

COMMUNITY POLICIES

OFFICE AND MAINTENANCE HOURS

Monday - Wednesday	9:00 AM – 5:00 PM
Thursday	By appointment only
Friday	9:00 AM – 5:00 PM
Saturday	10:00 AM – 5:00 PM
Sunday	Closed
Holidays	Notice will be given

Maintenance: (703)865-4870 or visit masonvale.com to place general work orders
Press 1: Leave message for Leasing Staff
Press 2: Leave message for emergency maintenance (includes lock-out service)

Trash: Tuesdays and Fridays
Recycling: Fridays

APPLIANCES

All appliances, including dishwasher, refrigerator, washer/dryer, and microwave, are provided to the Resident. Appliances owned by Resident duplicating those provided by the Owner may not be substituted and must be properly stored. Resident is not to perform any maintenance on appliances other than normal cleaning with non-abrasive kitchen cleaners. The Resident will be responsible for any damage caused by any attempted repairs.

Dishwasher

During the Move-In process the Manager will provide instructions on the operation of dishwasher and point out any special features. Following are some suggestions for safe and efficient use of the dishwasher:

- Use dishwashing detergent made only for dishwashers (Electrasol, Cascade, etc.).
- Remove excess food and debris before loading.
- Arrange dishes so water can run off.
- Remove paper labels before washing jars or cans.
- Determine if the glassware, dishes, pots and pans are dishwasher safe.
- Wash by hand all hand-painted china, woodenware, colored aluminum or cast iron pots and pans, and plastic or rubber dishes/utensils not specifically labeled 'dishwasher safe'.
- Frequently check/clean the filter in the bottom of the dishwasher.

Garbage Disposal

These units are very handy but must be used with care as they are easily damaged. To properly operate the garbage disposal:

- Keep the drain stopper in when not in use.
- Remove the drain stopper, turn on the *cold* water, and keep it going during the entire operation to thoroughly flush ground waste into the main wastewater lines.
- Turn on the wall switch to start the disposal and feed food waste directly into the disposal.
- *Never* put your fingers or hand or any utensil into a running disposal.
- Run the disposal until food grinding can no longer be heard.
- *Do not* put grease, bones, meat gristle, corncobs, glass, foil, bottle caps, cigarettes or other very hard or fibrous foods down the garbage disposal.
- *Never* put chemical drain cleaners down the disposal, as serious corrosion and damage may result. Resident will be responsible for any damage caused by improper use.

Refrigerator

Routine cleaning of the refrigerator will improve efficiency and sanitation. The exposed sides of the refrigerator should be cleaned frequently with a damp cloth and mild soap and warm water or a spray cleaner. Abrasive cleansing powders should not be used on the refrigerator. Periodic cleaning of the drip pan under the refrigerator is recommended. If the refrigerator coils are accessible without moving it, periodic vacuuming will help its efficiency.

Call the management office if the refrigerator is not cooling or freezing properly or if any parts are broken. Please do these simple tests before calling the management office for service:

- If the light is not on, check to see if the power cord is plugged in and check the bulb.
- If the plug is secure and the refrigerator fails to operate, plug another appliance into the same outlet to check for power.
- Check the temperature control dial; it may be turned OFF. If the refrigerator still does not operate properly, call the management office.

Leave the refrigerator on with the temperature control at its normal position if away from the Premises for less than a month. Turn the temperature control to low during longer periods of absence. Placing an open box of baking soda or used coffee grounds in the refrigerator will help to absorb odors. Be sure to discard perishables such as meats, milk, and produce to maintain proper sanitation while away. Please do not leave the refrigerator turned off or unplugged, regardless of the length of time of the absence.

Stoves & Ovens

The proper use and care of stoves and ovens will not only save utilities and repairs, it will give better results in cooking and baking and may prevent serious injury or fire. Routine cleaning will make preparing for the final inspection much easier. Here are a few pointers that may help:

- Wash drip pans frequently and wipe spilled food from the burners as soon as they have cooled.
- Clean under the stovetop frequently. Spilled grease and food contribute to fires.
- Non- self-cleaning oven - remove any burned food on the bottom of the oven or on racks with a brush or by soaking in water. Commercial oven cleaners also help. Resident will be charged for any damage to the oven caused by improper cleaning or use.
- Self-cleaning or continuous-cleaning oven - read the appliance manual for proper use. Call the management office if the appliance manual is missing. **DO NOT** use oven cleaner or leave racks in the oven during the cleaning process. Resident will be charged for any damage caused by improper cleaning or use. Clean the oven as needed; long-term or accumulated staining and soil is harder to remove.

Water Heaters

Do not attempt to adjust temperature or any type of setting or valves on the water heater. Tampering with water heater valves can be dangerous. Leaks, breaks or lack of hot water should be reported to the management office immediately. NEVER use the space surrounding the water heater for storage; it is a serious fire hazard.

COMMON AREAS

All common areas, including but not limited to parking lots, sidewalks, streets, tot lots, and the grounds surrounding the Premises and ponds must be kept clear at all times of trash, refuse and other obstructions. Please be aware that all items left unattended in common areas may be removed and disposed of by the management office without notification.

Common areas are for the use and enjoyment of all Residents at the Community. Any Resident, Occupant or Guest(s) behaving in an unreasonable, illegal and/or offensive manner will be required to leave the common areas and such conduct shall constitute a breach of the Lease Agreement.

See **NUISANCE (DISTURBANCES and NOISE) for more information**

ENERGY AND WATER CONSERVATION

The goal of energy and water conservation is two-fold; (1) to ensure the essential need of the Resident is met without wasting our natural resources and (2) to reward Residents practicing energy conservation and educate those Residents who are not yet conserving.

Each apartment at Masonvale is metered for utility usage. Residents will be billed for their use. The following tips are suggested to conserve and reduce energy consumption without sacrificing comfort:

Dishwasher-

- Only wash full loads and use the energy-saver setting.
- Allow dishes to air dry.
- If you wash dishes by hand, fill the sink with water instead of letting the water run, and rinse with cold water.

Heating and Air Conditioning -

- Set thermostat at a comfortable setting without fluctuation to maintain consistent climate control. Turning thermostat to high upon returning home will not heat or cool your home quickly.
- If the Residence 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.
- Keep doors and windows closed whenever air conditioning or heating is in operation.
- Use fans and open windows to create a cross draft to reduce air-conditioning use.
- Keep vents free from obstructions.

Laundry

- Wash full loads and use cold water instead of hot water.
- Dry full loads and clean lint filter after each load.
- Most materials only need a 10-15 minute wash cycle to get them clean, over washing and over drying will wear out clothes faster.

Lights and Other Appliances -

- Replace incandescent light bulbs with compact fluorescent lights (CFL's). They use 75% less energy and last up to 10 times longer.
- Turn off lights when not needed, especially in unoccupied areas such as garages and outdoor areas.
- Turn off lights when leaving a room.
- Unplug or turn off appliances when not in use.

Refrigerators -

- Open refrigerator door only long enough to get desired food items.
- Organize food on the shelves for easy access.
- Allow leftovers to cool before storing in refrigerator or freezer. Be sure to follow safe food handling guidelines.
- Full refrigerators operate more efficiently.
- Overloaded refrigerators operate poorly.

Stove -

- Cover pots to shorten cooking time.
- Keep oven and range free of grease and baked-on residue.

Water-

- Check toilets for leaks.
- Make sure faucets are shut off properly.
- Do not remove or replace devices that have been installed to conserve water such as faucet aspirators and low flow showerheads.
- Limit showering time to about 5 minutes.
- Hose bibs are turned off during the quarterly preventative maintenance in the fall. Residents should not attempt to turn the hose bibs back on themselves. Maintenance will turn the hose bibs back on in the spring when it is safe to do so. If they are turned on before this, pipes can freeze and leak, causing damage to the home. Residents can be held responsible for paying damages that result from turning the hose bibs on before Maintenance deems it safe.

HOUSEKEEPING

Proper upkeep of the Premises from the time of Move-In will help insure that the Move-Out process will go smoothly and that charges for misuse will be kept to a minimum. The following housekeeping suggestions are provided to assist the Resident:

Carpeted Floor Areas

The following suggestions are offered for maintenance and protection of carpeted areas:

- Do not use cleaning agents that contain bleach or bleaching agents for food or liquids spilled on carpets. They often cause as much or more damage than the original spill.
- Vacuum regularly to keep the carpet in good condition and to discourage dirt build up.
- Resident is advised to encourage young children to eat and drink in non-carpeted areas and over a table to avoid permanent stains caused by Kool-Aid®, and soft drinks. Wine, coffee and tea also contain agents that can permanently stain the carpet.
- Use throw rugs, safely secured; on high traffic areas to prevent heavy soil build -up.
- Use carpet/ floor protectors under chair legs, tables, sofas or any furniture item that may scratch the floor or leave a permanent indentation.
- Resident is encouraged to remove shoes upon entering the Premises to prevent high traffic areas from becoming overly soiled.

Tile and Vinyl Floors

The following suggestions are offered to help protect the Premises floors:

- Lift heavy furniture rather than dragging across the floors to avoid marring.
- Never flood the floor with water or let water stand on the surface.

Walls and Woodwork

The following suggestions will help protect walls and woodwork:

- Beds, tables, and chairs should not touch the walls.
- Bicycles, large toys, strollers, and such items should be moved through doorways with care.
- Provide children with blackboards or drawing pads to discourage writing on the walls. Resident will be responsible for cleaning all marks from the walls prior to Move-Out.

Countertops

The following suggestions will help protect the countertops:

- Place a cutting board on the surface before chopping or cutting.
- Do not use an abrasive cleaner. Countertop cleaners are readily available and remove most spills, stains, etc.

KEYS/GARAGE DOOR OPENERS/MAILBOX KEYS

Resident is provided at least two keys to the Premises during the Move-In. Additional keys may be requested however there will be a charge. The management office will also provide the Resident with mailbox keys at Move-In. Additionally, garage door openers, as applicable, will be issued at that time.

All Premises keys, mailbox keys and garage door openers are to be returned during the Move-Out Condition Assessment. There is a charge for lost keys, mailbox keys and garage door openers. If a key is lost, and a change of locks is necessary, the Resident will be responsible for the charge.

Resident should check the mailbox at least once per week. If the resident plans to go out of town for more than one week, they must call the Post Office to have their mail held. Outgoing mail should be put in the box labeled outgoing mail which is located on each section. Resident's mailbox is for incoming mail only. If resident receives a locker key inside their mailbox, this key goes to one of the lockers at the bottom of each section. On the keychain, it will indicate which box it goes to and should only be used in the section that the resident's mailbox is located. Once the resident puts the key in the locker, the key will be locked in place. The locker key is property of the USPS and should not leave the mailbox area.

LOCKED OUT OF RESIDENCE

Resident who is locked out during normal business hours may contact the management office for assistance. After normal business hours, Resident will need to call the Emergency After-Hours contact number for the management office. The telephone number will be provided at Move-In.

Resident will be required to provide proper identification to receive access to the Premises.

MAINTENANCE TIPS

General Maintenance Information

Please report any and all needed repairs to the office by phone. For maximum efficiency, report repairs in the morning whenever possible.

Emergency Maintenance is provided 24 hours a day.

Maintenance can be reached 24-hours a day for emergency service requests.

Dial 703-865-4870, press 2 to leave a detailed message for the on call representative.

Peace of Mind

Please notify the management office of any burned out exterior or common area lights, faulty locks, lost keys, etc.

General Maintenance Tips

Light Bulbs: Your home is supplied with light bulbs at time of move-in. After move-in, Owner will replace specialty bulbs, and the Resident must replace all other burned out light bulbs. Please report unlit bulbs over walkways or common areas to the management office.

Central Air & Heat: Your home is equipped with individual central heat and air-conditioning. An ideal temperature setting is between 68 for heating and 78 for cooling (please be aware that setting the thermostat to temperature extremes may cause damage to the HVAC unit). If at any time you find that your thermostat is malfunctioning or for more detailed operating instructions, please call the management office. HVAC repairs may take longer than 1 day to be repaired, as specially trained technicians must be called out to perform service on the units. DO NOT turn off heat or air conditioning for a period longer than two weeks.

Apartment Essentials:

It is a great idea to keep a bathroom plunger and a snow shovel on hand!

NUISANCE (DISTURBANCES and NOISE)

Resident, Occupants and Guests are expected to conduct themselves at all times in a manner that will not offend or disturb other residents, Guests, management staff, or other visitors to the Community. Any activity causing extreme or excessive noise, excessive traffic, repetitive or excessive disturbance of any kind, or disturbing or threatening the rights, comfort, health, safety or convenience of others in or near the Community is a lawful cause for eviction. This includes, but is not limited to, behaving in a loud or obnoxious manner. These actions are considered a "Nuisance" and a serious violation of the Lease.

PEST CONTROL

Routine control of normal household pests, along with keeping all pets free of fleas and ticks, is a Resident responsibility. The use of non-residual insecticides labeled for safe application by the general public, such as household spray insecticides, is expected of the Resident. Resident must contact the management office for assistance for infestations of pests that are beyond Resident capabilities and require professional control measures.

As a general rule, poor housekeeping is the main factor in cockroach infestation. Roaches and mice thrive on leftover food placed on sinks, counters, in cupboards, on unwashed dishes, and on food left out for pets. Roaches may also feed on paper and glue products, including shelf paper. Some things the Resident can do to control roaches, mice and other household pests are:

- Deposit garbage in trash cans in plastic bags.
- Wipe up spilled foods or drinks immediately.
- Do not keep empty soft drink cans or bottles under the sink, and rinse them well before placing in recycling bins.
- Keep soiled clothing in a clothes hamper or other container. Wash clothes frequently enough that clothing does not pile up all over the floor.

REFUSE COLLECTION

The refuse collection in all Communities is provided. The following policies are to be followed:

- Resident will be issued trash/refuse bin(s) during Move-In.
- Resident is responsible for the refuse bin(s) and will be charged for replacement if damaged, lost or stolen.
- Resident will be responsible for regular cleaning of the bin(s).
- Refuse bins must be at the curb before 7:00 a.m. on the scheduled pick-up days (Friday). If desired, Resident may place the refuse bins at curbside after 6:00 PM the day preceding the collection day
- The bins must be returned to proper storage by 8:00 PM on the day of collection.
- Plastic liners and covered trash bins minimize odor and pest control problems.
- Toys and bicycles left within close proximity of the refuse bin may be accidentally picked up.

Recycling

Recycling is strongly encouraged, and is mandatory in most Communities. Recycling containers must be properly stored with trash bins. Collection pick up, Friday.

SIGNS

Yard sale, patio sale or any other sign or banner advertising an event can only be posted on authorized bulletin boards or areas specifically designated by the management office. Signs are not to be attached to utility poles, mailboxes, signposts, trees, etc.

SOLICITATIONS

Door-to-door sales, surveys, and/or solicitations of any sort are not permitted. Likewise, commercial advertising or flyers of any kind may not be posted or distributed. It is a Federal offense to attach anything to mail boxes.

VEHICLES

Vehicles are always a challenge for the Resident as well as the Owner. Repair of automobiles, parking, and the storage of recreational vehicles are a few of the topics that must be addressed in order to maintain a desirable residential family environment. Following are rules and regulations for the Community:

Automotive Maintenance and Policies

- All vehicles must: (1) be operable and road-worthy, (2) display a current Community decal, (3) display a current installation decal, if applicable, (4) display current tags, (5) display a current inspection sticker (if applicable in their State of registration), and (6) have current insurance as required by the State where the vehicle is registered.
- Commercial vehicles may not be kept in the Community or Premises unless they are of a size/type to fit completely in the Premises garage with the door closed. Resident may not park commercial vehicles in the street or driveway except when actively loading or unloading the vehicle.
- Due to environmental and safety concerns, automobile/vehicle maintenance shall not be performed by Resident, Occupant or Guest anywhere in the Community or Premises including garages, carports, parking spaces, or street. Additionally, vehicles may not be on jacks, jack stands, or ramps *at any time*.

Prohibited maintenance includes, but is not limited to:

- ⇒ Washing cars (storm sewers drain into Chesapeake Bay).
- ⇒ Changing/adding motor oil or other automotive fluids.
- ⇒ Repairs such as transmission repairs, engine overhauls, and bodywork (sanding and painting).
- ⇒ Engine cleaning.
- Vehicles shall not be in an inoperative status in excess of 72 hours. All inoperative vehicles must be removed from the Community and Premises.

GARAGES

Garages are intended for parking vehicles, to provide auxiliary storage of personal effects, and storing recycle and refuse bins.

The following policies apply to the use of the garage:

- Storage of flammable liquid, such as gasoline, is prohibited.
- Garages shall not be used for living or office spaces, and shall not be altered or modified for such use.

- Pets shall not be kept in garages.
- Do not block or barricade garage doors.
- Oil or gas space heaters shall not be used in garages.
- The Resident, Occupant or Guest may not alter electrical wiring in garage or spaces or any other area of the home.

RECREATIONAL VEHICLES AND OTHER VEHICLES

Recreational vehicles, utility trailers, boats, campers, snowmobiles, ATV's, and jet skis are prohibited in the Community unless the item fits into the garage with the garage door completely closed. Proper storage of recreational vehicle or other vehicles in a garage will not justify improper parking of vehicles.

The following rules apply:

- Automotive maintenance policies apply to RVs, boats, campers, snowmobiles, ATV's, and jet skis; therefore, oil changes, engine repair and bodywork are not allowed.
- RVs must not be plugged into any Community or Premises utilities.
- Flammables, such as paints, thinners, and gasoline may not be stored in vehicles.
- Guests' RVs may not be parked in the Community.
- A RV may be parked in the garage if it fits completely within the garage, the door is kept closed, and there is adequate parking remaining available for vehicles without impacting other residents of the Community. RV's may NOT be parked in carports, driveways or designated parking spaces.

Violation of these RV and other vehicle policies shall result in the removal of the RV or other vehicle from the Community at the Resident's expense.

DECORATING

It is permissible for you to hang pictures, mirrors, etc. on the walls, but please use bulldog picture hangers. Please use a cutting board rather than chopping and cutting on the kitchen countertops. Waterbeds are not allowed in any apartment. In order to keep your apartment home attractive, we also ask that your apartment manager approve any window treatment. Windows must show white to the outside--aluminum foil or colored window treatments are not allowed. Utilize only telephone outlets already installed in your apartment. Any additional wiring is prohibited.

PATIO AND BALCONIES

Please keep your patio or balcony door closed and locked during your absence to protect against rain damage. So that each of us can be proud of the appearance of our buildings, we ask that you keep your patio, balcony, or entryway uncluttered and free of trash. Storage of any

kind is strictly prohibited. Only furniture expressly designed for patios or balconies is permitted. Please, no clotheslines or clothes hanging over balconies. In addition, do not leave pets unattended on patios or balconies at any time. Grilling or barbecuing is not permitted, unless you are using an electric grill (non-flammable). Storage of gas or charcoal grills is not permitted on your patio, balcony or garage.

SATELLITE DISHES

LPC wants all residents to fully enjoy the utmost in beauty and lifestyle of their apartment home. Therefore, it will be necessary for all residents to observe the following minimal guidelines when installing satellite dishes.

Satellite dishes are restricted to the area within your private balcony or patio, and should not extend beyond the patio or balcony railing. No satellite dishes will be permitted in the common areas.

Satellite dishes may not be placed or hung on roofs, outside walls, windowsills or railings. Drilling or puncturing of outside walls, railings, roofs or windowsills will not be permitted. Satellite dishes should be one meter or less in size.

Liability insurance with a minimum coverage amount of \$50,000 is required. *Lincoln Property Company, Masonvale, must be named as an additional insured on the policy.* Please bring a copy of your liability insurance to the office (or drop it in the rent slot) before installation.

LEASE PROVISIONS

Subject to the limits placed on the number of occupants per apartment, occupancy is limited as follows:

Single (Non Familial Status): Each person must be 18 years of age or older. At least one person must qualify and all persons must sign the lease.

Married Couples (Non Familial Status): At least one spouse must be 18 years of age or older, and both parties must sign the lease.

Familial Status: There is no minimum age limit for the responsible parties. LPC welcomes families with children (familial status) to its communities. Familial status is one or more individuals who have not attained the age of 18 years being domiciled with:

a parent or another person having legal custody of the individual(s), or

a designee of the parent or other person having custody with the written permission of parent or other person.

Familial status includes any person who is pregnant or in the process of securing legal custody of any individual who has not attained the age of 18 years. The maximum number of occupants permitted to occupy an apartment is as follows:

FAMILIAL STATUS

One Bedroom:	Two Persons*
Two Bedrooms:	Four Persons*
Three Bedrooms:	Six Persons*

NON-FAMILIAL STATUS

One Bedroom:	Two Persons
Two Bedrooms:	Three Persons
Three Bedrooms:	Four Persons

*Familial status occupants are allowed one newborn infant up to 12 months in age, per bedroom. A newborn under the age of 12 months will not be included in the headcount for occupancy limits.

If, during the term of any lease, Resident exceeds the foregoing maximum occupancy restrictions of the apartment, Resident may transfer to the appropriate size apartment or must vacate the apartment six months from the date of increase in occupants. It is the responsibility of the resident to inform management if or when the number of people residing in their apartment exceeds stated occupancy limits. Failure to do so will constitute a violation of lease and resident may be asked to vacate the apartment immediately.

RENT PAYMENT

Rent is due and payable on or before the first of each month. If rent is not paid on or before the 5th day of the month, a late charge of 10% of the rent due will be assessed. Please indicate your apartment number on all checks. Please contact the leasing office to obtain your tenant ID for online payments.

A \$50 charge will be made for Non Sufficient Funds (NSF) or any returned checks. NSF and returned checks must be replaced with cashier's check or money order. If two NSF checks are received within one lease term, we may ask you to pay the remaining payments in cashiers check or money order.

Lincoln reserves the right to collect all rent payments through any legal means available to us, which may include electronic rent payments, conversion of checks to electronic payment, and electronic reimbursement for checks returned NSF.

TRANSFERS AND MOVE-OUTS

The manager must approve transfers from one apartment to another and a new lease signed. A fee may be charged to cover the turnover expense incurred by the owner on the apartment that is being transferred from. The vacated apartment is inspected and must be left in the condition described in your Move-Out Instructions. Any damage must be paid upon request.

In accordance with the lease contract, we require the lease term be fulfilled or that the provisions of your lease be complied with and at least sixty (60) days written notice be provided prior to vacating the apartment. We must have a written forwarding address before any security deposit refund can be made. The apartment must be left in the condition described in your Move-Out Instructions.

MOVE OUT

Your lease contract will not expire automatically at the end of the lease term. If you wish to move out of your apartment prior to, at, or after lease expiration, you must give us SIXTY (60) DAYS WRITTEN NOTICE prior to vacating. For consideration of the amount of refund of your security deposits, the following requirements must be met:

The full term of your lease must be completed, or you must comply with the provisions of your lease.

At least sixty (60) days written notice to vacate must be given and signed off by a member of Masonvale leasing staff.

Apartment must be left in the same condition as at the time of occupancy (normal wear and tear accepted).

All keys and garage remotes must be returned.

All sums due, including all sums stated in your lease agreement, must be paid prior to move-out. Any damage charges, if applicable, will be made against your security deposit.

Security deposits will be applied to all non-rent items first and then applied to any rental balance that may remain.

SOMETHING SPECIAL

Pets

Pets must be approved by management and will only be permitted in the apartment in accordance with the pet agreement in the lease, a copy of the pet veterinary records, and a photograph attached. Pet breed must be listed on the approved pet list. A copy of the approved pet list and the required deposit and fees may be obtained at the leasing office. (This provision does not apply to guide animals used by disabled persons.) In addition, if a resident acquires a pet during the lease term, resident must obtain prior approval from the manager, pay the increased pet deposit, and pay the additional pet rent. Pets should be leashed at all times. Residents are required to pick up after their pets.

We welcome you to your new LPC home and sincerely hope that you enjoy every day of your residency here to the fullest. We appreciate your cooperation in making your community a happy home for all residents. If you have a request, please contact the management office.

Sincerely,
The Masonvale Management Team

While the foregoing policies contain minimum provisions regarding the supervision of persons under the age of eighteen (18) years old, residents are advised to exercise their own prudent judgment with respect to the unsupervised use of the facilities located throughout the community by minors. Neither LPC nor owner, by establishing the minimum requirements contained in these policies, are in any manner representing, guaranteeing or ensuring the safety of any persons when participating in the activities or utilizing the facilities of the community with our without supervision.