in charges for pest service or the termination of the Lease Agreement.***

## **BED BUGS/FLEAS**

In the case that a Resident(s) suspects or is found to have bed bugs or fleas they must immediately contact the Community Management Office. Management will then contact a licensed pest control professional to come in and inspect the unit. If evidence is found to be in the home, Hearth Home Communities will then work with the pest control professional and Resident(s) to begin extermination.

Resident(s) must allow Hearth Home Communities and our pest control vendor access to the dwelling at reasonable times to treat bed bugs or fleas. You are responsible for and must, at your own expense, have your own personal property, furniture, clothing and possessions treated according to accepted treatment methods established by a licensed pest control firm that we approve. You must do so as close as possible to the time we treat the dwelling. If you fail to do so, you will be in default, and we will have the right to terminate your right of occupancy and exercise all rights and remedies under the Lease Agreement.

Resident(s) are responsible for all cost associated with the extermination of bed bugs or fleas.

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## COMMUNITY POLICIES

### **COMMUNITY POLICIES ENFORCEMENT**

By signing the Lease Agreement Resident(s) have agreed to abide by its terms, including the provisions in the Resident(s) Guide. Resident(s) are also required to comply with all applicable laws, regulations, and policies. Guests of the Resident(s) are also subject to both terms of the Lease Agreement, the Resident(s) Guide, and applicable laws and regulations while on a Hearth Home Community.

### **NOTICE OF VIOLATIONS**

Hearth Home Communities Management may issue notices for violations under the Lease Agreement or the Resident(s) Guide. For more serious violations, termination of the Lease Agreement may occur without previously issuing notices of violations.

Hearth Home Communities may likewise choose to issue warning letters or take more serious action, depending on the severity of the violation and the number, if any, of previous violations.

Community Policies enforcement is as follows:

- A Notice of Violation will be issued for the first violation of any policy, which may not require a Letter of Warning or Eviction. These types of violations require correction with 24 hours of receipt of the notice. Failure to do so will result in a formal letter of Warning or Eviction.
- A Letter of Warning will be issued for a Resident(s)'s second violation of any nature. Resident(s) will have 24 hours from receipt of letter to correct the violation. Should Resident(s) fail to correct the violation within 24 hours, an Eviction may be issued to the Resident(s).
- Notice to Leave the Premises (Eviction) will be issued if not remedied. Resident(s) will have the amount of time listed on their Eviction Notice in which to vacate the home.

Based on the nature of the incident and any other documentation contained within the Resident(s)'s File, the Vice President will determine the appropriate violation notice.

Blatant disregard for the rules and regulations at any Hearth Home Community, by any Resident(s) or guest, regardless of the number of warnings previously received, is grounds for the termination of the Lease Agreement and Resident(s) are responsible for all associated charges for termination.

In egregious cases, or serious offenses or acts of misconduct, or where a persistent pattern of misconduct occurs, which are contrary to the safety and welfare of others, Resident(s)'s actions may result in eviction.

### **SPEED LIMIT**

The speed limit in a Hearth Home Community is 15 MPH. If children are in or around the street or poor weather conditions exist, 15 MPH may be too fast and you are expected to drive accordingly.

**DO NOT SPEED.**

## **PARKING, VEHICLES AND GARAGES**

Motor vehicles are to be parked in the garage, in the driveway or in authorized overflow parking areas.

Streets in a Hearth Home Community are narrow and street parking is prohibited to allow for easy accessibility for all Resident(s).

**Parking for boats, trailers, buses, recreational vehicles, pop-up campers, camper shells, utility trailers, RV's and Jet Skis is prohibited in the community.** Offsite Storage facilities of your choice may be used.

At no time will motor vehicles be allowed to be parked/driven on the grass.

Vehicles that are parked in driveways may not block nor hinder the free movement up and down the sidewalks.

Motorcycles/mopeds may not be parked on patios, porches, sidewalks or grassy areas.

Repairs of any nature to vehicles are prohibited on driveways, in the street or on overflow parking pad.

Unregistered, inoperable, unlicensed, or abandoned vehicles may not be parked within the community. Violators will be subject to having vehicles towed away at the Resident(s)'s expense. At no time will vehicles be permitted to be left on jacks.

Preventive measures shall be taken to keep the garage and/or carport floor free of stains; i.e., car oil, grease and rust. Garage and/or carport floors must be free of stains upon move-out.

## **YARDS, PORCHES, & PATIOS**

To preserve a crisp, clean appearance in your housing communities:

- Bicycles and toys shall not be left unattended in public areas or on sidewalks where they may become a hazard or nuisance
- Bikes, toys and other outside items, when not in use, should be stored in the garage
- Patio furniture, used daily, properly maintained and in good taste can remain on the patio area when not in use
- Refrain from hanging clothing, rugs, etc. on clothes lines and on privacy fencing
- No flags of any type may be affixed to the buildings, hung in windows or placed on poles in landscaping
- Couches, chairs or other furniture not built or intended for outdoor use is prohibited
- Patio and porch areas are expected to be well-maintained and neat in appearance
- Disposal of cigarette butts in the roadways, parking lots, sidewalks, or any other public areas or in landscaped areas is prohibited
- Resident(s) are not allowed to attach any athletic devices or basketball backstops to any portion of the home. Freestanding units are also prohibited
- Trampolines are prohibited at Hearth Home Communities
- Pools, including inflatable, are prohibited
- Failure to comply with these provisions may result in the termination of the Lease Agreement
- Privately owned hot tubs, whirlpools and spas in any home or on the patio are prohibited
- The use of propane or wood burning fire pits are prohibited at any Hearth Home Community along with the burning of any bonfires in any common areas.

- Grills, barbeques and any other outdoor cooking device may be used only on outside edge of the cement patios at a minimum of 10 feet away from any building
- Yard sales are prohibited on a Hearth Home Community
- No additional fencing or landscaping bed border may be installed
- Playground equipment is not permitted

### **LANDSCAPING**

Lawn care including mowing, raking, weed control and fertilizing is provided by Heath Home Communities. Resident(s) are responsible to maintain a neat and clean appearance of their patio and outside area around their home. Damages to lawns caused by negligence of the Resident(s) will be repaired and billed to the Resident(s).

Resident(s) are permitted to have potted plants and flowers in pots placed on their patio or porch area only. Pots not permitted in any flower beds around the home. No items are to be hung or attached to privacy fencing or lighting fixtures.

Lawn ornaments are not permitted in any lawn and flower bed areas.

### **SNOW REMOVAL**

Hearth Home Communities will remove snow from all streets and common area sidewalks within the community when there is an accumulation of 3-4" of snow on the ground. Parking is not permitted on all streets to allow for easy access for the vehicles removing snow.

Rock salt is strictly prohibited. Residents may use Calcium Chloride only on patios, sidewalks, walkways, porches, and driveways.

### **DECORATING AND ALTERATIONS**

Alterations to the interior of the home are prohibited including painting of walls, installation of wallpaper, borders, ceiling fans, and attaching or removing fixtures or appliances.

- Only small nails or "J" hooks should be used for hanging items on walls
- No nails, screws or hooks should be used on doors or cabinets
- Corkboards, paneling, etc. are prohibited on the walls
- Stickers are prohibited, including but not limited to, being placed on cabinets, windows, walls, ceilings, appliances, and flooring
- Tub decals are prohibited
- Removal of window blinds is prohibited
- Awnings, signs, window tinting or screen doors are prohibited
- Alterations to patios are prohibited. This includes shading, screening, installation of blinds or extensions of the patio surface

Please contact the Community Management Office if you have questions regarding installation of shower grab-bars or ceiling fans.

### **WINDOW COVERING**

Only proper window decorations and coverings may be used to cover windows. Items such as flags, sheets, and blankets are not to be used to cover windows. All window coverings must have a white or beige backing. If shades or blinds that have been provided by Hearth Home Communities are broken and need to be replaced, contact the Community Management Office to make arrangements for replacement.

If blinds are damaged due to Resident(s) neglect, a charge will be assessed for replacement.

### **HOLIDAY DECORATIONS**

Holiday decorations can be displayed 30 days prior to the holiday and must be removed within two weeks after the holiday. **Rooftop decorations and items hung from the gutters are prohibited.** Decoration materials must be fire resistant. Nails, spikes, building staples or any other type of fastener that leaves permanent damage are prohibited. Extension cords may not cross driveways, sidewalks or grass areas. Decorations are limited to patio and porch areas only; not in landscaping. Décor permission is at the sole discretion of Management.

### **NOISE**

Be considerate of neighbors. Resident(s) must refrain from making or permitting any disturbing noises by their family members or guests. Any noisy or boisterous conduct, including the loud playing of stereos, excessive base, television or musical instruments, which would disturb the peace and quiet enjoyment of other Resident(s), is absolutely prohibited. Car stereos must be turned down when driving within the community.

Resident(s) must refrain from or creating any disturbing noise after 10:00 PM or before 8:00 AM.

For those communities under development, construction noise should be expected. Please contact you Management Office if there are concerns with construction noise.

### **PACKAGES**

Heath Home Communities Offices will not accept packages in the Resident's absence and Hearth Home Communities is not responsible for packages left on porches.

### **DOOR-TO-DOOR SOLICITING**

Any other door-to-door solicitation is prohibited. Resident(s) should notify the Community Management office when peddlers or uninvited salespeople are encountered. Resident(s) are not permitted to solicit within the community. Please contact the Management Office if there are questions.

### **LITTER CONTROL**

A litter free environment shows personal pride in where we live. Everyone must do his/her part to help keep Hearth Home Communities litter-free and prevent water pollution every single day.

Please use:

- Tightly covered trashcans. Bag and tie all garbage and trash bags. Do not leave loose bags sitting out for pets, wild animals, or the wind to ravage (See "Garbage")



- Trashcans must be stored inside the garage and not in front of the home or on patios
- Please pick up trash when seen

### **INTRUSION ALARMS/SECURITY SYSTEMS**

If a Resident(s) wishes to install a personal Security System/Intrusion Alarm in their home they may at the Resident(s) expense. Resident(s) must have permission from the Community Management office and sign a Lease Addendum for Intrusion Alarm prior to the installation.

Wireless equipment only may be installed and the Security code is required to be maintained by Hearth Home Communities.

### **HOME BUSINESS**

Conducting any kind of business (including child care services) in your home or in the community is prohibited except that any lawful business conducted "at home" by computer, mail or telephone is permissible if customers, clients, patients, or other business associates do not come to your home for business purposes.

### **ATTICS**

Some homes are equipped with attic access panels. These attic spaces pose many dangers; low visibility, unstable flooring, low clearance, low weight ratings, and extreme heat. These attic spaces have not been designed as storage areas. These areas are designed for maintenance and emergency response personnel only. For safety reasons, Resident(s) are not to enter these areas for any reason and storage of personal belongings in attics is prohibited.

### **HEATERS**

Kerosene heaters or other heaters using combustible materials or fluids and open coil heaters are prohibited.

### **ILLEGAL OR UNAUTHORIZED ACTIVITY**

All Resident(s), whether tenants or others residing/visiting, are required by the Lease Agreement to refrain from illegal or unauthorized activity. Failure to do so may result in termination of the Lease Agreement.

Without limiting the generality of the foregoing, no Resident(s) shall do or permit the following activities in a Hearth Home Community:

1. Unlicensed gambling
2. Install or operate any illegal device or permit such device to be installed or operated
3. Use or allow the use of the home or any part thereof for illegal business or purposes of any kind
4. Engage in acts that constitute a nuisance
5. Sell commercially or dispense beer or alcohol or permit the forgoing
6. Manufacturing, delivering, possessing with intent to deliver, or other possessing a controlled substance or drug paraphernalia
7. Engaging in or threatening violence
8. Possessing a weapon prohibited by law

9. Discharge of a firearm in the home or community whether or not such discharge is an accident
10. Displaying or possessing a gun, knife, or other weapon in the community in a way that may alarm others

### **RESIDENT CONFLICT RESOLUTION**

Hearth Home Communities does not mediate interpersonal issues between Resident(s). However, if there are concerns with violations of the Lease Agreement or the Resident Guide, Hearth Home Communities will address to the offending Resident(s) keeping the reporting Resident(s) name confidential when possible.

### **POOL**

(Available at select Hearth Home Communities)

Hearth Home Communities that have a pool will be opened between Memorial Day and Labor Day. Hours of operation are 10 AM – 9 PM daily, weather permitting. Pools will be closed if there is threatening weather such as thunder heard or lightning spotted.

Pool passes issued to Resident(s) must be on them at all times while in the pool area. Resident(s) will be asked to leave if they do not have the pass with them.

The following are rules while in the pool area:

- Maximum of 2 guests are allowed per home and Resident(s) must be with their guest at all times
- All children under the age of 18 must be accompanied by an adult at all times in the pool areas. An adult is considered someone that is 18 years of age or older and a current Lease holder
- No glass, pets or alcoholic beverages are permitted in the pool area. Use paper or plastic containers only
- Resident(s) and guest will adhere to the rules and regulations posted in the pool area
- All swimmers swim at their own risk. Hearth Home Communities is not responsible for accidents or injuries
- For your own personal safety, no one should swim alone
- Proper swimming attire is required at all times and a swimsuit "cover up" should be worn to and from the pool area
- No running, diving or rough activities are allowed in the pool areas
- Respect others by minimum noise
- Pool furniture must be left in the pool areas
- Dispose of any and all trash in trash receptacles
- Keep pool gates closed at all times. Gates should never be left or propped open

## **FITNESS CENTER**

(Available at Select Hearth Home Communities)

Hearth Home Community fitness center is open 24 hours a day for your convenience. An access is code is required to gain access after normal business hours.

The following are rules while using the fitness center:

- No one under the age of 18 is permitted to use the or be in the fitness center without adult supervision. An adult is considered someone that is 18 years of age or older and a current Lease holder
- Resident(s) must accompany guests at all times
- Resident(s) and guest must adhere to the rules and regulations posted in the fitness center
- The fitness center is not supervised. Resident(s) are solely responsible for their own appropriate use of the equipment
- Resident(s) are asked to immediately report to Management any equipment that is not functioning properly, is damaged or appears dangerous as well as any other person's use that appear to be dangerous or in violation of the Management Rules and Policies
- Keep the Fitness Center locked at all times and do not permit any persons to the Fitness Center that is not a currently residing at a Heart Home Community
- No glass, smoking, eating, alcoholic beverages, or pets are allowed in the Fitness Center
- Video security may be used in the facility. Residents are responsible for negligent damage to the fitness center and/or equipment

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## LOCAL PHONE NUMBERS

PLEASE DIAL 911 FOR AN EMERGENCY

### **Villages of Whitewater**

Harrison Police Department:	(513) 367-3715
Harrison Fire Department:	(513) 367-4194
Animal Control/S.P.C.A:	(513) 541-6100

### **Villages of Independence**

Independence Police Department:	(859) 356-3191
Independence Fire Department:	(859) 356-2011
Animal Control:	(859) 356-3191

### **Villages of Burlington**

Boone County Sheriff:	(859) 334-2175
Burlington Fire District:	(859) 586-6161
Boone County Animal Control:	(859) 586-5285

### **Villages of Florence**

Florence Police Department:	(859) 647-5420
Florence Fire/EMS:	(859) 647-5660
Boone County Animal Control:	(859) 586-5285

### **Other Important Numbers**

Emergency Maintenance	(513) 279-8527
Poison Control Center:	(513) 558-5111
American Red Cross – Cincinnati Area:	(513) 579-3000
Cincinnati Bell:	(513) 565-2210
Duke Energy (Electric):	(513) 421-9500
Owen Electric:	(859) 283-5800
Rumpke Trash	(513) 742-2900