



Welcome Home!

Resident Handbook





Welcome home!

On behalf of everyone at Housing Works, I would like to personally welcome you to your new home. We are very pleased you will be living in one of our communities.

Housing Works is Central Oregon's largest affordable housing provider, serving over 2,000 households through its affordable properties and Housing Choice Voucher rental subsidy program. We are the regional housing authority and serve lower income families in Deschutes, Jefferson and Crook Counties.

Housing Works' mission is "*fostering dignity through housing*." We desire to help those we serve feel accepted and respected in the communities that they live in. We start by providing high quality homes for our residents. A clean, well-built, well-maintained home is comfortable to live in, safe for its occupants and vital for health. Our residents help by caring for their individual homes and taking pride in their "space" in the community. We believe every resident, regardless of age or ability has something to contribute.

This handbook is filled with information about your home, building and community. We want to share with you tips that will make your home more comfortable and efficient and also take the mystery out of how things work. Following these tips can save you money on your monthly utilities and help you reduce your impact on the environment.

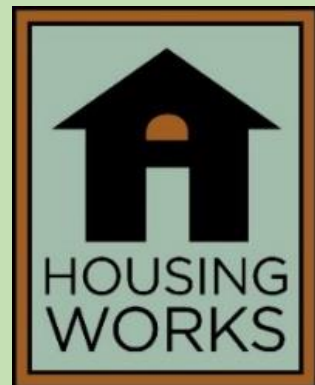
Practical topics in this guidebook include features of your home, community activities and amenities and how to stay safe. The guide also shows how you and your household can help maintain your home and building, participate in a wide variety of programs and be successful as an EPIC resident.

We all look forward to working with you to make your community a great place to live.

All my best,

A handwritten signature in black ink, appearing to read 'David Brandt'. The signature is fluid and cursive, with a long horizontal stroke extending to the right.

David Brandt
Executive Director
Housing Works





EPIC PROPERTY MANAGEMENT

Established in 2013, **EPIC** is the property management company that manages Housing Works-owned properties.

Our mission is "*Believing in Excellence, Professionalism, Integrity and Community to house a brighter future!*" EPIC is thrilled to have you as a member of our community. We are here to serve you. Please let us know what we can do to ensure your home is comfortable and maintained to the highest level possible.

This **Resident Handbook** is intended to help you. We truly appreciate you taking the time to read through it and keeping it accessible for future questions. Information in this handbook will help you maintain your unit and our property and will help you protect your security deposit money in the case you relocate in the future.

At most of our properties we have **on-site property management staff** including *community managers* and *assistant community managers*. These individuals are responsible for processing all housing applications, resident leases and rent calculations. Community management hours are posted at the on-site leasing office.

Maintenance staff are skilled craftsman that keep your homes functioning properly, prepare units to be re-leased and care for most resident maintenance requests. Please let us know about maintenance needs promptly. We can only fix those problems that we know about.

Interested in knowing more about EPIC? Check out our website at: www.epicproperty.com. If you have more questions, feel free to swing by to see your community manager during open hours. For property specific information for our residents, we have provided a resident portal online at: www.rentcafe.com

WHO TO CONTACT

For questions regarding your lease, rent or general property concerns:

Community Manager:



For maintenance or repair concerns:

How to request maintenance or repairs: During office hours, you may request services by providing a Maintenance Request in writing to the Community Manager. The explanation of the needed service should be as clear and complete as possible. This will help us to give better service and ensure we fully understand the request. Our goal is to satisfy your request within 24 hours. If this is not possible either the Community Manager or maintenance person will notify you as to the reason and the expected date of completion of the service.

Maintenance Technician:



For after-hours maintenance emergencies:

After-Hours Emergency Number
1-855-559-5525

See page 18 for an explanation of what is considered a maintenance emergency.

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KEY TO SYMBOLS

The following symbols are used throughout this handbook to highlight certain items:



Important!



Energy/Money Saving Tip



How To



Recommendation

BEING A GOOD NEIGHBOR

We all want to love where we live. Creating a great community starts with clarifying your responsibilities as an EPIC Property resident and EPIC's responsibilities as your landlord.

As a member of this community we all can agree we want a friendly and safe place to live. These agreements are based on feedback received from EPIC residents and property staff.

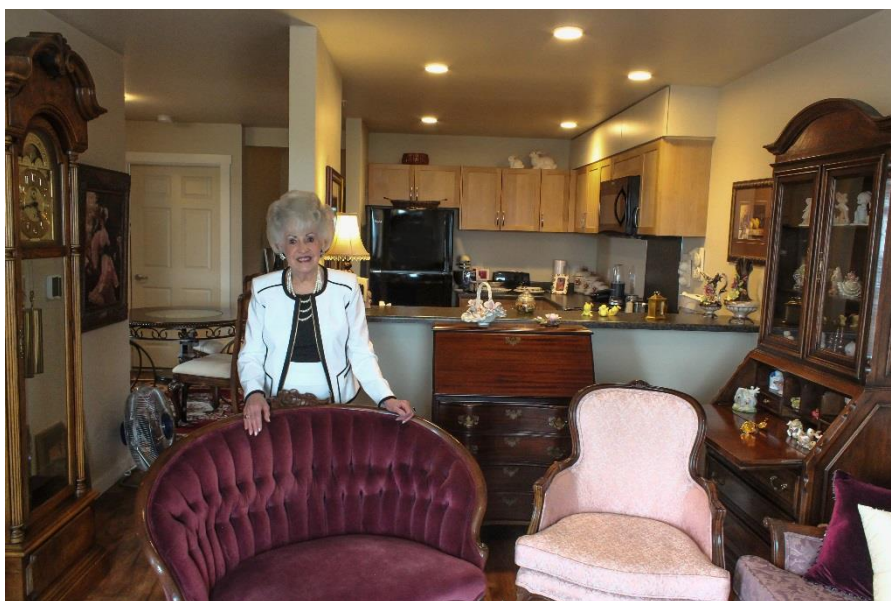
- We will foster respect in our community by communicating respectfully with each other. We will speak kindly to one another and take the time to listen to and understand each other. We will do our best to learn each other's names and use them, knowing every individual is unique and important.
- We will create strong neighborhoods together. EPIC will do this by making sure you have a safe, well-maintained community to live in. You can help by being a thoughtful neighbor to those around you and by taking good care of your home.
- We will create a community together where learning is valued and supported. EPIC will do this by continually increasing our skills and understanding about diversity, poverty, housing and more. We encourage you to seek opportunities to learn more about your neighbors, broaden your knowledge through classes offered to residents, and consider sharing with others any special skills you might possess.
- We all commit to be honest, patient and to believe the best in each other.



CARING FOR YOUR HOME

Housekeeping

A clean and well maintained apartment is **safe, pleasant** to live in, and **appreciated** by all, including your neighbors. Please make sure we are all doing our best to keep our homes clean, sanitary and free from objectionable odors.



Housing Inspection

EPIC inspects units regularly to ensure your home is decent, safe, and sanitary for you and those around you. During an inspection, we will look for hazards, sanitary issues and exterior issues with the home. Following is a list of things you can check, before an inspection, to ensure your home passes the housing inspection.

Safety:

- Every apartment must have a smoke alarm installed and functioning (check the batteries by pressing the test button).
- You should always have a clear pathway through your home and garage (if present) to exit your home in case of an emergency.
- Windows should never be blocked with items, as windows can serve as escape routes in an emergency.
- Wall heaters must remain clear. A blocked wall heater does not operate efficiently (costing you more money) and can cause a fire hazard.

Electrical and lighting:

- You should always replace burnt out light bulbs. Proper lighting will enable you to enjoy your home and also help maintenance and emergency personnel if they ever need to enter your apartment. Empty light bulb sockets are extremely dangerous. You can obtain free replacement LED lightbulbs from The Environmental Center of Bend by calling: 541-385-6908
- Outlet and light switch covers protect users from possible electrocution. If you notice a cracked outlet or light switch cover, please notify maintenance right away.

Heating:

- Your heat source should be functional. If you notice a problem with the heat source provided in your apartment, please notify maintenance right away. A portable space heater is not an adequate source of heat and will cost you more money on your utility bill.
- Baseboard and cadet heaters must be kept clear of furniture and personal items to prevent fire hazards. Maintain a minimum of 12 inches of space around all baseboard and cadet heaters.

Sanitary:

- Keeping your home clean will help avoid pests or bugs due to food or uncleanliness.
- Make sure all your trash is transported to the garbage enclosure provided at your property.
- Take care of items that could become objectionable odors to you or your neighbors – such as rotten food, diapers, pet waste, and soiled floors – before they become a problem.

RESIDENT TO DO LIST

In addition to keeping your home clean, sanitary and tidy, there are a few other items you are responsible for. The use of your home makes each of these items necessary for your health and safety. You are responsible for the purchase and replacement of these items. If you have any questions or concerns, please make sure to talk with your Community Manager.

- Clean air filters once a month (See instructions on page 12)
- Change the air filters yearly in the heating and cooling units
- Replace smoke detector and carbon dioxide detector batteries (we recommend changing them at Daylight Savings in the spring and fall)
- Change and replace light bulbs when needed with LED bulbs only (contact the Environmental Center of Bend for free bulbs at 541-385-6908)
- Change the filter in your hood range above your stove when it becomes soiled.
- Keep your garbage disposal in your sink clear of food waste (See instructions on page 10)
- Report any damages or emergencies to your Community Manager right away!



These items protect you, your apartment and your community. The safety of our community is our number one priority; therefore, if these items are not taken care of or reported in a timely manner you can and will be fined up to \$250. Disarming your smoke detector or carbon dioxide detector will result in a fine as well.

MY HOME

Appliances

Every home comes equipped with a refrigerator, hood range, dishwasher and stove. Regular cleaning of these appliances will help minimize the need for maintenance visits and will ensure they run efficiently. Please do not store cooking pans or any other items in your stove.

Garbage/Food Waste Disposal

Not all units have garbage disposals. What can you put down your garbage disposal? If you can't chew it, neither can your disposal! (...think bones, pits and seeds from fruits, etc., as well as stray silverware!) Also, please do not pour grease or oil down your disposal or drains, as this can plug your/our pipes. You will be charged if damage is caused. The disposal is self-cleaning. Please do not use drain cleaners.



How to operate your food waste disposal:

1. Turn COLD WATER on to full flow and leave the water running.
2. Push food through the splash guard into the disposal. Do not stuff.
3. Flip start switch to ON. Allow disposal to operate until shredding sound ceases.
4. Flip switch to OFF.
5. Continue running COLD water for another minute, and then turn off the water.

Note: Water is necessary to wash the food waste down the drain. Cold water is necessary because it prevents overheating of the motor.



The garbage disposal should not be over-stuffed. The safety overload on the motor will shut off the unit. To reset the safety overload, wait three to four minutes for the motor to cool and then push the red button on the motor (in the cabinet under the sink.) Any time the disposal is being used, the COLD water should be running as fast as possible. Even after the disposal is empty let the water run for several seconds to clear the line. If the motor will not start check the reset and then call the community office for service. **NEVER PUT YOUR HAND DOWN THE DISPOSAL!!**

Exhaust Fans

There is one exhaust fan located in the bathroom. It runs continuously at a low, quiet speed to pull old air out, helping to bring fresh air in. If there is condensation on the inside of any window frames, this means excess moisture is accumulating in your home.

Heating and Air Conditioning Unit



A Packaged Terminal Heat Pump (PTHP) unit is installed in your living room beneath the window. The PTHP can provide heating or cooling and is controlled with a digital programmable wall thermostat. A PTHP is 3 times more efficient than a wall heater, saving you money on your power bill.

- When it first starts, the unit will blow cold air until the heating coils are warmed. Please give it time to work properly. Once the coils warm, warm air will flow from the unit and heat the room quickly and efficiently.
- Do not place furniture, curtains or towels in front of the PTHP or any electric wall heaters. This will block the flow of air and can create a fire hazard.
- Do not leave the heat on when you have a window open. Heating and cooling the room at the same time wastes energy.
- Keep the outside of your heaters clean and dusted. A clean unit runs more efficiently.
- To conserve energy and stay comfortable, set your thermostat no higher than 68°-69° in the winter, and lower when you are not home or at night. If your heating unit is not working and the weather is extremely cold, contact your **Community Manager** or the **After Hours Answering Service (1-855-559-5525)**.



DO NOT turn the heat completely off during cold weather when you are on vacation or otherwise out of your apartment for an extended period of time. Water pipes may freeze and burst. If this occurs because of your negligence you will be responsible for any resulting damage. Instead,

leave the thermostat set no lower than 60° and leave cupboard doors under sinks open to ensure that pipes do not freeze.

Ventilation System

Your home has been designed for good indoor air quality. If used properly, the ventilation system will help prevent mold, keep air moving and eliminate odors. A good ventilation system will allow your unit to breathe by bringing fresh air in and exhausting old, stale air out.

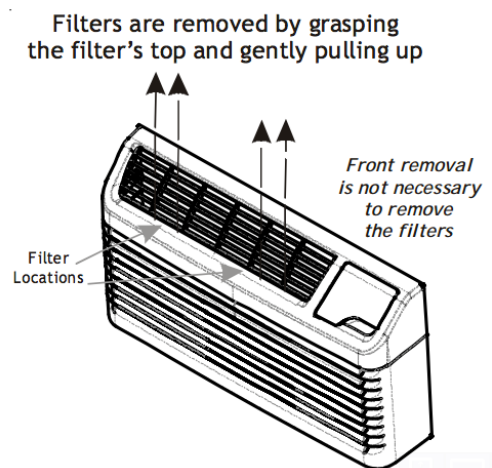
Breathing in: Air is brought into your home through the PTHP in your living room. When not set to actively heat or cool, fresh air is being pulled in through the filter and grille. The amount of air that is brought into your apartment should not affect the air temperature.

Breathing out: Air is exhausted from your home in numerous ways. There are exhaust fans located in areas where there tends to be a lot of moisture like your kitchen and bathroom. These exhaust fans will pull odors and moist air out of your home.



For efficient operation, clean the intake air filter once a month and replace the filter annually:

- Turn the thermostat to "Off."
- Grasp the filter by the handle, located on the front edge of the top of the unit
- Pull the filter straight up (like a dryer lint screen).
- Clean with a vacuum attachment or run under water and dry.
- Return the filter to the front of the PTHP and turn the thermostat back to "Heat" or "Cool."



Balcony/Patio/Porch

In order to keep our community pleasant looking for all, each apartment balcony, patio or porch must be kept neat and clean. Please consider the following with regards to this outside space associated with your apartment.

- You may place only outdoor or patio-approved furniture in these areas.
- Do not store garbage, food or items that may decompose in these areas.
- Do not hang laundry outside.
- For safety reasons, please do not hang or place plants directly on top of balcony railings.
- Your balcony/patio/porch may not be used for the storage of vehicle parts, boxes, coolers, recyclables, mops, brooms, stuffed furniture or other misc. items.
- Tarps may not be used to cover items on decks or patios.
- Potted plants can stain concrete. Make sure each pot has a catch basin to catch excess water.
- Wet carpets can damage concrete. Please do not install carpeting or place rugs in these areas.
- No gates or fencing is allowed.

Cable TV, Internet, and Satellite Guidelines

Please refer to your Satellite Dish Installation Policy Addendum in your lease.

Decorating

Enjoy making your home beautiful and comfortable. But remember:

- Alterations or painting made without written permission will be charged to you.
- Please do not use the sticker-type hangers since the adhesive is difficult to remove from the wall without leaving a mark and damaging the wallboard itself.
- We prefer that you use finishing nails.
- No wallpaper may be used.
- Walls must be returned to their original condition prior to move out.

Refer to your lease under #12-USE OF AND CHANGES TO PREMISES



Garbage

Each resident is responsible for keeping the area around their apartment clean. Litter and trash is to be disposed of in the trash containers provided and nowhere else.

- Please put all trash in closed plastic bags or other secured containers to keep the trash areas neat, clean, and relatively odor-free.
- Garbage should be taken out no less than once a week, and more often in warm weather or if pests have been an issue in your home.
- Please double-bag pet waste and used diapers.



To get rid of furniture or other large items, please ask your building maintenance staff or your Community Manager for directions. The garbage enclosures are for garbage only, not large items. If you get rid of furniture or other large items that are not appropriate for the garbage enclosures you will be fined for improper disposal.

Recycling



EPIC properties support our region's efforts to reduce waste and increase recycling. Residents are strongly encouraged to recycle. The more our residents recycle, the less the property pays for trash. This helps us keep rents lower.

For more information what can be recycled, please refer to the recycling guide located in your apartment.



Hazardous Waste

Hazardous waste items should be handled carefully and NOT be included in either garbage or recycling. Contact your local garbage company for the appropriate process to dispose of these items.



Laundry

Laundry facilities are provided either in your apartment or in a community room for your use. In the event you should need instructions on how to use the machines, please contact your Community Manager. Only use HE laundry soap in all washing machines.



All appliances are equipped with the Energy Star standards to help save you money. Washing your clothes with either COLD or WARM water will help in energy costs as well.

Light bulbs

All lights have working bulbs and are functional when you move in. Replacement of these bulbs is your responsibility, including appliance bulbs. All lights need to have working bulbs and be functional for unit inspections and also when you vacate your apartment. All bulbs need to be LED efficient.

Mold and Mildew

Mold growth may occur where there is too much moisture. There needs to be air flow with warm and cold air. Monitoring and controlling the moisture and temperature in your apartment can help you prevent mold growth in your home. As part of your lease, you signed a *Mold and Mildew Addendum*. Here are some tips:

- Lower your apartment humidity by using fans and vents
- Maintain apartment temperature at no less than 60 degrees
- Allow at least one inch between walls and furniture
- Clean up spills and overflows right away
- Check washer hook ups, behind your toilet and under the sinks regularly for leaks.
- Notify property management immediately if you notice water leakage or running water



If mold appears in your home, immediately scrub with soap and water, then rinse and dry. If mold reappears and you are unable to remove it, report it immediately to property management.



We **strongly suggest** you get **RENTER'S INSURANCE** to cover any damage that may occur due to mold or mildew as Housing Works and EPIC are not financially responsible.

Pest Control

As part of your lease, you signed a *Pest Control Addendum*. Pests include cockroaches, bed bugs and rodents. If you find pests in your unit, please call your property manager right away. Addressing this problem immediately helps prevent the spread of pests to your neighbors' units and the rest of the property.



Your community maintenance department is available to help deal with pest issues quickly and safely. Do not try to treat pests yourself.

Plumbing

Toilets



Do not flush anything but toilet paper. Paper towels DO NOT degrade and will clog your toilet. Never flush feminine hygiene or wet wipe products, regardless what the packaging states. If your toilet does overflow or clog, turn off the water supply immediately. There is a water shut off valve next to the toilet on the lower left side of the wall. (See illustration below.) Residents will be responsible for any toilet damages/overflows that are the result of improperly disposed articles.



If you notice a leaking water pipe, dripping faucet or continually running toilet tank, please report it immediately and we will have it repaired.

Maintenance Emergencies

The following are considered maintenance emergencies and warrant immediate communication with management.



No heat in your apartment

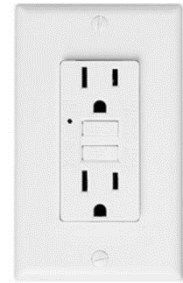
If your heater is not working due to a mechanical malfunction and it is extremely cold weather. If your electricity is shut off for non-payment of your bill, you will need to call your electric provider.



Electrical outages

Electrical outages may be considered an emergency ONLY if:

- ✓ There is no electricity throughout the unit, *and*
- ✓ You have called your local power company and they are not at fault, *and*
- ✓ You have checked all circuit breakers by flipping them hard to the OFF position and then hard to the ON position and have reset all GFI breakers (these are the little buttons found on some outlets in bathrooms, kitchens, laundry rooms, and garages).



GFI Outlet



Flooding of your apartment

Call immediately if there is risk of damage to possessions or the property and you cannot contain the leak. ***Turn off the water valve to the broken pipe or to the exterior water main line, if you can locate it, until a contractor or a maintenance staff arrives.*** Do everything within your power to contain any leaking or flooding and, if necessary, contact other residents who may be affected by the leak.



Fire

Call 911 first!! Then call the office.

If a **wall switch or outlet begins to smoke** or smells like it is burning, turn off the switch or unplug items from the outlet and turn off the circuit breaker, then report the problem during normal business hours or by leaving a voice mail on the main office line.



Total stoppage of the plumbing drain system

If your plumbing drain system ceases to work, none of your sinks, tubs or toilets will function properly. The stoppage of one toilet or drain when other bathrooms are functional is *not an emergency*, see below.

When you contact us: For the best response when you call the after-hours emergency service at **1-855-559-5525**, please provide:

- Your name
- Your address
- Your apartment number
- Your telephone number
- A description of the problem



Once you have contacted the emergency service, you must remain at your apartment so the maintenance technician can reach you by phone and make arrangements for meeting you at your apartment to resolve the problem.

Not an Emergency

Contact your Community Manager during regular business hours for the following situations.

- Clogged or backed up toilet. This may be considered an emergency ONLY if there is only one toilet in the unit AND you have made every effort, including plunging, to clear the stoppage yourself. In any case, turn off the valve behind the toilet, shut the lid and clean up any mess due to health issues. For the safety of our maintenance staff, EPIC staff will generally NOT begin work until the area is cleaned up and essentially free of bacterial contaminants.
- Noise complaints or security issues. Please contact the Police at 911. If the problem is not serious enough to involve the Police, you still may wish to make us aware of it so we can address the issue properly, by leaving a voice message describing the problem in detail to the front office. Do NOT call anyone on the emergency list!
- Faulty Air Conditioner. A non-functioning air conditioner is NOT an emergency. Please report the problem to the front office, leave a voice mail or call during regular office hours.
- Lock Out. Lock-outs are not after-hours emergencies. If you lock yourself out of your apartment after hours, you will need to call a locksmith. THE LOCK MAY NOT BE CHANGED unless absolutely necessary, and it is your responsibility to ensure any new lock is re-keyed to our master key. If you are locked out during normal office hours, please stop by our office to sign out a spare key. This spare key must be returned to the office on the same day before 5PM.



MY COMMUNITY

Community Activities and Amenities

Most of the events and activities hosted by the property take place in and around the community room.

Community Room

The Community Room is a place for residents to gather socially, hold meetings and have other activities that are approved by the Community Manager. Most of our community rooms are equipped with a TV, board games, books and other items that are for use by residents at no cost. The Community Room is also available for private party use with a refundable deposit of \$250. Check with your Community Manager for more details and for scheduling events.

Chromebook Laptops

Chromebooks with internet access can be checked out from the office through the Community Manager and may only be used in the Community Room. Please give priority to residents who need the computers for homework or to look for employment. Misuse of the Chromebooks, including inappropriate activity on the internet, will result in losing access to the Chromebooks.

Fitness Center

(Not all properties have this amenity). No food is allowed in the fitness center. Please contact the Community Manager for operating hours. No person under the age of 14 is allowed to use the fitness equipment unless under the direct supervision of a responsible adult. Please consult your physician prior to using the facility. Follow all posted instructions. Any and all equipment is to be used at your own risk. Any damages caused will be the resident's responsibility.

Social Activities

Every resident is part of the EPIC housing community. When we work together we help make our community a friendly and safe place to live. When you participate in your community, you have opportunities to have a voice in the decisions that affect you.

EPIC and Housing Works staff work diligently to create a safe community atmosphere by sponsoring programs, including National Night Out, movie nights, programs for you and your children and much more. Residents who would like to volunteer to assist with functions should talk to their Community Manager.



- Watch your community bulletin board for information on upcoming events or opportunities for volunteering.

- Talk to your Community Manager about upcoming meetings, activities or groups. You can inform your Community Manager about issues that are important to you.

Parking and Personal Vehicles

- Some properties are considered City living and therefore parking is limited due to public bus system access and living within walking distance of stores and medical facilities.
- EPIC may designate parking spaces for residents, staff or visitors.
- Only licensed, registered and insured personal vehicles are permitted in EPIC community parking lots.
- Talk to your Community Manager for rules specific to your site.
- Parking is never guaranteed at any of our properties.

To review the full EPIC parking and motor vehicle policy, please refer to your Parking/Carport Agreement Addendum.

Garage/Carport/Storage Units



Please refer to your *Resident Garage/Storage Rental Agreement Addendum*. We **strongly suggest** you get **RENTER'S INSURANCE** to cover the cost of your items in case they are damaged for any reason.

Inclusive Communities

EPIC property prides itself on the diversity of its communities. We work hard to ensure everyone – regardless of language spoken, country of origin, race, color, religion, gender, disability, sexual orientation, source of income, age, or marital status – can participate fully and be treated fairly and equally.

EPIC conducts its business in accordance with the Federal Fair Housing Law, the Housing Ordinance of Central Oregon and the Oregon Revised Statutes. At EPIC, every person will be treated without discrimination or harassment. If you experience discrimination or harassment and are unable to resolve the problem yourself, please contact your Community Manager or the Portfolio Manager.

EPIC makes every effort to ensure meaningful access to EPIC programs and activities by persons who have a limited ability to read, write, speak, or understand English.

For more information or to request language assistance services please see your Community Manager.



Community Appearance

We strive to maintain an attractive community residents can be proud of. We ask you to help maintain our high standards by following some basic rules:

Personal items may not be stored outside of your apartment front door or in any other common areas. Please ensure all of your personal items used outside return to your home with you.



Management or maintenance staff may throw away any items left in the common areas without notice.

Refer to your lease for further information under #10-CARE OF PREMISES

STAYING SAFE



EPIC Property Management has a strong commitment to safety. We ask you carefully observe the following to ensure you, your household and your neighbors remain safe.

Carbon Monoxide (CO) and Smoke Detectors

You are financially responsible for replacing the batteries in in your carbon monoxide and smoke detector as needed. We recommend that you replace the batteries twice a year at Daylight Savings. You can test your detector batteries at any time by pressing the test button. A disabled unit or a unit without functioning batteries will lead to a \$250 fine for the tenant. *Please refer to your Smoke Alarm/Carbon Monoxide Alarm Addendum.*

Fire Sprinklers

For your safety do not tamper with or hang anything from a sprinkler head. Never block or cover the sprinkler heads.

Fire Safety

Fire warning devices and safety equipment are to be used only in case of an emergency. The sounding of a fire alarm should be taken seriously and residents should proceed according to the instructions posted in and about the property. **In the event of a fire call 911 and exit to the parking lot immediately.** Do not return to your unit until the fire department indicates it is safe to go inside.

Reporting Crimes

For personal and community safety you must report any crimes. If you think a crime is taking place in your building, or someone is in danger, **call 911**. For more information please refer to your *Criminal Activity Addendum*.

Domestic Violence

EPIC is committed to providing a community that is safe from violence or aggressive behaviors of all types. We know that sometimes violence can occur behind apartment doors.



- If you are experiencing domestic violence or observe or hear what could be domestic violence, call 911.

- Your Community Manager can provide you with resources specific to helping victims of domestic violence.
- Remember that an EPIC resident who is a victim of domestic violence cannot be evicted as a result of that violence.

Refer to the Domestic Violence Addendum in your lease packet.



LEASE OVERVIEW

We want you to be a successful resident! A big part of being a successful resident is understanding what is expected of you. Your Lease and Community Rules detail your rights and responsibilities as a tenant and EPIC's rights and responsibilities as property manager. It is important you read your lease and understand it. If you do not understand any part of your lease, please ask staff for help.



Key points to remember

Move In Utility Requirements

Accounts for all utility services that are not paid by EPIC should be in your name before you take possession of the apartment. A \$25 fee will be assessed if by the second month the utility service is not in your name. If at any point during the lease term the resident-paid utility service either becomes inactive or is placed into EPIC's account, you will be in violation of the lease. At that point, you may be subject to eviction or other legal proceedings.

Payment of Rent

Methods:

- You may pay with a personal check, money order, or cashier's check in person, through the mail or via the office drop box.
- You may pay online through the Yardi RentCafe website at www.rentcafe.com.

Dates:

- All rental fees, as required by the Lease Agreement, are due on or before the 1st of the month.
- You have through the 4th day of the month to pay without penalty.
- A Late Fee is assessed on the 5th of the month. The office drop box is open 24 hours a day, 7 days a week.
- *Refer to your lease under Terms and Conditions #2 for further information.*

If You Cannot Pay the Rent or Utilities

We want you to keep your home. If you are having trouble paying your rent or utilities, contact your Community Manager right away. We can connect you to services that may be able to help.

Reasonable Accommodations

EPIC provides reasonable accommodations to applicants and residents with disabilities where it is needed to provide an equal opportunity to use and enjoy EPIC housing and programs. Please refer to your lease for further information under **#34-REQUESTS FOR REASONABLE ACCOMMODATION/MODIFICATION**

Renter's Insurance



WE STRONGLY RECOMMEND YOU SECURE ADDITIONAL RENTER'S INSURANCE for losses to your personal property or personal injuries due to theft or other criminal activity, fire, water damage, etc. EPIC and Housing Works will NOT be responsible for injuries or damages to persons or property.

Personal Property Insurance



Please be aware that EPIC takes many precautions to maintain the safest living environment possible, but we are not liable for any losses or damages that may occur to your personal property.

WE STRONGLY RECOMMEND YOU OBTAIN PERSONAL PROPERTY INSURANCE FOR ALL OF YOUR VALUABLES.

When might you need this insurance? One example is: your neighbor has flooding in their unit that also floods your unit and damages your belongings. You will have to stay in a hotel while the unit is being repaired and then you will need to replace the items that were damaged. Depending upon your renter's insurance, it can help in your short-term living situation (covering hotel costs) and possibly in replacing your personal items.

Smoke Free

Please refer to your Smoking Policy Addendum. There is NO smoking of any type allowed in the homes.

Guest Stay Limits

Please refer to your lease. Guests are not allowed to spend more than 10 consecutive days or a total of 20 days in a 12 month period. Please notify us of any anticipated extended stay by a guest.

Quiet Hours

Quiet hours are between the hours of 10PM and 7AM. Please be a good neighbor and keep noise at a reasonable level.

Pets

Please refer to your *Pet Agreement Addendum*.

Inspections

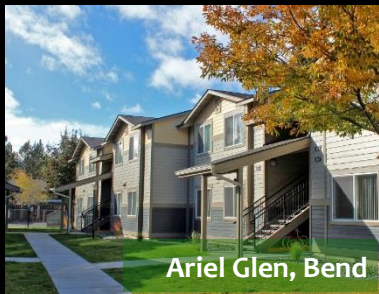
Apartment inspections will occur for preventative maintenance and condition assessment. Residents will be notified in writing and in advance of these inspections. In the event a resident has previously violated lease policies regarding proper cleanliness, guest privileges or the pet policy, a document will be served as notice for management to re-inspect the apartment as necessary to ensure there are no further violations. *Refer to your lease under #17-ACCESS.*

Moving Out

EPIC understands circumstances can change, and moving out could someday be a necessary next step for you and your family. Prior to moving, please provide a 30-day written notice to your Community Manager. If you need help or support with disposing of large items, contact your local Habitat for Humanity, Salvation Army, Thrift Store, Garbage Company or talk to your Community Manager for scheduled pick up of items. Do not place the items by or in the garage enclosures.

OTHER RESOURCES AND DOCUMENTS INCLUDED IN YOUR PACKET

- Site Plan
- Property Map
- Utility companies and contact information
- Recycling information and brochure
- Maintenance Charges and a copy of a Request Form
- Reasonable Accommodations Form
- Grievance Form



Ariel Glen, Bend



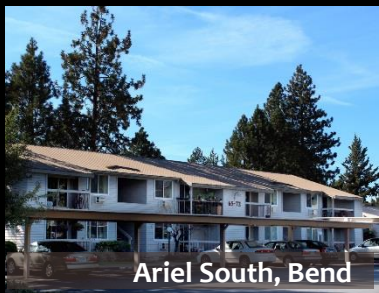
Chennai Landing, Madras



Horizon House, Bend



Quartz Apartments, Redmond



Ariel South, Bend



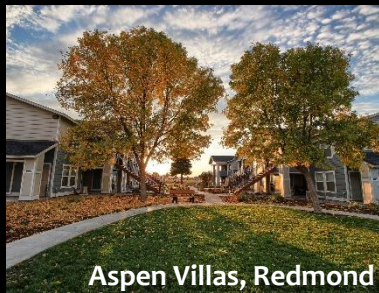
Cook Crossing, Redmond



Menta Park, Madras



Reindeer Meadows, Redmond



Aspen Villas, Redmond



Daggett Townhomes, Bend



Moonlight Townhomes, Bend



Riverside Apartments, Prineville



Barbara's Place, Redmond



Eastlake Village, Bend



Ochoco School Crossing, Prineville



Spencer Court, Redmond



Brentwood Manor, Redmond



Emma's Place, Bend



The Parks at Eastlake, Bend



Summit Park, Bend



Canyon East, Madras



Fairhaven Vista, Redmond



Prairie House, Prineville



Tamarack Village, Sisters



Centennial Point, Bend



Healy Heights, Bend



Putnam Pointe, Bend

