



700 Sherman Oaks Drive, Ludington, Michigan 49431
Office Phone: 231-845-0572 ♦ Fax: 231-845-5629
Manager: MaryLyn Leavitt (c) 907-2373
Assistant Manager: Daren Jeruzal

Property Policies:

Revised: 1-1-2019

This updated document voids all prior versions.



Sherman Oaks Apartments: A community for all.
The Manor at Sherman Oaks: A senior community for those 55 & older.

GENERAL INFORMATION:

Sherman Oaks Apartments & The Manor is owned by Maplegrove Property Management. **This is a private property.** All visitors and guests should be made aware of these rules and regulations by the tenant and are NOT entitled to the same privileges as our tenants.

Tenant Information:

In compliance with city ordinance, Sherman Oaks Apartments & The Manor must maintain accurate records for all tenants residing on the property. It is the responsibility of the Tenant to promptly inform the office when any of the following information changes for any individual living in the apartment:

- When individuals permanently move in or move out of the apartment. **New occupants must be approved by management and added to the lease.** See your lease for more details.
- When tenant's home (landline), cellular, or work telephone numbers are added, changed, or discontinued.
- When new motor vehicles are acquired, or old motor vehicles are removed from the property.
- When there is a change in a license plate.
- When removing cats/dogs that were approved to live here. (A tenant can NOT get a new animal without processing and approving that animal)
- When you have visitors who bring motor vehicles, or bikes onto the property.

Sherman Oaks Apartments & The Manor will annually send a questionnaire to each apartment, providing a list of the information currently on record for that apartment. It is the responsibility of the tenant to review and correct the information provided and then return the document immediately.

Office Information:

Our staff is here to assist you. The office is open whenever office staff is on site. Regular office hours are Monday-Friday & by appointment any time after 5pm or on weekends.

The office is closed on the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Friday after Thanksgiving, Christmas Eve, and Christmas Day. When one of these holidays falls on a weekend, the office is closed on the following business day. These dates and times may change. Office hours can change so call ahead if you need an appointment or to ensure that staff member are here to meet your need.

Rules for Interaction with Our Staff:

Staff is **NOT ALLOWED** to do the following with a tenant:

- Tenant should NOT text or call a staff member on their cell phone for anything other than property business.
- Take money of any kind from any tenant – no tipping and NO borrowing of money
- Borrow anything from any tenant
- Take pills or medication – do NOT share your medication with anyone
- Take rides anywhere or drive you anywhere – our staff is NOT allowed to give tenants rides. Call Dial-A-Ride, a Taxi or seek an in-home health care worker for a personal ride. Veterans can call the local VA for ride assistance as well.
- Speak to tenants about the sad or bad things in their lives – staff is supposed to keep conversations pleasant and happy. They are trained to NOT bother tenants with their problems. Staff issues should be directed to the manager. Our staff is here to serve you and make your life better. It is NOT appropriate for them to unload their personal issues or problems on our customers. We offer staff support.
- Visit you before/after their work schedule – the ONLY exception is when a tenant is a family member (See MaryLyn if you need clarification)
- Conduct any personal business on your behalf. Example would be paying bills, writing checks, making appointments for you, filling out holiday cards, shopping for you etc. If you need assistance please see the manager at the office.
- Talk about medical issues with you – yours or theirs. It is NOT their business and privacy laws prohibit staff from speaking to you or others.

Staff is NOT allowed to enter a tenant's apartment without a work order or a kitchen delivery order. It can be grounds for immediate dismissal.

Staff is NOT allowed to key into an apartment without manager's approval even if a tenant tells a staff member it is ok. You must speak directly to the manager. **Do NOT give staff keys to your apartment.**

Staff and tenants are expected to lodge complaints at the office if you are aware of a violation or believe an employee or tenant to be at risk. Safety procedures are in place to protect the property, tenants and staff. Anyone who does not follow the above instructions will receive a written warning which could lead to eviction of a tenant or the loss of employment of the staff member. An investigation will be conducted which could involve authorities.

Non-Cash Facility: We accept personal checks, money order, or a cashier check, made payable to Sherman Oaks. We do not take cash payments or credit card payments at this time. Please call the current beautician to arrange salon payments directly with her as she is a vendor.

Communication:

We work hard to communicate clearly with our tenants. Monthly calendars & Manor menus are posted; special fliers are periodically placed on them as well announcing changes or other information. Annual and periodic communication pieces are delivered to tenants. It is the responsibility of the tenant to read this information.

Complaints/Notification to management of an issue:

Tenants should not discuss their complaints or concerns with maintenance, grounds, or housekeeping personnel working directly on the property. Please, call or visit the office to discuss the matter with management. In this way the proper positive action can be taken to address and resolve the issue.

PETS & ANIMALS:

Animals add a lot of joy to life but they are work to maintain and all animal owners are obligated to be responsible, good animal owners. It requires additional work on behalf of the tenant to properly care for their animal and the apartment that they are renting. Animal ownership is a privilege. If we observe cruel or neglectful treatment of an animal we will report it directly to Mason County Animal Control- this includes dogs that are not licensed. It is our job to maintain a well-run property and maintain peace and order for all tenants. We want animal owners to enjoy their life here with their animal but all tenants must be able to also live without issues with a neighbor's pet on the property. ***Every tenant who wishes to have any kind of animal should start the process at the office. We have a pet packet that will assist you.***

Visiting Animals: Visiting dogs are NOT allowed unless they are pre-approved at the office. Do NOT let your family and friends bring dogs into the building or your apartment. Visiting dogs should be retained in a vehicle at a proper temperature & ventilation and NOT left alone for long. A visiting dog should be on a leash if outside of the vehicle and can use the nature areas of the property if needed. The owner should clean up properly after their animal. Dogs should not be tied outside at any time.

Pet Processing & Application: ***ALL animals must be processed at the office prior to living on the property. Do NOT get an animal prior to processing the approval of that animal. 2 approved pet per apartment are allowed. ALL animals must have: (1) Application (2) Current Vet Paper Work (2) Photo of the animal (3) Proof of License (Dogs)***

CATS: Cat owners must properly care for litter boxes and remove litter in a securely closed garbage bag taken to a dumpster. If neighbors complain about litter smell a warning can be issued. Cats must remain inside at all times. If a cat is allowed to wander the halls or outside, a warning can be issued. You must clean within your apartment on a regular basis to remove cat hair that can clog fans and motors. If maintenance determines that cat hair has caused a dysfunction with a motor or fan a tenant can be charged for the damages or cleaning. Cats on occasion vomit on the carpeting or flooring. Tenants must clean up after their animal immediately as it can cause damage to the flooring. At move-out we use a special light that will show urine on carpet. If a cat has urinated on the carpeting the tenant can be charged for cleaning or carpet replacement. Cats with claws can cause damage to carpeting and woodwork. If this occurs and it is noticed during an apartment inspection by management you can receive an eviction notice on the animal to avoid additional property damage. You will also be charged for such damages. If a cat has fleas you must report it to the office immediately and allow us to have Griffin Pest Control treat your apartment. The tenant must immediately treat the animal. The bill will be sent to the tenant. Cats are NOT allowed to remain in the apartment alone for more than 3 days. You must kennel your cat if you are away for an extended amount of time OR you must get someone to check on your animal in 3 day intervals. It is NOT ok to leave your animal alone. An apartment with an animal should have at least one annual deep cleaning. This requires appliances to be pulled out and cleaned under allowing the fans and equipment to be well maintained. If you cannot do this on your own please call the office and schedule to have our team handle it. The charge is \$100 – or you can hire a cleaning service to do it. If at move out we find that it is extremely dirty under and behind your appliances due to animal hair you will be charged additional cleaning services against your deposit. Apartments with animals should have the carpets professionally cleaned a few times a year to help keep the rug in good shape.

DOGS: Dog owners must follow all City Ordinances for dog ownership. You MUST have your dog on a leash at all times while on our property. Dogs must be taken to designated areas (wooded/wild areas) on the property to go to the bathroom. You must pick up after your dog with a plastic baggie and dispose of it in a container. Dogs should never be left alone in the apartment without kenneling them. It is best to kennel them in a back bedroom when they will feel more secure and away from noises at the front door & hallway. This will help with lowering their anxiety and barking while you are not at home. ALL dogs bark. The owner should work to control barking. A dog that bothers neighbors can be evicted. Dogs should not bark, jump, or bite. If neighbors lodge complaints you could receive a warning with a fee. See your dog lease addendum for the fee structure. If your dog has fleas or ticks please

report it to the office immediately and allow us to have Griffin Pest Control treat your apartment. The owner/tenant must treat the dog immediately for fleas. The bill will be sent to the tenant. Dogs are NOT allowed to remain in the apartment alone overnight. If you are not home you must take the dog with you, kennel the animal or get a friend or family member to take the animal. You are allowed to have someone dog sit overnight if you choose to but the animal can NOT be left alone overnight. Dogs on occasion vomit on the carpeting or flooring. Tenants must clean up after their animal immediately as it can cause damage to the flooring. At move-out we use a special light that will show urine on carpet. If a dog has urinated on the carpeting the tenant can be charged for cleaning or carpet replacement. Dogs have claws that can cause damage to carpeting and woodwork. If this occurs and it is noticed during an apartment inspection by management you can receive an eviction notice on the animal to avoid additional property damage. You will be charged for such damages. You must clean within your apartment on a regular basis to remove dog hair that can clog fans and motors. If maintenance determines that dog hair has caused a dysfunction with a motor or fan a tenant can be charged for the damages or cleaning. An apartment with an animal should have at least one annual deep cleaning. This requires appliances to be pulled out and cleaned under allowing the fans and equipment to be well maintained. If you cannot do this on your own please call the office and schedule to have our team handle it. The charge is \$100 – or you can hire a cleaning service to do it. If at move out we find that it is extremely dirty under and behind your appliances due to animal hair you will be charged additional cleaning services against your deposit. Apartments with animals should have the carpets professionally cleaned a few times a year to help keep the rug in good shape. PATIO APARTMENTS: Do NOT let our dog come and go from your patio. You must put the dog on a leash and walk it to and from the nature areas of the property.

Pet Damage: Cats & dogs can cause thousands of dollars of damage to an apartment. Sometimes you can't clearly see that your animal is urinating on the carpet. A special light can be used to detect animal/human urine in carpeting. When this occurs the carpet is ruined and requires replacement, including padding and the treatment of the sub floor below. We reserve the right to evict any animal that is causing damage or harm to the apartment or if the animal is in violation of the rules and regulations. If this damage occurs at a wall or where carpet meets vinyl it can cost even more to replace and remedy the damage. Urine will wick into the drywall, 2x4 wall structure and into the neighboring apartment. This damage can range from \$2,500-\$5,000+ to remedy. In this case, you not only could lose your deposit but also be billed for the damages. It is the responsibility of the tenant/pet owner to safeguard the property from damage by their pet and to financially cover all such damages.

Maintenance/Service to Your Apartment: You must kennel your dog if you are scheduled to have maintenance to your apartment. Maintenance, management staff or vendors may NOT enter your apartment unless you place your dog in a bedroom or bathroom (or kennel the animal).

Do Not Feed the Animals:

Squirrels and other animals can cause a lot of damage to the property. Please do not feed the animals. Any damages or additional rodent removal that is required due to a tenant who is feeding animals and causing issues will be billed to the tenant. If staff is required to remove rotten food from the outside of the building the tenant will be charged for the cost of clean-up.

Rodent Removal:

There are times when the removal of squirrels, rabbits, raccoons, or chipmunks etc. are necessary due to the extreme damage these animals can cause. Traps are set to capture these animals. Tenants and their guests should never approach, move, or tamper with these traps in any way. Tenants can call the office to report a trapped animal making noise. We hire a professional to handle this for the property. Tenants should NEVER trap an animal on their own or remove our traps. Tenants should never put food out next to a trap.

SMOKING:

Smoke-Free Apartments/No Smoking:

Smoking is not allowed in the hallways, laundry rooms, common areas, Manor, Community Room, or within 50 feet of building entrances. Ashtrays located at building entrances are for extinguishing cigarettes upon entering the building. Tenants and their guests are not allowed to smoke inside apartments. Failure to comply constitutes a material breach of the tenant's lease and subjects tenant to eviction proceedings and a partial or total loss of the security deposit. Tenants and their guests are allowed to smoke outside on the patio or balcony.

SAFETY & EMERGENCY SERVICES:

Lifeline Emergency Response Services:

As of June 1st, 2011, Philips Lifeline Emergency Response Services were made available to all Sherman Oaks tenants at a reduced rate (approximately 40%) through our group contract. Lifeline is included in the rent of all Manor tenants. To receive the service, tenants must complete enrollment documentation at the office. Any current Lifeline subscriber can transfer their subscription to our group plan at the beginning of a month. In those cases, all prior Lifeline equipment would be returned to the service provider by the tenant, and then our staff would install similar equipment owned by Sherman Oaks. At move out, installed Lifeline equipment must be returned to the office. A tenant provided landline telephone service in the apartment is a prerequisite for the Lifeline service.

Wellness Checks:

On occasion, it is brought to the attention of management that a tenant may need help. There are a variety of reasons for such concern. When this occurs, management may contact local services such as the Department of Human Services or the police department to make an assessment of the situation. If a wellness check is done to an apartment where a tenant is not home and management does not have information about the location of the tenant, and it appears that the tenant has been gone for a long time – action may be taken by management to remedy such situations as smell, an animal left too long alone, etc. If a smell is reported within a hallway, management will do a wellness check on the entire building until the source of the smell can be determined. If a tenant is found to be at fault for an overwhelming smell that disturbs neighbors, the tenant may be charged for the measures needed to remove the smell.

Smoke Detectors & Fire Safety:

Tenants must not tamper with or remove the smoke detectors. Each apartment is equipped with three smoke detectors that by city ordinance must remain in operation at all times and are required to be inspected by our maintenance staff every six months. Tenants will be informed in advance which days the inspections will be performed and have the option to schedule a specific time, allowing the tenant to be present if desired. Following an inspection, it is the tenants' responsibility to mail or deliver a signed copy of the completed Smoke Detector Inspection Form to the office for our files. Chirping smoke detectors (low battery alarm) should be reported to the office immediately so maintenance can repair or replace the unit.

It is the tenant's responsibility in Michigan to have a fire extinguisher within their apartment.

Safety Violations: Tenants must keep all personal items out of the hallways and common areas. Fire Code does NOT allow tenants to put ANY personal items in the hallways. Tenants must maintain a safe space between cooking surfaces and clutter. Candles, space heaters, and live Christmas Trees are prohibited. If an apartment is considered a safety violation by management, a tenant will receive a first notice allowing them to remedy the situation. A 30 day wellness visit to the apartment will be made from the date of that violation. If a second notice is issued, it is allowing the tenant a final opportunity to comply. If that does not occur, eviction proceedings will follow.

Building Security:

Building exterior doors are locked at all times. Tenants use a key to gain access to the hallway from outside. Guests visiting a tenant should press the button corresponding to the apartment they are visiting. This buzzes the apartment. Using the intercom panel in the Oaks apartment, the tenant can talk and listen to the person at the exterior door, and once he or she identifies their guest, they can release the exterior door lock and allow their guest to enter the hallway. In The Manor, the same is true where your guests can find your name on the exterior panel but it will dial your personal telephone. When the tenant picks up the phone they dial the number 9 button and it will unlock the front door. In order to maintain building safety and security, the exterior door *should never be propped open and left unattended*. The doorstops on the exterior doors are provided as a convenience to allow tenants to quickly load or unload a parked vehicle without having to unlock the door. The door should never be propped open to ventilate the hallway. An unattended open door can allow animals to enter the building or breach building security. If there is ventilation issues within a hallway the office should be called to report this. Tenants on the ground floor should NOT use their patio (sliding glass) door for coming and going from their apartment. These doors cannot be locked and unlocked from the outside. Leaving the patio door unlocked when away from the apartment breaches the security of the entire building. Tenants should always lock the patio door when away from the apartment.

Children/Domestic Issues:

Sherman Oaks Apartments is a community for all ages; families with children are welcome. The Manor is the designated "seniors only" building on the property (where tenants are age 55 and older). In a case where there is cause for the concern, based on a complaint, for the safety of a child, management will immediately report to social services through the State of Michigan or to the Michigan State Police. If a tenant believes that a crime is being committed against a child, it is that tenant's responsibility to call 911 immediately. It is recommended that children under the age of 17 not be left alone overnight within an apartment. Young children should never be left alone or without adult supervision. Complaints will be reported to the authorities. If there is concern about domestic violence, immediately call 911, not the office. All domestic violence issues are criminal issues and should be reported immediately to the authorities.

Sex Offender Registry & Guests:

Sherman Oaks is located within 1000 feet of a student safety zone, and by federal law Sex Offenders are prohibited from residing here. Additionally, anyone listed on the Sex Offender registry is prohibited from being an overnight guest on the property.

Surveillance Systems:

The property has some surveillance cameras located in the parking lots and within the common areas of The Manor.

240 Sherman Oaks Lane:

The concrete path in front of the 240 building is sidewalk, and should **never** be driven on by tenant's vehicles or moving vans. On occasion, maintenance, snow plowing, or other service vehicles will drive or park on this sidewalk to perform their services. The asphalt at both ends of the path is marked as a no parking zone and **must be kept open at all times for fire or emergency vehicles** to access the building.

MAINTENANCE / HOUSEKEEPING

Maintenance Requests:

During business hours maintenance requests should be called into the office at 231-845-0572. Non-emergency maintenance requests can be left on the answering system after hours. *Maintenance requests should never be given directly to our staff on the property.* Every maintenance call MUST HAVE a WORK ORDER, so a request must be called into the office. Calling the office directly ensures that your request is properly documented and assigned. If a tenant has a *maintenance emergency after business hours or on the weekend*, please call the Manager or Assistant Manager – those numbers are posted within the magnet holder on your refrigerator. There are a variety of products on our property. A well running appliance is not replaced until a number of factors requires its replacement.

Self-Repairs:

A tenant should not attempt to make his or her own repairs. The costs involved for any repairs done to an apartment by the tenant will not be reimbursed by the company. The tenant will be held responsible if their self-repair causes further damage. The tenant is responsible however, to call in all repairs promptly. It is the responsibility of the tenant to report issues for proper upkeep of the property.

Lighting/Light Bulbs:

We are committed to the safety & lighting of the property and within a tenant's apartment at move-in is part of that safety plan. We inspect all lighting on the property on a scheduled basis and replace bulbs as needed. If a tenant sees a bulb out in a common area or parking area we ask that they report it to the office immediately. Tenants should not turn off any common area lighting fixture as they are left on for safety reasons throughout the night. Call the office for a work order and to get the current price of replacement bulbs.

Garbage/Recycling Dumpsters:

All garbage must be put in a securely sealed plastic bag before placing in the garbage dumpsters. Tenant's regular garbage is allowed. Residents only are permitted to use our dumpsters. Violators will be prosecuted. Digging or scavenging is prohibited. Prohibited items include: flammable or toxic materials, furniture and appliances, auto batteries. If a tenant leaves furniture, appliances or large items on the outside of the container at move-out, we will retain part or all of the tenant's security deposit to cover the cost of labor and expense to properly dispose of the items. Empty boxes must be broken down and should be disposed of in the recycling dumpster. No parking at the dumpster areas. **If you have concerns about a full dumpster please, report it to the office as it will be handled with a Work Order. We are happy to provide dumpsters in a variety of places on the property for our tenant's convenience.** If you are unable to remove your own garbage please, call the office and for a small fee our staff will assist. The Manor has trash chutes located on each floor. Manor tenants will have their garbage removed from their apartment weekly during the scheduled housekeeping.

All recyclables must be placed in clear sealed plastic bags and placed in the proper dumpsters. Items may be bagged together except for paper. There are four types of recyclable items that Allied Waste will accept: paper, glass, metals (aluminum, tin), and plastic. Instructions on what specific items may be recycled and instructions on how to prepare them for pickup are attached.

****Any questions concerning recycling call: 1-877-MY-TRASH****

Maintenance Rooms & Manor Kitchen are Off Limits to Residents:

Only Sherman Oaks employees are permitted in the maintenance rooms.

Garbage Disposal:

Be sure to run plenty of cold water into your disposal before starting unit; food then can be placed in disposal while cold water continues to run. Do not pack food down the disposal; remember to always grind up food immediately, thus eliminating unpleasant garbage odors in your kitchen. Items not to be placed in your disposal: onion peelings, meat, grease, cheese, boned fish, celery & hard items. Once a month grind up some ice cubes, which will clean & keep the disposal blades sharp! We are in the process of removing all garbage disposals from the property as they only cause plumbing issues here. **If you call the office for a plugged kitchen sink we issue a work order to remove the garbage disposal and replace with standard plumbing.**

Dishwashers:

Do not turn off the dishwasher in the middle of a cycle. Use only detergent made especially for dishwashers, preferably liquid. If you choose to use powdered soap, first run hot water from your kitchen faucet, shut off & then start your dishwasher. Be sure to keep the soap tray clean & the dishwasher seal free of dried soap or food debris.

Carpet Cleaning:

Periodic cleaning of carpets is the tenant's responsibility. We encourage you to hire a licensed and reputable carpet cleaning company. If you need a cleaning company referral, contact the office. We post carpet cleaning specials from Ludington Carpet Cleaning periodically to assist you with this task at a discount rate. Animal owners should have their carpets cleaned a few times a year.

Housekeeping:

If you need help with housekeeping services please call the office.

Tenants are expected to maintain their apartment and its facilities in a neat and orderly way. Manor Tenants receive housekeeping as part of their rent but Oaks tenants are asked to do the following:

- Wood cabinets treated with wood polish as needed.
- Clean behind the refrigerator and stove so that cooling units work correctly.
- Clean dryer filter.
- Clean stove range filters. Do not let food build up on cook tops or within ovens as it can be a fire hazard.
- Keep window & sliding glass door tracks clean & free of debris.
- Have carpeting professionally cleaned as needed. Dirty carpets shorten the life of the carpet and breaks down its fibers. See periodic notices for carpet cleaning specials from Ludington Carpet Cleaning.
- Candle burning is prohibited, due to the high risk of fire. It also puts a black residue onto the walls and will require extra cleaning and the possible retention of part or all of a security deposit.
- Vinyl floors should only be cleaned with products designed for vinyl use.
- Rubber-backed rugs & plastic products can cause white vinyl floors to yellow in the location of the rug.
- If a tenant has an animal and it is causing damage to the apartment, the tenant should take steps to remove the animal. All pet damage will be assessed to a tenant's security deposit. If the damage is more than the security deposit, management reserves the right to collect additional damages. Carpet that has been soiled by a pet can cost over \$2,500.00 to replace. It requires removal of all flooring, treatment to the floor and carpet replacement. If this includes damaged trim board or drywall, it can cost over \$5,000 to remedy. Many times we cannot simply shampoo a carpet that a pet has soiled.
- **NO PERSONAL ITEMS ARE ALLOWED IN THE HALLWAYS OF ANY KIND, AS IT BREACHES FIRE CODE AND CAN BE A TRIP HAZARD. THIS MEANS: DO NOT PUT ANYTHING PERSONAL IN THE HALLWAY, ON THE WALLS OR FLOOR.** Tenants can place items directly onto their doors if it does not block the apartment number or cause damage to the door or pose a risk of falling off the door. If an item on the door is deemed to violate the safety rule management reserves the right to ask the tenant to remove it.

In The Manor, a member of the housekeeping staff will meet with you shortly after you move in to set up your weekly cleaning appointment. This is for your light household cleaning which includes: kitchen cleaning (wiping down counters, stove, dishwasher and sink), bathroom cleaning (wiping down counters, cleaning toilet**, sink, tub/shower), vacuum carpet, mop vinyl floors, dusting, changing bed linens***.

**Please provide a toilet brush in each bathroom.

***Please have a clean set of sheets available for bed changing.

Housekeeping (Common Areas):

Our common areas are cleaned weekly. The Oaks halls will also receive cleaning in the laundry areas. Please, do NOT store your personal items in the laundry rooms at the Oaks. Housekeepers will dispose of all personal items found in this area. It is not our responsibility to find the owner. If a hallway or common area needs cleaning please call a manager at the office for a work order.

Closed signs are posted outside our dining room & lobby bathroom whenever these areas are being cleaned. Please refrain from entering due to unsafe conditions (wet floors, long vacuum cords, cleaning supplies, etc.) Cleaning times usually last less than an hour.

** The information contained in this document may be subject to change without notice. Please see the office for current updates or questions.*

Cleaning Windows, Decks, Patios & Carports:

If a tenant desires to have their exterior windows, deck or patio cleaned due to property seasonal issues (tree droppings, etc.) please, call the office for a work order. Siding & roofs are evaluated and cleaned as needed. We are in the woods, so keeping up with nature is very challenging. We depend on our tenants to let us know when they want their windows, patio or deck to be done. (This includes any area that requires power washing or painting.) The reason for this is that from apartment to apartment it varies greatly based on the location of the apartment and trees around each unit. Some apartments experience more issues than others. We are happy to service your apartment with a request to the office. If your carport requires additional care please, let the office know. We evaluate these issues twice a year during our smoke detector safety audit of your apartment. If these areas require care we will also write a work order to have it done. Thank you.

TENANT'S APARTMENT:

Quiet Hours:

Between the hours of **11:00 pm and 7:00 am Sunday-Thursday & 12am-7am Friday & Saturday**, we ask each tenant to have an increased awareness of the noise and activity in their apartment, and bring all activity and conversations held on the balcony or patio back inside the apartment after 11:00 pm. Stereos, televisions, radios, computers, exercise equipment, etc. should be operated at a reasonable level. All residents need to exercise understanding as noises do occur in congregate housing and you will hear a level of noise from your neighbor. Please, remember that people live here with a variety of work schedules. (2nd & 3rd shifts) **Appliances that require water such as the washing machines & dish washers are allowed to run any time a tenant feels it is needed.** Keep in mind that life sometimes requires these appliances to run during the night. (2nd/3rd shift workers & illness are the best examples) Lower level tenants who have issues with such noises should take steps to block noise for sleeping such as ear plugs or white noise machines. This kind of noise is tolerated and neighbors are asked to be understanding because a variety of

people live in an apartment complex with different life habits and schedules. Seniors seeking a quieter option can consider moving to The Manor. Walking up and down stairs is NOT a noise complaint. "Heavy feet" is also not a noise complaint. While we ask all tenants to think about others while living in an apartment we can NOT control the way people walk. Please remember that some people have walking issues and they may walk with a "heavy foot" because of an injury or physical issue. Upstairs tenants are usually not trying to purposefully bother downstairs tenants. Many of our downstairs tenants have come from home ownership and are not used to the noises that are common in apartment living. If you give it time you will adjust. Many of our upstairs tenants live busy lives and come and go more often. We need tenants to be understanding of the differences in neighbors. If you find that you can't adjust to apartment noise you have several productive options. (1) Use a noise blocking technique – ear plugs, white noise machines (2) Move to The Manor (3) Move Upstairs (4) Move to a new location on our property (5) Move off property. Loud music, parties, or yelling is not tolerated. If a tenant wants to have a party please rent the Community Room for such an event

IF A TENANT HAS A legitimate NOISE DISTURBANCE ON THE PROPERTY OR NEIGHBORING PROPERTY, PLEASE MAKE A COMPLAINT WITH THE CITY POLICE DEPARTMENT if necessary. Tolerance is suggested on the 4th of July and holidays as it is a time of celebration and there is a little more noise during holidays.

Peaceful Enjoyment:

Please walk quietly up and down the stairways. Keep noise levels from televisions and stereos at reasonable volumes. Be conscious of bass levels from sub woofers and be aware that those frequencies travel. Conduct of guests is the responsibility of the tenant, and guests should be made aware of the rules as soon as they arrive.

IF A TENANT BELIEVES ILLEGAL ACTIVITY OR AN EMERGENCY IS OCCURRING ON THE PROPERTY: DRUGS, BREAKING AND ENTERING, ANYTHING MISSING OR STOLEN, DOMESTIC VOILENCE, NOISE DISTURBANCE, FIRE OR SMELL OF SMOKE, SUSPICIOUS ACTIVITY OF ANY KIND ETC. – CALL 911!

Decorating:

Use reasonably sized nails and hooks when hanging pictures on the walls. Toggle bolts and drywall anchors are not permitted without prior written approval from the management. The guidelines for hanging pictures are: if we are able to spackle and paint the affected drywall area as part of our normal painting process after a tenant vacates, there will be no charge. If additional drywall repairs are required, there will be an additional charge to the tenant.

Wallpaper/Wall Stencil or Stickers and Painting:

Wallpaper and painting are allowed under the same guideline as above. Wallpaper must be removed by the tenant before vacating the apartment or there will be a charge for our crew to remove it. If the wall has glue remaining from the removed wallpaper, our crew will have to remove it to paint. An additional charge will be applied for that process. Tenants wishing to paint their walls a different color must first have their color choice approved by management. Following move out, if our painting crew can return the wall to its original color with one coat of paint, there will be no charge to the tenant. (Some tenants are not aware that painting an apartment can cost over \$500 – be aware that you can lose your entire deposit to this issue.)

Window Treatments:

The window blinds that are furnished with the apartments must remain installed. Curtains or valances may be added but must have a white backing facing the outside.

Permanent Alterations:

No permanent alterations, additions or replacement may be made to tenant's apartment without prior management approval. Do not affix anything to the building, siding, or decking without permission from management. Any alterations made with management approval must be left in the apartment when the tenant leaves. Examples include additional cupboard or ceiling fan installations.

Exterior Decorations:

Decorations, Christmas lights, flags, banners, etc are not permitted on the building structure or in windows except when in observance of a specific event or holiday. After a celebration, please remove decorations in a timely manner. The American flag can be displayed at all times, but should be displayed in keeping with the United States Flag Code. Maintenance should approve and install all flag holders affixed to patios or balconies.

Lawn/Garden Areas:

The outside area of a tenant's patio or balcony is the floor space of the cement patio or wooden balcony. Tenants should not plant anything into the ground or place ANY item into the yard, garden, woods, stone or grass areas. These areas are landscaped and maintained by management. No bird feeders, baths or houses are allowed in or on the trees, fences, or garden areas by tenants. Do not place walkways or extended pavers alongside a patio or into the yard. Do not place any additional fencing into or around a patio. Do not place or use tiki lamps or any open flame candle on a balcony or patio.

Boiler Heat in the Oaks:

It is most efficient to keep your thermostat at a constant temperature. Boiler heat does not adjust as quickly as forced air heat. The boilers will not turn on unless it is 70 degrees or cooler outside based on an outside sensor at each building. In the spring & sometimes again in the fall, tenants will notice some noises in the heat pipes. This happens when the heating system has not run in

awhile; this is expected & should not last long. The Manor has forced air and every apartment has an individual furnace/AC unit. Boiler heat is humid heat. Some tenants find that a dehumidifier to control condensation helps greatly especially with water run off on the interior of the windows. Placing a towel on the windowsill helps as well.

Patios and Balconies:

Patios and balconies must be kept in a neat and orderly fashion and **free of clutter**. Items such as bikes, boxes, garbage, brooms, exercise equipment, etc may not be stored on patios or balconies. If management determines a patio or balcony to contain too many items, a notice to remove items will be sent to the tenant. Garments or other items should never be hung out to dry on patios and balconies.

Please, be considerate to the neighbors that live below a balcony. Do not throw items off the balcony such as cigarette butts, mop water, debris, etc. Upstairs tenants are allowed to have hummingbird feeders only. No bird feeders are allowed due to the mess it causes. When sweeping, use a dustpan or a vacuum on a balcony. If a tenant desires carpet on their balcony, **it must be an outdoor carpet**. Indoor carpeting holds rainwater and could rot the boards beneath.

All balconies are designed and constructed to hold the weight of accumulated snowfall during the winter. *Snow removal is not necessary*. If a tenant chooses to remove the snow, they should throw it clear to avoid hitting their neighbor's patio below.

Gas Grilling:

Grilling on patios/balconies is permitted with use of gas grills only. Tenants must pull their grills away from the building to avoid damaging the building's siding. Damage to siding could be thousands of dollars to remedy and the tenant can be held responsible. Tenants will be responsible for any damage to the building from grilling. Grills must never be left unattended. **Charcoal grilling is allowed only in the picnic area east of the Community Room at the provided grills. NO charcoal grills on the decks/patios.**

Vacuum Damage:

Self-propelled vacuum cleaners can burn carpet and vinyl if the machine is left running in one spot for too long. Tenant is responsible for damage in this fashion.

Mothballs/Poison:

The use or storage of mothballs is prohibited. This includes apartments, carports, or anywhere on the grounds. Mothballs are a poison and are not a viable solution for pest/rodent control. Pest or rodent problems should be reported to the office. Sherman Oaks employs professionals to handle pest or rodent problems. If you are aware of mothball usage or other contaminates, please notify the office immediately. Tenants should NOT treat their apartment with bug/bee or rodent poison of any kind...inside or out. If you have an issue call the office for a work order. We are under contract for the proper treatment of our buildings.

APARTMENT OCCUPANCY:

Fair Housing Laws:

Sherman Oaks Apartments & The Manor fully complies with the Fair Housing Act: *Title VIII of the Civil Rights Act of 1968 (Fair Housing Act), as amended, prohibits discrimination in the sale, rental, and financing of dwellings, and in other housing-related transactions, based on race, color, national origin, religion, sex, familial status (including children under the age of 18 living with parents or legal custodians, pregnant women, and people securing custody of children under the age of 18), and handicap (disability).*

Renters Insurance Recommended:

Sherman Oaks property insurance coverage does not include tenant's personal belongings in apartments or carports. It also does not cover temporary lodging in the case of needing to vacate while work is being done. That is covered in a tenant's renter's policy.

Occupancy:

Only the people listed on your lease are allowed to live in your apartment. Failure to notify management of additional parties residing in your apartment *is a violation of your lease and may result in eviction proceedings*. Guidelines to consider are:

1. If the guest(s) does not have his or her own residence, it indicates that they might be living here.
2. When the number of overnights a guest(s) stays is beyond seven (7) days, you are in violation.
3. If the guest(s) is routinely occupying the apartment when the tenant is not home.

Overnight Guests:

Overnight guests are allowed in your apartment for a period of 7 days in a month. Any guest staying with you for more than 7 days in a month must be approved at the office. As specified in the lease, we do not allow subletting or the addition of any new tenant without prior management approval. All new tenants must be approved and qualified by management, then added to the lease **before they are allowed to move in**. This includes adult children (18 years and older). Management reserves the right to prohibit additional tenants in an occupied apartment. SHERMAN OAKS IS A PRIVATE PROPERTY FOR USE BY OUR TENANTS. YOUR GUESTS SHOULD NEVER LEAVE THEIR PERSONAL PROPERTY HERE WITHOUT MANAGEMENT APPROVAL: CARS, RV'S, BOATS, MOTORCYCLES, BIKES, ETC. THAT BELONG TO YOUR GUEST- IT NEEDS APPROVAL TO REMAIN ON THE PROPERTY FOR AN EXTENDED PERIOD OF TIME. (See your lease.)

Home-based Businesses:

Home-based businesses are not allowed. Tenants are prohibited from maintaining any type of business in an apartment which would require customer interaction or business pickup/deliveries on the property. All appliances provided in an apartment are only to be used for the personal use of the tenant.

Apartment Transfers:

Anyone transferring to a different apartment will pay the current market rate for the new apartment. A tenant transferring will be required to pay the full security deposit, up front, (i.e., equal to one month's rent of the new apartment, including the monthly carport rental rate, if applicable). They also will be charged a \$500.00 transfer fee for preparation of the new apartment. A transferring tenant will also commence a new one-year lease for the apartment. Once a tenant has moved out of their former apartment, our staff will inspect it; any refund on the security deposit will be based on the condition of the apartment. Also, any rent refund due will be made at that time.

VEHICLES, PARKING & BENCHES:

Automobiles:

All automobiles must be registered with the office. If you purchase a new vehicle or have license plate changes after you move in, please notify the office of the change. All vehicles must be properly registered with the Secretary of State and have current license plates. All vehicles must be in good working order. You may be asked to move your vehicle at different times for snow plowing, parking lot or carport maintenance, etc. No maintenance may be done to vehicles on our property. *Vehicles must be removed from the property for service work.* Vehicles found to be leaking oil and damaging the asphalt may be removed at the discretion of management. Boats, trailers and recreational vehicles may not be parked on the property without prior approval from management.

Motorcycles:

Motorcycles are allowed at Sherman Oaks. Tenants and their guests are asked to operate motorcycles with respect to noise concerns while transiting the property. Motorcycle operators should park on concrete or use a metal plate under their kickstand to protect the asphalt. A designated concrete parking space for motorcycles is available in front of the Manor. Another concrete pad is located between the Manor and the 300 building (between the carports).

Walking & Driving:

When walking to your apartment, please use the sidewalks and keep off the grass. When driving through the complex, be mindful of the corners and stay on the pavement. Drive slowly and carefully! Take notice of one-way traffic in posted areas as well as speed limit signs. Management will not "police" driving on the property.

Parking:

Parking in front of the buildings is not allowed. All buildings (except the 240 building) have a "Yellow Zone" along the sidewalks in front of the building. You are allowed to stop temporarily to load or unload your vehicle in this yellow zone for no longer than fifteen minutes. Vehicles parked longer than 15 minutes in the yellow zones can be towed at the discretion of management. Tenants should report vehicles exceeding 15 minutes. Complaints must include an identifier (name, license plate number, apartment number) for management to take action.

Parking for tenants and guests are provided by many open parking areas throughout the complex. Handicapped spaces are clearly marked. Parking in carport spaces is allowed via reservation and rental agreement at the office. Carport spaces are assigned to specific tenants by Alpha ordered carport buildings with numerical individual parking spots. Parking in front of fire hydrants, on landscaped areas, or on sidewalks are not permitted. It is the tenant's responsibility to inform all visitors and guests of the parking rules (including In-Home Health Care workers). Vehicles will be towed at the owner's expense.

KEEP IN MIND: It is kind to your neighbors if you use the parking located closest to your building first, when possible. It is also polite to use your carport if you are renting one, as open parking is limited and can be full if carport tenants park in open parking. We do not police the parking lots for social etiquettes. In these cases, we suggest that neighbors put *polite notes* on a vehicle that appears to be in offense. Please, do not call the office for such matters.

Bicycles: Bicycles must be stored in outside bicycle racks or inside your storage unit within a tenant's designated carport. Bicycles must not be chained to trees, benches or other Sherman Oaks property. Bicycles are not allowed to be stored on or chained to a patio or balcony. A resident may, with management approval, store his/her bicycle in his/her apartment, provided the resident takes extra care to not cause damage when transporting the bicycle in and out of the building. Bicycles should never be stored or left for any period of time in the hallways or common areas of the inside of the building nor should they be left on sidewalks. If Maintenance sees damages to the building due to a bicycle or misconduct with a bicycle, the resident's right to store the bicycle(s) within the apartment can be revoked. Utilizing outdoor modes of transportation such as bicycles, skateboards, scooters, etc. is not permitted inside the buildings.

Every bike should be appropriately locked within a designated bike stand. Sherman Oaks is not responsible for the safety and security of tenant bicycles. If a bike is stolen please, report it immediately to the Ludington Police Department **AFTER YOU HAVE CHECKED WITH THE OFFICE TO MAKE SURE IT WAS NOT REMOVED BY MAINTENANCE DUE TO AN ISSUE.**

Registering Bicycles: Every bicycle should be registered at the Sherman Oaks Office. Registration consists of a resident form that must be filled out and signed by the resident for each bicycle on the property. Each bicycle must have a Sherman Oaks **BIKE PERMIT** attached at the neck area of the bike just below the handle bar. **These permits are a one time fee of \$5.00 per bike.** Please notify the office if tenant no longer owns a registered bicycle. **It is the tenant's responsibility to inform their guests of this policy.**

If a bicycle does not have a BIKE PERMIT or if it is not stored in the appropriate areas, it will be considered an ABANDONED BICYCLE and removed from the property. It is the responsibility of the tenant to properly register bicycles and follow the policy listed above so staff knows that it is not an abandoned item on the property.

COMMON AREAS:

Laundry Rooms at the Oaks:

All tenants should clean up after using the laundry rooms. Clean the lint filter in the dryer after each load. Wipe off the top and inside the washing machine after each use. Dyeing of clothing is prohibited. Heavily greased or oiled clothing must be washed at a commercial laundromat. Clothes must be clean before they are put in the dryer. Do not open the machines during the cycle. Remove clothing promptly when finished. Laundry rooms are shared areas with most laundry rooms having multiple washers and dryers. More than one tenant can use the room at the same time. If a machine is not working properly, please notify the office. We take swift action to properly service machines that are out of order. Please wear appropriate clothing to and from the laundry room: Sleepwear or undergarments are not appropriate to wear in common areas of the buildings. **DO NOT LEAVE ANY PERSONAL ITEMS IN THE LAUNDRY ROOMS. Do not touch anyone's laundry.**

Bulletin Boards:

Bulletin boards in the hallways or laundry rooms are for management use. Please do not post personal items on these boards. There is a bulletin board in The Manor where community information can be posted.

Community Room:

The Community Room is available for our tenants to use for small gatherings. There is no smoking allowed in Community Room. Events must be concluded by 11:00 pm on week days and by 12am on a Friday or Saturday night rental. The room capacity is 50 persons or less - we will not bring in more tables and chairs. The room is properly set up for 50 people. The room must be left in the same clean condition it was found. A tenant must reserve the room with the office and be present during the entire event. It is the responsibility of the tenant to provide coffee, paper products, linens, or other items. These items can be purchased from Sherman Oaks. The tenant is responsible for any cleaning or damage to the room or building. There is a \$75 charge for use of the Community Room. This small fee helps to cover the cost of the room.

Picnic Area & Charcoal Grilling:

The area east of the Community Room has picnic tables and charcoal grills available for use. A reservation schedule is not maintained for this area. It is available on a first come, first served basis. Please clean up the area, removing trash and other items when you are finished. Charcoal grilling is permitted only on the provided grills in the picnic area east of the Community Room. When finished, please clean all food, paper, tin foil, etc from grill surface. Allow your charcoal to cool before leaving the area. Maintenance staff will remove charcoal if you call the office.

Community Garden:

All tenants and their guests are welcome to visit and enjoy the progress of the Community Garden located west of the Community Room behind the fence. Tenants interested in gardening in this area should call the office. Garden club members are responsible for planting, weeding, watering, and harvesting their section of the garden. Gardeners should NOT store extra items in the garden area. All containers in the garden area that belong to tenants should be emptied at the end of the season and stored in a tenant's carport storage area. (If a tenant needs to store the containers in the garden they must seek permission from management so we can keep track of personal items and they aren't accidentally discarded by staff.) All planted items should be removed by the tenant at the end of the season. It is NOT the responsibility of the staff to remove dead plants. If a tenant does not follow these rules they can be denied access to the garden in the following season. *The crops grown by garden club members are their property.* Please do not touch or take from the garden.

Car Wash Area:

An area for car washing is provided East of the 200 building. Please pick up after yourself, hang the hose on the provided hanger, and turn off the water completely off when finished using the car wash. If other tenants are waiting to use the area, dry your car off in your parking space. The car wash should never be used as a parking space.

Grounds:

The care, maintenance, and design of all outdoor areas are the responsibility of Sherman Oaks. Tenants should not plant, dig, seed, or water any part of the grounds unless authorized by the management. Do not hang anything on the trees or shrubs or place anything on the grounds or in the landscaping.

Benches:

We are a property for all ages. Some of our benches are located in grass, rock, chip and cement. Please, find a bench that works best for your personal mobility. We are not able to have all benches on the cement at this time. If you are not able to walk on uneven ground please, seek a bench that is on cement.

MANOR ACTIVITIES AND SERVICES:

The Manor

We welcome Sherman Oaks Apartment tenants who are 55 and older and seeking quieter living with more services to move to The Manor. The building on the hill where the Sherman Oaks Office is located is called "The Manor." The Manor is an apartment building for independent seniors (persons age 55 and older). Built into their monthly rent, the tenants of the Manor enjoy daily meals served in the dining room, weekly housekeeping service and Phillips Lifeline Service. The Manor is the ONLY designated "seniors only" building on the property (where tenants are age 55 and older). All other buildings on the property are Sherman Oaks Apartments, which is a community for ALL ages. Sherman Oaks tenants do not receive all of the same services as the tenants within The Manor as their rent reflects a higher degree of services. Oaks tenants may be required to pay a fee for Manor events and activities. Oaks tenants should not assume that items are free within the dining room.

Meals at the Manor Dining Room:

Sherman Oaks tenants and their guests (regardless of age) are welcome to enjoy breakfast, lunch (delivered), or dinner any day of the week in the Manor Dining Room or delivered to the apartment. Breakfast and Lunch items can be ordered ala carte, and daily Dinner entrée choices are posted on the bulletin board in each hallway. **Children age 10 and under eat free in the dining room with an adult.** Reservations are not required for breakfast but please make *dinner reservations* with the kitchen by calling 845-2715. Breakfast is served from **7:30 AM to 9:30 AM, lunch is delivery only, and Dinner is served from 4:30 PM to 5:30 PM** – if a tenant requires a later meal please call the kitchen. Tenants can pay in the dining room by check, or put the meal on their apartment account for meals outside of their rental package and settle the bill at the end of each month. Meals can be delivered to the tenant's apartment for an additional charge. Delivery is available at a \$2 charge for Oaks tenants and \$1 charge to Manor tenants. We cook for special diets. Please, see the food & beverage manager for details. We do NOT put NON-tenant meals on account. You must live here to have an account with our dining room. Those who don't live here should plan to pay by check at the time of their meal.

ILLNESS & Contagious Health Issues:

Any tenant, their guest or staff is asked to stay at home and not visit the office, dining room or any other community area on the property if they are contagious with any illness or issue. This includes vomiting, diarrhea, coughing, and fever, running yellow or green infection from the nose as well as skin and hair contagious issues. (Lice, scabies, ringworm, shingles, chickenpox, molluscum contagiosum, staph infection, scarlet fever or any other that a doctor has stated as contagious)

Catering Services:

The Manor Kitchen has a wide variety of catering items that can be prepared for tenants hosted events in the Community Room, Dining Room, Library, or Activity Room. Call the kitchen at 845-2715 to place an order or for more information.

Kitchen:

Tenants, guests and volunteers should never enter the kitchen or the pantry areas of the building. Please, seek assistance at the office instead. The prep-cook delivers and will pick up dishes from your apartment. Please have them available for pick up. Do NOT keep dishes or silverware from the dining room as it depletes our inventory. If you bring dishes to the dining room please, place them on the counter and the staff will take care of them.

Dress Code in the Dining Room or Common Areas of The Manor:

Tenants are not required to "dress up" for a meal but all tenants must be in appropriate "street clothes". Pajamas of any kind, including pajama pants, robes, house dresses, T-shirts, slippers, etc. are not allowed by tenants or their guests – (including children in pajamas) in the Dining Room or any common area of The Manor. This makes people uncomfortable.

Manor Events:

Many events hosted at the Manor are open to Sherman Oaks residents and their guests. Refer to the monthly Calendar for details, cost (if applicable), and specific times.

Gratuities:

We are a **NON-TIPPING** facility. All employees have been instructed in this policy; please do not offer a tip to any Sherman Oaks employee except Salon service. You are encouraged to tip at the Salon.

Apartment Access for Meal Delivery:

Employees of the property are instructed to go to a tenant's apartment only with a maintenance work order or other work assignment from management. If you are requesting food delivery to the apartment refrigerator while you are away, our kitchen and dining room employees will gain access through a manager. Please call ahead for this service.

Salon: (For both men & women)

To schedule an appointment at the Salon you can call the office to receive the current phone number to the beautician.

In-House Announcement System at the Manor:

There is an announcement system at The Manor. We use this for emergencies and property information.

Visitor to The Manor:

Many Oaks tenants visit The Manor for a variety of reasons. If you need to enter The Manor from the lower West side you will need to either call the office or a friend who lives at The Manor to open the door for you. The Manor doors are locked at all times and Manor keys will not be given to Oaks tenants. Potential new tenants are invited by management to take a tour that is directed and scheduled through the office that may include a meal in our dining room with their family or friends and matched with a neighbor who is willing to share information and stories about living here at The Manor. Please do your best to welcome these visitors while they are here.

Library:

The library at The Manor is available to our tenants. There is one computer in the library. Books are checked out on an honor system. This room can be reserved for private gatherings at no cost to our tenants. Contact the office for details.

Wireless Internet Access:

The Manor is a wireless hotspot. All tenants are invited to use The Manor Dining Room or Library with their personal computer to gain access. Tenants are responsible for securing outside assistance for all technical issues related to your personal telephone, TV, cable boxes, clocks, computers, and other hardware. If our staff is needed to assist, a fee may be assessed.

OUR MISSION

- ***We are committed*** to providing our tenants with the best value in living environments. We pledge to be courteous, honest, fair, and professional in our dealings with each tenant and customer.
- ***We are committed*** to creating the highest level of economic value for our customers in quality rental housing and services. Each decision that we make will be guided by economics without compromising our integrity.
- ***We are committed*** to supporting a team of professional, responsive individuals who take pride in providing the very best in residential property management services.
- ***We are committed*** to advancing our skills and knowledge through on-going education, the use of technology, and working in harmony with one another. Our constant focus will be tenant and customer service and satisfaction.