

Community Guidelines

[Insert Property Name]
[Insert Property Address]

Why do we have community guidelines?

- We want everyone to feel safe and comfortable.
- We want this to be a place where everyone enjoys living.
- We need to follow the law and treat everyone fairly.

What you will learn about in this document:

- Everything you need to know about your rent
- How to feel safe and comfortable living at [Property Name]
- How to take care of your unit
- How to participate in community safety and care

Please Note: As you read through this document, reach out to your Property Manager or other site staff if you have any questions or need further clarification. We want to provide as much information as possible to make sure you understand these guidelines to living in our community. At the end of this document, we will ask you to sign your name, showing that you have read and agree to do your best to uphold these standards to help create a safe, enjoyable, and inclusive living experience for everyone at [Property Name].

Please Note: In the Community Guidelines, “you” means you and all members of your household. If there are other words you do not understand, look at the end of the document.

Rent, Resident Safety & Comfort Rules:

Section 1: Rent

Section 1 Overview: In this section on rent, you will learn about when rent is due and the potential fees for late payments. You will also find out how to pay rent, including acceptable methods and what's allowed. Lastly, this section covers what to do if your check bounces or is returned, including the reasons this might happen and the consequences. Additionally, it explains fee exceptions for certain housing programs.

1.1 Rent Due Date:

- Rent is due the first day of each month. You may have to pay a fee if your rent is late. The fee can be found on your lease agreement.
 - **Please Note:** If you receive any sort of benefit that may impact your rent payment schedule, please coordinate with Property Management.

1.2 How to Pay Rent:

- You can pay rent in the following ways:
 - A check from your bank. This is called a “first-party” check or a “personal” check.
 - Money order
 - Cashier's check
 - [\[Add as needed\]](#)
- You cannot pay rent in the following ways:
 - Cash
 - A check that has been signed over to you. This is called a “third-party” check
 - **Please Note:** You have to get approval from Property Management before another person or organization pays your rent.

1.3 Returned Checks:

- A returned check means a check that cannot be used. It can also be referred to as a “bounced” check.
 - A personal check may be returned to you because:
 - There is not enough money in your bank account

- Your bank account is closed
- You asked the bank to stop the payment
- You forgot to sign the check
- If you have a personal check returned more than once during a Lease period, you will not be allowed to pay rent with a personal check. You will have to pay with a money order or cashier's check until [Project Name] Property Management approves.
- [Remove if you operate a Section 202/8 Housing, Section 202 PAC Housing, Section 202 PRAC Housing, Section 811 PRAC Housing] If you live in Section 8 housing, Property Management can charge a fee for returned checks if it happens more than once. You will have to pay any fees that Property Management has because of your returned check.

Section 2: Resident Safety and Comfort

Section 2 Overview:

2.1 Residents and Guests:

- As defined in the "Important words to know as you read these guidelines" section, a Resident is defined as someone whose name is on the lease. Only people with names on the lease can live in the unit.
- We understand that everyone's living situation changes, therefore, the number of people you live with could change. Some examples include having a baby, someone passes away, or a roommate needs to move out.
 - In the event that the number of residents in your unit changes, you have _____ days to tell Property Management.
- If you want someone to move in with you, please ask Property Management. The person you want to move in with you have to:
 - Meet Resident Selection Criteria - This is a list of things a person has to have or do in order to live at [Property Name]. Reach out to your Property Management team for more details.

2.2 Guests:

- At [Project Name], you are more than welcome to have guests. Guests can stay overnight _____ days per month. If you need additional days for any reason, make sure to connect with Property Management or other site staff for approval.

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- Important responsibilities as a resident:
 - If your guest breaks something or damages common space property, you may have to pay for it.
 - Guests who break rules may be asked to not come back to the property.
- [If Applicable] 2.2.1 When your guest(s) visit, they need to show one of these at the front desk:
 - Passport
 - Driver's License from the United States or Canada
 - Other ID Cards from the United States such as a State ID.
- [If Applicable] 2.2.2 Your guest needs to sign their full name at the front desk
- [If Applicable] 2.2.3 Property Management and site staff may ask you if you want a certain guest to come in. They may also ask you to meet your guest at the front door.

2.3 Sublease:

- You may not sublease your unit. Sublet means having someone pay you directly to live in your unit. At [Property Name], you cannot let someone else live in the unit that does not have their name on the lease.

2.4 Trash:

- All residents have the right to a pleasant living environment. You and any Covered Persons have to not keep trash or anything else that could be dangerous or cause disruption inside or around your living space or the property. This includes items like hazardous chemicals or anything with unpleasant odors.

2.5 Noise:

- Please remember to keep noise down. It is important to not make loud sounds that might bother your neighbors or other people living at [Property Name]. This rule applies to noises from cards to loud music.
- In this community, we have specific times called "Quiet Hours". During Quiet hours, you and anyone covered by this rule shouldn't make noise that can be heard outside our unit. If you're making noise outside during these times, Property Management might kindly ask you to move indoors.
- Quiet Hours at [Property Name] are:
 - Weekdays: _____ PM - _____ AM
 - Weekends: _____ PM - _____ AM

2.6 Crime:

- While living in this community, you and any Covered Person are not allowed to engage in criminal activities or make plans to do so.
- If you commit a crime or are found planning one, the Property Management team has the authority to make you leave the unit at [Property Name]. This applies even if no one has been arrested for the crime.

2.7 Drugs:

- Engaging in drug-related activities within [Property Name] is strictly prohibited for both you and any Covered Persons.
- Controlled substances refer to drugs that are unlawful to possess or distribute. Section 102 of the Controlled Substances Act tells you what counts as a controlled substance.
- Here is a brief overview of Section 102 of the Controlled Substances Act. It categorizes drugs and substances into different “schedules” (Schedules 1 to 5):
 - **Schedule 1:** Includes drugs and substances that have a high potential for abuse, have no currently accepted medical use in treatment in the United States, and lack accepted safety for use under medical supervision. Examples include: heroin, LSD, and ecstasy.
 - **Schedule 2:** Includes drugs and substances that have a high potential for abuse, but they do not have accepted medical uses under strict regulations. These drugs can lead to severe psychological and physical dependence. Examples include: oxycodone and stimulants like methamphetamine.
 - **Schedule 3:** Includes drugs and substances that have a lower potential for abuse compared to schedule 1 and 2 drugs. They have accepted medical uses and may lead to moderate or low dependence or high psychological dependence. Examples include: certain steroids and some combination products containing less potent opioids.
 - **Schedule 4:** Substances in this category have a lower potential for abuse compared to schedule 3 drugs. They have accepted medical uses and may lead to limited physical or psychological dependence. Examples include: common prescription medications like Xanax and Valium.

- **Schedule 5:** This category includes substances with the lowest potential for abuse among controlled substances. Examples include: medications containing very small amounts of opioids used for cough suppression.
- **Please Note:** It is important to note that specific classification and regulation of controlled substances can vary over time and by jurisdiction. For the most up-to-date and preface information, refer director to the Controlled Substances Act and consult legal or medical professionals when necessary.
- You cannot make, sell, give away, or have controlled substances.
- You are Covered Persons cannot have or use marijuana in your Unit or anywhere else on the property.

2.8 Guns and Weapons:

- You and Covered Persons Cannot:
 - Have a gun without a license
 - Have an illegal weapon
 - Have anything that explodes
 - Fire a gun
 - Threaten someone with a gun
 - Use a BB-gun, pellet gun, or slingshot
 - Use a fake gun or weapon to scare or threaten someone
 - Threaten someone with something that looks like a weapon

2.9 Harassment:

- You and all Covered Persons cannot intentionally harass or threaten:
 - Other residents
 - Guests
 - Visitors
 - Property Management and other Site Staff
 - Workers
 - Anyone else in the Community
- Harass means doing something that intentionally scares, offends, or threatens someone else. It also means doing something that stops someone from doing their job well.
- Examples Include:
 - Saying something to them or near them such as:
 - Racial slurs
 - Ethnic jokes

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- Showing them something offensive
- Acting something out offensive
- Touching them without their permission
- Posting offensive statements or posters
- Asking for sexual favors. Sexual favor means doing a sex act for money or something else
- Pursuing someone sexually when they do not want you to
- Saying, writing, or acting our sexual words or actions
- If any of these occur:
 - Write a complaint to Property Management if you are harassed or see someone else being harrassed. Property Management is responsible for looking into harassmt complaints. Property Management has to report to [Organization Name].
- If Property Management or another worker harrasses you, you can tell their supervisor or at the [Organization Name] office. You do not need to write your complaint to Property Management in this scenario.
- Property Management will investigate every harassment complaint. Investigations will happen quickly and privately.
- You should not be punished or hurt for making a complaint. This is called retaliation and it is not allowed.

2.10 Reporting Safety Issues:

- If Property Management thinks you or someone you live with is not safe, they will contact the government agency that can help you.
- This law says Property Management has to report abuse, neglect, or lack of supervision for:
 - Animals
 - Seniors
 - Children

2.11 Workers at [Property Name]:

- You and Covered Persons cannot do anything that stops the workers at [Property Name], or anyone who provides services for [Property Name], from doing their jobs. You also cannot threaten them.

2.12 Outdoor Areas:

- You cannot do anything outside at [Property Name] that could:
 - Hurt you
 - Hurt other people

- Damage or break anything

2.13 Keys:

- Only people on the Lease can have keys to your Unit or anywhere else on the Property. You cannot make copies of your keys to give to other people like guests and relatives unless you write to Property Management and tell them. To do this, please follow the Reasonable Accommodation process. What you can do is loan your keys to friends or family for a short period of time.
- Each Unit gets one set of keys. You can pay for more keys. Property Management can decide not to give you more keys as well.
- When you move out, you have to return your keys to Property Management. You may need to pay for each key you do not return. You may need to pay to change the locks if you do not return your keys.

2.14 Lockout:

- Be careful not to lock yourself out of your Unit.
- If you lock yourself out more than _____ times, Property Management will make you pay \$_____. If the office is closed, you will need to call and pay a locksmith to let you in. Property Management does not provide or pay for a locksmith.

2.15 Lost Keys:

- You need to tell Property Management right away if you lost your keys. You will need to pay for a new key. Property Management may want to change your lock if you lose your keys too. You will need to pay to change the lock.

2.16 Lock Change:

- You can ask Property Management to change locks on your doors and windows.
- If you ask to change the lock to protect you or someone who lives with you from someone who does not live with you, you have to show Property Management:
 - A court order saying that person cannot contact you, **or**
 - A police report naming that person.
- If you ask to change the lock to protect you or someone who lives with you from someone else that lives with you, you need to show Property Management:

- A court order saying that person cannot contact you
- You do not need to pay money for the first lock change if you show Property Management these documents.
 - You will have to pay if you need to change the lock more than one time.

2.17 Restraining Orders and other Stay Away Orders:

- A Restraining order is a legal document that says someone cannot come near or talk to someone else. Stay away orders are other kinds of legal documents that say someone cannot come near or talk to someone else.
- If you have a Restraining Order or other protective order, you need to tell Property Management within 24 hours.
- You need to follow the Restraining Order or stay away order until the order ends.

2.18 No Cash to Pay Rent, Repairs, and Fees:

- Unless the law where you live says it is allowed [\[Yes/No\]](#), you cannot pay for rent, repairs or fees using:
 - Cash
 - Blank Money Orders

2.19 No Tips or Gifts to Workers:

- You cannot give tips or gifts to any of the workers at [\[Property Name\]](#).

2.20 Resident Businesses:

- You cannot run most kinds of businesses from your Unit or on the Property. There are two types of businesses you can run on the Property. They include:
 - **Incidental Businesses** - These are businesses that are usually done by 1 person. Usually, the person is under 18. Examples are delivering newspapers and babysitting. You can learn more about what an incidental business is in the [HUD Handbook 4350.1](#)
 - **Licensed Small Family Day Care Homes** - You have to tell Property Management 30 days before you open a small family day care home. You also have to follow all of the Health and Safety Code Sections [1597.30](#) - 1597.621, and all other laws and requirements for small family day care homes.
- You cannot have a garage sale or yard sale unless Property Management approves it.

2.21 Pets and Assistance Animals:

- **[If the property doesn't allow pets]** You cannot have a pet in your Unit or on the Property.
 - You and Covered Persons cannot bring animals to the Property except for Assistance Animals. Assistance Animals include:
 - Service animals
 - Emotional support animals
 - You cannot bring aggressive or dangerous animals to the Property.
- **[If the property allows pets]** You can have pets in your Unit
 - Property Management has to approve your pets before they move in. You have to contact Property Management to meet with you and your pet.
 - Once Property Management says your pet can move in, you and all adults who live with you will sign a Pet Agreement. You have to follow all Pet Rules.
 - You and Covered Persons cannot bring other animals to the Property except for Assistance Animals. Assistance Animals include:
 - Service animals
 - Emotional support animals
 - You cannot bring aggressive or dangerous animals to the Property.
 - You cannot have a fish tank bigger than 2.5 gallons.
- **[If Senior Property] HUD Senior Properties -** You can have pets in this senior housing community.
 - Property Management has to approve your pets before they move in. You have to contact Property Management to meet with you and your pet.
 - Once Property Management says your pet can move in, you and all adults who live with you will sign a Pet Agreement. You also have to follow all the Pet Rules.
 - You and Covered Persons cannot bring other animals to visit the Property except for Assistance Animals.
 - You cannot bring aggressive or dangerous animals to the Property.
 - You cannot feed or keep wild, stray, or feral animals on or near the Property.

2.22 Moving Units:

- Property Management will try to help you move to a new Unit on the Property if:

- You need to for medical reasons
 - You have too many or too few people living in your Unit
 - The right kind of Unit for you is available (e.g. ADA Unit)
- You cannot move to a Unit that is the same size as the one you live in unless you need to for medical reasons. You will need to show paperwork that says there is a medical reason you need to change Units.
- You will move to a Unit that is the right size for you and the people who live with you. The type of Unit you get depends on the requirements you meet and how much money you make.
 - You have to write to Property Management to tell them you want to change Units (Reasonable Accommodation). Property Management will put you on a list. You may need to wait until a unit becomes available for you.

2.23 Continuous Occupancy:

- Continuous Occupancy means:
 - Your Unit is the only place you live
 - You live there all the time
- You can only rent affordable housing if you live there all the time.

2.23.1: You have to write to Property Management within _____ days if anyone in your Unit moves somewhere else.

2.23.2: You have to write to Property Management if you will not be living in your Unit for _____ days or more. You have to write to Property Management _____ days before you leave. You have to pay your rent while you are gone.

 - **Please Note:** This does not include situations where you are hospitalized or it is impossible to do so.

2.23.3: Property Management can ask you to prove you live in your Unit. You have to give them the proof they ask for. If you leave for 180 days in a row, that means you abandoned your Unit. Property Management can end your lease unless:

- You prove there was a reason you were not there (like being in the hospital)
- Your household proves you have been living there

2.23.4: If you are not living in your Unit, Property Management came inside without telling you to check on the Unit and make repairs.

- **Please Note:** This is only if Property Management knows you have not been living in your Unit and has given multiple notices.

2.24 Options for People with Disabilities:

- The law says Property Management has to provide “reasonable accommodations” to anyone on the lease who needs them. Reasonable accommodations are changes to Units, the Property, rules, or processes to make sure people with disabilities can use them. These changes will be made unless they cause an undue burden. The definition of undue burden is the changes would be very expensive or difficult to make.
- Examples of reasonable accommodations include:
 - Letting people who cannot write send messages to Property Management in other ways:
 - Speaking to Property Management
 - Using an interpreter
 - Having family, friends, or caretakers speak to Property Management
 - Changing a Unit so a person in a wheelchair can use it
 - Installing a smoke detector with a flashing light for a person who cannot hear the alarm
 - Allowing a seeing-eye dog to live in a Unit with a blind Resident
 - Making large-type documents or having a reader for a person with a vision impairment
 - Having a sign-language interpreter for a Deaf person
 - Letting an outside organization help a person with a disability complete their annual recertification
- **You can always request reasonable accommodation. You do not have to tell Property Management what kind of Disability you have. You only need to share enough information to prove you need the accommodation or change.**

2.25 Accessible and Adaptable Units:

- Some Units have special features so people with disabilities can use them.
- If you live in one of these Units, you may have to move if someone else needs those features and you do not.
- [If the project has HUD funding] We will pay for you to move to a new Unit.

2.26 Complaint Process (Grievance Procedure):

- The Complaint Process means the steps you take if you think Property Management has treated you unfairly, for example, through discriminatory actions.
- If someone treats you unfairly because of your disability, you can also

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contact your local 504 Coordinator:

- [Insert local 504 Coordinator contact information here]

2.27 Video Cameras on Property:

- We use video cameras on the Property. We only use them to make sure everyone and all your items are safe.
- We cannot guarantee that you and your items will be safe and secure just because we have video cameras.

Guide to Community Living:

Section 3: Taking Care of Your Unit

Section 3 Overview: This section provides in-depth information about how to take care of your units and how to work best with Property Management. At [Property Name], Property Management and other staff want to work with you to ensure you have the best experience possible while living here. This includes having open communication if anything breaks accidentally in your Unit or if you would like to change something. Property Management and site staff are here to help you through these processes.

3.1 General Care:

- Your Unit has to always be safe and clean. Your Unit includes:
 - Inside your Unit
 - Doorways
 - Patio
 - Backyard
 - Any other areas listed on your Lease

3.2 Unit Inspections:

- Before you move in, Property Management will:
 - Clean your Unit
 - Make sure everything is working properly
- When you move in, Property Management will show you your Unit. You will write down how everything looks and works. This is called an inspection.
- Property Management will look at your Unit every few months or once a year. They will do inspections to make sure your Unit is safe and that everything is working properly. If Property Management finds something wrong or needs additional attention, they will work with you until the issue is fixed.
- If Property Management needs to enter your Unit, they will give you a 24 hour notice before they enter.
- Property Management can inspect the Unit at any point, as long as they tell you 24 hours before they enter your Unit. These incidents are limited

but include:

- Pest Control
- Annual Fire Inspections
- Concerns for your safety
- When you move out, you can ask for a pre-inspection. A pre-inspection will tell you what you may have to pay for when you move out, Property Management will first subtract any cost from your security deposit. You can fix, clean, and/or replace these things before you move out so you will not have to pay. After the pre-inspection, you and Property Management will inspect the Unit together. You will then have 48 hours to prepare for this inspection. You will have to pay for anything that is *damaged* beyond normal wear and tear.
 - *Damaged*: This includes broken appliances (stove refrigerator, dishwasher, etc.), damaged windows, holes in the wall, and stains.
 - *Normal Wear and Tear*: This includes minor marks, scuffs, worn carpet or flooring, small nail holes to hang pictures, or faded and worn-out paint.
- You cannot get a pre-inspection if you are evicted.

3.3 Maintenance and Repairs:

- Maintenance means checking on and making repairs to the Units and Property.
- You have to tell Property Management within 24 hours if you have a problem with:
 - Pipes and plumbing
 - Heating
 - Rain or other bad weather damaging your Unit
 - The security of your Unit, like your door and window locks
 - Other problems in your Unit or the Property
- To tell Property Management you have a problem that needs to be fixed:
 - [Instructions to submit a work order during normal business hours]
- If the repair is for something that you accidentally broke, you may have to pay for it. If you do have to pay for it, you will pay for the time of the worker that fixes it and for the replacement parts.
- You should replace light bulbs in your Unit yourself.

3.4 Maintenance Hours:

- Most repairs happen between _____ am and _____ pm. If you need an emergency repair, call [number].

3.5 Moving for Repairs:

- You may need to leave your Unit for big repairs. Property Management will work with you to decide if you need to leave your Unit. If you do need to leave your Unit, they will have you to go:
 - Another Unit at your Property
 - Another Unit somewhere else
 - A hotel
- Property Management may need to move you to a new Unit. They will tell you in advance if they want you to move. The Unit they move you to will be like your Unit. Your Lease and all rules and guidelines will be the same at this new Unit too.
- Sometimes, you will only need to leave your Unit until the repairs are done. Property Management will let you know when you can move back into your Unit. They have to tell you by 2 days after they finish repairs. You also have to leave the Unit or hotel you lived in while the repairs were happening completely empty when you leave.

3.6 Fire Hazards:

- Anything that can catch fire needs to be in a sealed container. These containers cannot be close to heaters, ranges, or other things that make heat. You cannot keep furniture or items that could start a fire or create a health and safety problem.
- You cannot store oxygen tanks outside your Unit. Tell Property Management if you use an oxygen tank. Anyone who uses an oxygen tank has to follow the safety rules that come with the oxygen tank. You cannot smoke near oxygen tanks. You also cannot keep oxygen tanks near things that catch on fire like:
 - Grease
 - Oil
 - Lubricant
 - Vaseline
 - Hand lotion
 - Aerosol spray
- If your Unit is in a building with shared interior hallways, you have to keep the door to your Unit closed.
- You can only use fire escapes and emergency exits if there is an emergency. You cannot prop open the fire doors.

3.7 Smoke Alarms and Carbon Monoxide Detectors:

- Your Lease says you have to take care of the smoke and carbon monoxide detectors in your Unit.
- You have to check the detectors' batteries regularly. You have to change the batteries before they die. [\[Remove the following for HUD properties\]](#) If you need assistance, reach out to Property Management.
- Your Lease says you cannot take down or make changes to your smoke and carbon monoxide detectors.
- You have to tell Property Management if there is something wrong with your smoke and carbon monoxide detectors. Follow the same steps as when you put in a Work Order.

3.8 Phone and Cable:

- You have to contact the phone and cable company if you want phone or cable services. They cannot install wires anywhere outside your Unit without Property Management's written permission.
- [\[Inquire with Resident Services if applicable\]](#)

3.9 Damage from Appliances:

- If you intentionally use your appliances the wrong way and they break or cause damage, you will need to pay for it.

3.10 Stoves, Fan Hoods, and Refrigerators:

- You have to keep stoves, fan hoods, and refrigerators clean. They may be unsafe if they are dirty. If you damage your stove, fan hood, or refrigerator, you may have to pay for it.

3.11 Appliances:

- You cannot bring in any appliances that Property Management does not approve. Appliances include:
 - [Dishwasher](#)
 - [Washing machine](#)
 - [Clothes dryer](#)
 - [Water filtration systems](#)
 - [Freezer](#)
 - [Portable Heaters and space heaters](#)
 - [Air conditioner](#)
 - [Aerial Antenna](#)
 - [Other electrical equipment](#)

- You can only use the dishwasher, washing machine, and/or dryer that Property Management gives you.

[If Applicable] 3.12 Garbage Disposals:

- Run water during and after you use your garbage disposal.
- Only place soft food in your garbage disposal.
- Be mindful of what you place in your garbage disposal. We highly recommend not placing any of these in your disposal:
 - Starchy foods like potatoes
 - Fibrous foods like banana peels
 - Grainy foods like coffee grounds or eggshells
 - Anything that is not food
- If you accidentally break your garbage disposal by using it in the wrong way, you may need to pay for its repair.

3.13 Plumbing:

- Only use the toilets, sinks, and drains for what they are made for.
- Do not use paper towels or other heavy materials and flush them down the toilets or drains. You may need to pay to fix the plumbing if you cause damage to the toilets, sinks, or drains.

3.15 Saving Water:

- If your faucets or a pipe is leaking, please tell Property Management right away. This will help save water.

3.16 Drawers and Countertops:

- If you choose to line your shelves, only use paper without sticky backs to line your shelves and drawers.
- Use a cutting board when cutting on the counters. If you damage the counters significantly, you may have to pay for their replacement.
- If you are working on a project and have questions, please reach out to Maintenance or Property Management.

3.17 Moving Furniture:

- If you are moving big furniture in or out of your Unit, tell Property Management as soon as you know. Please be extra cautious when moving this furniture as you may have to pay if it causes any damage.

3.18 Waterbeds:

- Waterbeds or any other water-filled furniture are not allowed at [Project Name]. If you have water-filled furniture and it breaks and causes damage, you may be held responsible to pay for repairs.

3.19 Windows:

- You are responsible for cleaning the inside of your windows and windowsills. That includes window coverings like blinds.
- In the event of bad weather like storms or high winds, please close windows immediately. If there is damage due to windows being left open, you may be responsible to pay for damages caused by the storm.
 - If you are out of the building and need Property Management to close a window for you, call [Management Phone].

3.20 Window Coverings and Blinds:

- As a Resident, you need to keep your window covering/blinds clean.
- If there is damage to your blinds outside of wear and tear, you may have to pay for any damages.
- You cannot change the color or design of the window coverings/blinds.
- You also cannot change or take down the window coverings/blinds in your Unit and on the Property.
- If you have a disability and for any reason need different window coverings or blinds, please see the Reasonable Accommodation process.

3.21 Screens:

- Your Unit may have screens in the windows.
- If your Unit has screens, please take good care of them by washing them from inside.
- If you break your screens or damage them, you may have to pay to replace them.

3.22 Hanging Things from Ceiling:

- You cannot hang anything from your ceiling. This includes:
 - Plants
 - Lamps
 - Mobiles
 - [Add as needed]

3.23 Outdoor Spaces:

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These Guidelines were last updated [Insert Date]

- As a member of a community, please keep all outdoor places clean and neat. This includes:
 - Entryways
 - Patios
 - Parking spaces
 - Porches
 - Decks
 - Backyards
 - Community areas
 - [Add as needed]
- If you have a balcony, you cannot hang anything or shake anything out on the balcony for safety reasons. You also cannot hang laundry or rungs from your balcony or deck.
- Additionally, you cannot store trash, debris, or a lot of things in any outdoor places. Things you cannot store in these places for safety concerns include:
 - Boxes
 - Brooms
 - Mops
 - Bicycles
 - Buckets
 - Recycling
 - Furniture
 - Carpets
 - Tarps
- If you choose to keep something outside and it gets taken or is lost, Property Management is not responsible to replace anything.
- If you have a pet, do not leave them alone in our outdoor space.
- If you have outdoor walls, you cannot attach anything to them, including:
 - Nails
 - Screws
 - Bolts
 - Tacks
 - Claps
 - Tape
 - Glue
 - Hooks
- If you have outdoor furniture, please confirm with Property Management before bringing it onto the Property.

3.24 Plants:

- If you choose to have plants inside your Unit or in an outdoor space, please make sure to follow these instructions:
 - If your balcony is made of wood or stucco, you cannot place plants directly on it because it can potentially damage these materials.
 - Residents cannot attach planters to any building walls.
 - If you want to hang plants, you can only hang them from railings.
 - For yours and others' safety, plants cannot block doors or entryways.

3.25 Barbecues (BBQs):

- **[Adjust/remove if not applicable]** Note there is a shared grill at [Property Name] in [location of shared grill]
- At [Property Name], you cannot have a personal barbecue grill, hibachi grill, or smoker. This includes grills that run on:
 - Charcoal
 - Wood
 - Propane
 - Gas
 - Electricity
- For property safety, also cannot have barbecues in the following areas:
 - Common areas
 - Balconies
 - Patios
 - Backyards
 - Landings
 - Front porches
 - Sidewalks
 - Streets

3.26 Satellite Dishes/Cable Television:

- The law says you can have a satellite dish and/or receiving antenna in your Unit.
- Some Units may not be able to have a satellite dish because of where it is located. You can find out by checking with your Property Management team.
- Property Management does not have to find a place to put a satellite dish
- You have to ask Property Management before a satellite dish is installed.

Additionally, you will have to sign a Satellite Agreement before putting up a satellite dish or antenna.

3.27 Changes to Unit or Property:

- In the event you want to change anything inside or outside your unit, you have to check with Property Management first. Some changes include:
 - Painting
 - Window coverings
 - Putting in calves, satellite dishes, and antennas
 - [Other changes]

3.28 Signs and Outside Decorations:

- If you want to place anything on your windows, doors, outside walls, or in common areas, please check with Property Management or [Services Staff] first. Items include:
 - Decorations
 - Signs
 - Signals
 - Stickers
 - Advertisements
 - Pictures
 - Notices
 - Radios
 - Awnings
- An example of an exception are decorations for holidays. If you plan to decorate for a holiday, please share with Property Management.
 - Please take down holiday decorations within 15 days of the holiday.
 - Do not use glue or strong adhesives on doors and walls when decorating.
- You can have political signs and advertisements in your window or door if they follow the state and local laws. Ask Property Management if you have any questions or need more information.

3.29 Renters Insurance:

- The Owner of the Property has fire and property insurance. This insurance does not protect your items and furniture. We strongly recommend you get renters insurance to protect your belongings. [If you are interested and need assistance, reach out to Management or Services staff].

Community Guidelines for [Property Name]

These Guidelines were last updated [Insert Date]

- Property Management is not responsible for your items if they are lost or damaged while on the Property. These areas include:
 - Common areas
 - Laundry rooms
 - Cars
 - Units
 - [Other]

3.30 Security Deposit:

- Before you move in, you will pay a security deposit.
- Property Management can keep part of or all of your security deposit to pay for:
 - Unpaid rent
 - Key charges
 - Late rent fees
 - Non-sufficient fund charges
 - Damages
 - Maintenance charges
- In the event that you pass away or are unable to make choices for yourself:
 - Property Management will give your security deposit to the person on your emergency contact list. They may also give them to anything left in your Unit.
 - The law says your emergency contact has a certain amount of time to pick up your belongings. If they do not, Property Management will donate or throw away the items left in the Unit.

Section 4: Community Safety and Care:

Section 4 Overview: This section will give you an overview of how to live in community with others, how to keep yourself and others safe, and when to know your rights as a resident at [Property Name]. This section highlights physical health and safety guidelines so your experience here will be as best as it can be.

4.1 Community Room [adjust name as needed]:

Community Guidelines for [Property Name]

These Guidelines were last updated [Insert Date]

- You and your guests can use the Community Room.
- Please do your best to be with your guests in Community spaces at all times.
- If you have a disability and may not be able to achieve this, please contact your Property Management team to coordinate.
- In the event you want to host an event in the Community Room, reserve it at least 1 week prior to using it. Property Management will give you written permission.
 - If your site has Services, notify them as well.
- Upon reserving a Community space, Property Management will ask you to sign an agreement, outlining how to use the space and how to clean it up.

4.2 Community Resource Center [Adjust/remove if not applicable]:

- Within Community spaces, please make sure to handle all shared resources with care.
- If there is damage caused to these shared resources you may have to pay for repairs or replacements.
- Shared Community resources include:
 - Community Room games
 - Community resources like cups and plates
 - Computers
 - Printers
 - [Other]

4.3 Common Area Television [Adjust/remove if not applicable]:

- You can use the television in the common area during posted hours.
- If there is a community event in the common area, please do not use the television or keep it on mute to be respectful of the event.
- You can sign out the remote at the front desk and use the television for _____ hours at a time.
- Although you signed out the remote, other Residents can join you to watch the channel you chose.
- Please be mindful of other Residents in the television area and do not interfere with any other activities if possible.
- The television area is not a place to sleep.
- If there is a problem with the television or any related equipment such as a DVD player, please tell Management right away.

4.4 Basketball Courts [Adjust/remove if not applicable]:

Community Guidelines for [Property Name]

These Guidelines were last updated [Insert Date]

- The basketball courts are open from _____ am to _____ pm.
- For your safety and for others, open containers, glass bottles, and food are not allowed on the courts.
- Please clean up after yourself and any guests after you use the basketball courts.
- You have to treat other people with respect and with sportsmanship on the basketball courts.
- Do not fight or disrupt anyone else on the courts. If a fight begins, Property Management can decide to not let you use them for a certain amount of time.
- Smoking and drinking alcohol are not allowed on the basketball courts.
- Please be mindful of the noise you may be making on the courts, especially during the evening.

4.5 Swimming Pool [Adjust/remove if not applicable]:

- Pool Dates:
 - Spring (MM/DD - MM/DD): Open/Closed from _____ am to _____ pm
 - Summer (MM/DD - MM/DD): Open/Closed from _____ am to _____ pm
 - Fall (MM/DD - MM/DD): Open/Closed from _____ am to _____ pm
 - Winter (MM/DD - MM/DD): Open/Closed from _____ am to _____ pm
- The pool will always close after dark.
- Property Management can change pool hours at any time.
 - **4.5.1 Lifeguard:** There will be no lifeguard at the Property. You and your guests will swim at your own risk. Property Management and Owners are not responsible if anything gets lost, someone gets hurt, or an accident occurs in the pool area.
 - **4.5.2 Code of Conduct:** Please refrain from the following in the pool area:
 - Running
 - Skating
 - Pushing
 - Fighting
 - Yelling and screaming
 - Using offensive language or curse words
 - Playing music too loud with speakers

Community Guidelines for [Property Name]

These Guidelines were last updated [Insert Date]

- Bring animals other than Assistance Animals
- Bring skateboards, skates, bikes, or any other motorized vehicles that are not used for mobility needs
- **Please Note:** Children under the age of 14 need to be with an adult in order to use the pool. This rule comes from the California Code of Regulations, Title 22, Chapter 20, Section 65535. [Adjust by state].
- **4.5.3 Guests:**
 - You can bring up to _____ guests per Unit to the pool. Please do your best to always be with your guests in common spaces like the pool. Like other community spaces, you will be held responsible for the actions of your guests.
 - We understand wanting to use the pool for an event, but the pool is not able to be reserved entirely. Please make sure to always leave space for other Residents to enjoy the pool.
 - Please do not open the gate for anyone except your guests. All Residents should use their own key to get into the pool area.
- **4.5.4 Food and Drinks:**
 - Food and drinks must remain on the provided tables.
 - Glass is not allowed in the pool area.
 - No smoking is allowed in the pool area.
- **4.5.5 Hygiene [Adjust/remove if not applicable]:**
 - The pool cannot be used as a shower.
 - Please do not use the pool if you are currently experiencing the following:
 - Open sores
 - Skin disease
 - Swelling around your nose or eyes
 - Currently ill with a runny nose or one that can spread to others
 - People who wear diapers have to use swim diapers in the pool.
 - No one is allowed to urinate in the pool.
 - If you choose to wear clothing in the pool, please use clothing that is made for water. Certain clothing can impact the water.
 - Please do not wear any other shoes that are not made for water in the pool.
- **4.5.6 Garbage:**
 - Since this is a shared Community space, you have to clean up after yourself and use the provided trash cans. Please do not

leave trash in the pool area.

○ **4.5.7 Safety and Security:**

- Life preservers are for emergencies only. Do not take them down if there is not an emergency.
- Please keep all gates and doors locked at all times.
- You and your guests may not climb or jump over the locked pool area. If you have any issues, please contact Management for assistance during work hours.
- If there is scheduled maintenance, please exit the pool and wait about 20 minutes for the pool to be cleaned. You may use the pool immediately after.

- **4.5.8** If you do not follow the rules, Management reserves the right to limit pool access.

4.6 Clothing in Common Areas:

- All Residents have to wear clothing in all common areas. This includes shirts, shoes, shorts, or pants.

4.7 Loitering:

- Loitering means standing or hanging out somewhere with no reason to be there. You and your guests cannot loiter on the Property. This does not include sitting in the Community spaces such as the Community Room. An example of loitering would be sitting in a shared stairwell.

4.8 Soliciting:

- Soliciting means going up to people to try and sell them something. You cannot solicit people or hand out flyers on the Property.
 - **Please Note:** If you are promoting a cause that is meaningful to you or that would benefit the community, please contact Property Management and [Services Staff] to coordinate.

4.9 [Adjust/remove if not applicable] Alcohol:

- You can only drink alcohol in your Unit. You cannot drink alcohol anywhere else on the Property.

4.10 Smoking [Review and select options below]:

- Smoking means lighting or having a lit:
 - Pipe
 - Cigar

Community Guidelines for [Property Name]

These Guidelines were last updated [Insert Date]

- Cigarette
- E-Cigarette
- Smoking includes tobacco or any other weed or plant
- **Option 1: No Smoking on the Property:**
 - You cannot smoke anywhere on the Property. This includes:
 - Your Unit
 - Private outdoor spaces
 - Common areas
 - Anywhere else on the property
 - You are breaking your Lease Agreement if you:
 - Break and law about smoking on the Property
 - Smoke in your Unit
 - Smoke in the Common Areas or Private Outdoor Spaces
 - These rules apply to anyone who lives on the Property or is a guest or visitor.
- **Choose One [States may vary]:**
 - Vapor/e-cigarettes are **not allowed**
 - Vapor/e-cigarettes are **allowed**
- **Option 2: No Smoking in Common Areas:**
 - You cannot smoke in the following places:
 - Common Areas
 - Private outdoor spaces
 - Anywhere else Management lists
 - You can smoke in your Unit unless another Resident complains about smoke or the smoke smell.
- **Option 3: Smoking Allowed in Certain Areas:**
 - You can smoke in the areas Management lists:
 - [List areas]

4.11 Management Cannot Guarantee a Smoke-Free Property [Must include if No Smoking Option is Selected above]:

- The Owner, Property, and Property Management have made this a “no smoking property”, but we cannot guarantee that you will not be near smoke.
- Management will do their best to create a community that follows these guidelines.
- Property Management is not responsible if someone breaks those rules, but please contact Property Management if you have any concerns or questions.

4.13 Parking [If applicable, revise as needed]:

- If you received a parking spot on the Property, you agree to follow the rules provided. The Parking Agreement has the rules for parking at [Property Name].
- Please do not repair your car on the Property, make oil changes, or wash your car. We appreciate your cooperation in keeping our parking spaces clean
- If you have an assigned parking spot that is accessible to people with mobility impairments, you have to use a different spot if someone else needs the accessible one.

4.14 Bicycles and Motorcycles:

- If you have a bike or motorcycle, please register them with Property Management and ask them for guidelines on where to safely park them.
- Please do not repair your bike or motorcycles in common areas or in your Unit.

4.15 Automatic Gates [If applicable, revise as needed]:

- Some parts of the Property have gates that automatically open and close. These gates are only for cars. Please do your best not to walk through these gates if you do not need to for safety reasons. You and Covered Persons also cannot climb on or hop over the gates.
- You can have an opener for the automatic gate if you have:
 - A car that has current registration
 - Proof of car insurance
 - A valid driver's license
 - And confirmed parking behind the gate
- If you lose or break your gate opener, please let Property Management know right away and you may have to pay for a new one.

4.16 Walk Thru Gates [If applicable, revise as needed]:

- Only Residents can use the keys, keycards, or fobs to enter the Property through the walk thru (pedestrian) gates.
 - If you have outside support services, please get in touch with Property Management to discuss.
- You cannot give your keys, keycards, or fobs to anyone who does not live in your Unit.

Community Guidelines for [Property Name]

These Guidelines were last updated [Insert Date]

- If you have outside support services, please get in touch with Property Management to discuss.
- You cannot let anyone into the gates that you do not know or who is not allowed on the Property.
- You cannot prop open the gate doors unless you coordinate with Property Management.
- If you lose your key, key card, or fob, you may have to pay for a new one.

4.17 Mail:

- Only Residents can have mail delivered to the Property. All other mail will be returned.
- Property Management is not responsible if your mail or packages get lost or damaged.
 - If you are having issues, reach out to Property Management to discuss.

4.18 Laundry [If applicable, revise as needed]:

- Only Residents can use the laundry room(s).
 - If you have outside support services, please get in touch with Property Management to discuss.
- Please clean up the laundry room after you use it.
- If you have a washing machine or dryer in your Unit, please do not use them during quiet hours.

4.19 Shopping Cards:

- You cannot bring shopping carts or baskets from stores onto the Property.

4.20 Trash:

- Before you take out your garbage, make sure to put your trash in a plastic or paper bag. This will help Property Management keep dumpsters, and Community garbage cans clean.
- Contact Property Management if you have anything large to throw away such as:
 - Furniture
 - Bikes
 - Cardboard boxes
 - carpets /rugs
- Please do not place any of the items above in trash shoots or garbage cans.

- Contact Property Management or [Resident Services] to make a plan for the disposal of these items.
- Please notify staff if you see anyone doing “illegal dumping”, which means placing garbage in places where it does not belong.

4.21 Green Waste:

- Green waste is any item that breaks down into compost, including:
 - Coffee grounds
 - Tea bags
 - Eggs
 - Plants
 - Fruit
 - Vegetable trimmings
- We encourage you to use green waste bins!
- If you want to be part of a green waste program, notify Property Management and they will give you a key to a green waste bin.
- Garbage that does not break down does not belong in green waste bins.

4.23 Pest Control:

- The Property hires a professional pest control service. Your Unit will be treated for pests regularly. Pests include bugs like ants, cockroaches, and rodents like mice.
- If you notice any pests in your Unit, let Property Management know right away.
- If you are allergic to chemicals used to stop pests, please tell Property Management. They will use a different chemical while treating your Unit.
 - Property Management is not responsible if you get hurt or sick if you try to get rid of pests on your own or hire someone to do it for you.
- Property Management will work with you to find a time to treat your Unit for pests.

4.24 Bedbugs:

- **Bed Bug Warning Statement:** Bed bugs are small bugs without wings. Their food source, like mosquitos, is blood from humans, pets, birds, and other animals. Bed bugs leave itchy bumps on your skin. These bumps can cause infections if you scratch them or do not take care of them. Bed bugs can move from place to place by riding on you or your items. Bedbugs can also come into the building if you bring in items that have bed bugs on them. Bed bugs come out at night to eat. During the day,

they hid in:

- Cracks and crevices in beds
- Wooden furniture
- Floors
- Walls
- Bed bugs can spread quickly unless you follow Property Management's guidance to get rid of them.
- If your Unit has bedbugs, it is not responsible if you need to throw away any of your items, clothing, or furniture. In the event this happens, ask Property Management or [Resident Services], for assistance in replacing items you need.
- **Please Note:** Property Management's goal is for you to have a good life at the Property. Before you moved in, Property Management inspected your Unit for pests, including bedbugs. There were no signs of pests in your Unit when they looked at it.
- As a Resident of [Project Name]:
 - **4.24.1:** Take care of your Unit to the best of your ability to prevent pests, including bedbugs.
 - **4.24.2:** Do your best to keep your Unit clean and safe so that pests like bed bugs do not want to live there. You have to arrange your Unit so it is easy to get in and out and no parts of your Unit are blocked off. This is for your safety!
 - **4.24.3:** Notify Property Management right away if you think there are pests like bed bugs in your Unit. Some signs that you may have bed bugs include:
 - Itchy bumps on your skin
 - Live bugs in your bed, sheets and blankets, or clothes
 - Blood spots on your mattress or sheets and blankets
 - Brown or black spots on your bed or sheets and blankets
 - A sweet smell
 - **4.24.4:** Signs of bed bugs in your Unit are considered an emergency. This will let Property Management enter your Unit to inspect it. Bed bugs are an emergency because they can hurt people like other Residents and staff.
 - **4.24.5:** If your Unit has pests, including bed bugs, please follow all guidance from Property Management, staff, and professional pest control workers so you can get rid of the pests.
 - **4.24.6:** Let Property Management into your Unit if they tell you they are coming in writing to address pest issues.

- **4.24.7:** You agree to do any of the following tasks if pest control workers say you need to:
 - This includes throwing away or removing items from the Property that have pests in or on them. Items may include:
 - Sheets and blankets
 - Clothes
 - Bed
 - Furniture
 - Decorations
 - Books
 - Magazines
 - Newspapers
 - Open food
 - Personal hygiene supplies
 - Plants
 - Stuffed animals
 - In the event pests are found, put your clothes, sheets, and blankets in sealed plastic bags to wash them. Wash them in hot water and dry them on high heat. Do not bring your clean clothes, sheets, or blankets back into your Unit until they finish getting rid of the pests.
 - Place your hygiene items and other personal property in a sealed bag so pest control can get rid of pests on them.
 - Sign a form that says you agree to do all of the steps necessary to get rid of pests in your Unit.
 - You may have to move to another Unit or go to a hotel until the pests are gone from your Unit.
 - Property Management may have you move to a new Unit. They will tell you in advance if they want you to move. The Unit they move you to will be like your old Unit. Your Lease and all the rules will be the same as this new Unit.
 - Sometimes, you will only need to leave your Unit until the pests are gone. Property Management will tell you within 2 days of the pests being gone that you can move back to your Unit. You must leave the Unit or hotel you lived in while the repairs were happening completely empty when you leave.
- **4.24.8:** Property Management will use chemicals to get rid of pests like bed bugs. The workers at the Property can tell you more about the chemicals they use. If you think that you have a medical

condition that means you cannot be around those chemicals, you will need to give Property Management a note from your doctor.

- **4.24.9:** If you do not follow these rules, it may be considered breaking your Lease Agreement. This can be considered as you making it so that other Residents cannot be safe and healthy and stopping Property Management from completing tasks that are a part of their jobs.

4.25 Mold and Mildew:

- Mold and mildew are made up of living things that are too small to see. Mold and mildew are everywhere, spread through the air. Mold and mildew grow when things get too wet.
- Mold and mildew can make you sick. It can give you an allergic reaction or make it hard to breathe.
- **Tips:** Take the following steps to keep mold and mildew from growing in your Unit:
 - Make sure air is flowing through your Unit. Use your heating, ventilation, and air-conditioning systems (HVAC) or open the windows and doors. Having air flowing helps things stay dry.
 - Use ventilation fans in your bathroom, kitchen, and laundry room. Turn on the fan before you take a bath, cook, or wash clothes. Keep the fan on until you finish.
 - Clean up any wet spots as soon as you see them. This includes spots on your:
 - Windows
 - Walls
 - Ceilings
 - Other surfaces
 - Open the bathroom window when you are taking a shower/bath or cleaning.
 - Tell Property Management as soon as possible (within 24 hours), if you have a water leak, wet spots in your Unit or signs of mold and mildew.

4.26 Proposition 65 Hazardous Substances [Update per state]:

- **4.26.1:** Warning - This Property has chemicals that the State of California knows cause cancer, birth defects, or affect your reproductive system. These chemicals may also be in the food and drinks you can buy or get at the property.

- **4.26.2:** You agree that you have gotten and read the California Proposition 65 Brochure.

4.27 Asbestos [If applicable, revise as needed]:

- Asbestos is a material. It was used to build many buildings in the past. Asbestos can make you sick if you touch it or breathe it in.
 - **4.27.1 [If applicable, revise as needed]:** We know this Unit and the Property have asbestos or we think they do. Asbestos causes cancer, birth defects, and affects your reproductive system. Asbestos is (or we think it is) in the materials used to build this building. You could touch or breathe asbestos if you touch, move, or break surfaces in your Unit.
 - **4.27.2:** You and Covered Persons must follow Management's rules about taking care of the building. That includes rules about asbestos. These rules include:
 - Do not damage or move ceilings, walls, flooring, and insulation
 - Do not drill or make holes
 - Do not hang plants or other things from the ceiling
 - Do not paint or fix the floor or floor tiles
 - Do not replace smoke detectors on the ceiling
 - Do not replace fluorescent lights on the ceiling
 - If you have any questions - reach out to Management
 - **4.27.3:** Tell Management right away if there is water, damage, or break down of your ceilings, walls, floors, or insulation. That includes:
 - Material that is loose, cracked, or hanging off
 - If there are water stains or leaks
 - **4.27.4:** If Management makes changes or checks your Unit or the Property for asbestos, or if you decide to do things to protect yourself from asbestos, this does not mean:
 - You can stop following the rules about asbestos
 - Management is stopping you from enjoying the Property.

4.28 Lead-Based Paint [If applicable, revise as needed]:

- Warning: Houses built before 1978 may have lead-based paint. Lead can make you sick. There may be lead in:
 - Paint
 - Paint chips
 - Dust

Community Guidelines for [Property Name]

These Guidelines were last updated [Insert Date]

- Lead is worse for young children and pregnant women.
- If you want to rent in a building built before 1978, Property Management must tell you if they know about lead-based paint on the Property before you rent it. They must also tell you about lead-based paint hazards. Lead-based paint hazards are the ways that you can get hurt or sick from being around lead-based paint.
- Property Management has to give you a handout about lead poisoning. This handout is from the federal government.
- Property Management says (choose 1):
 - There is lead-based paint or lead-based paint hazard in your Unit or the Property [If applicable, it is mandatory to complete this section, based on Property-specific information]
 - Property Management does not know about any lead-based paint or lead-based hazard in your Unit
- Documents Property Management can share with you (choose 1):
 - Property Management gives you all the documents they have about lead-based paint and lead-based paint hazards in your Unit or the Property. [If applicable, it is mandatory to complete this section, based on Property-specific information].
 - Property Management does not have any documents about lead-based paint and lead-based paint hazards in your Unit or the Property.

4.29 Megan's Law:

- Megan's law is Section 290.46 of California's Penal Code. Megan's Law says that the public must be able to access information about certain registered sex offenders. A registered sex offender is a person that has been found guilty of a sex crime.
- Information about registered sex offenders is on the website www.meganslaw.ca.gov. The Department of Justice runs this website.
- Depending on what the registered sex offender is guilty of, this website will have either their:
 - Address
 - Zip code

4.30 Violence Against Women Act:

- **4.30.1 Background:**
 - The Violence Against Women Act (VAWA) is a law. VAWA protects people who have been victims of:

- Domestic abuse
- Dating violence
- Stalking
- Sexual Assault
- VAWA protects these people from being turned down for housing, being evicted, or losing housing assistance if the reason they are losing these things is because of the abuse they suffered. These reasons are Adverse Factors.
- **4.30.2: Telling You Your Rights and Responsibilities under VAWA**
- **4.30.2.1: Telling You Your Rights**
 - The Property Management will give you information about your rights and responsibilities under VAWA to these programs [Modify as needed]:
 - Section 202
 - Section 811
 - HOPWA
 - HOME
 - McKinney-Vento Homeless Assistance Act
 - Section 211(d)(3)
 - Section 236
 - The Housing Trust Fund
 - Section 8
 - 9% or 4% Low Income Housing Tax Credits
 - The Property Management will give you this information when:
 - You are being turned down to move to the Property
 - You are accepted to move to the Property
 - You receive notice that you are being evicted. This includes if you are being asked to pay rent/charges or if you are being asked to leave your Unit.
- **4.30.3 Proving You Experienced Domestic Violence, Dating Violence, Sexual Assault, or Stalking**
 - **4.30.3.1 Form HUD-5382:**
 - HUD-5382 is a form called Certification of Domestic Violence. This form proves you can be protected by VAWA. On this form, you must prove that domestic violence, dating violence, sexual assault, or stalking led to the reasons you lost your housing or housing assistance. These reasons are called Adverse Factors. Some Adverse Factors include:
 - Poor history renting other places

- Poor history using credit and/or not paying your credit/loan bills
 - History of crime
 - Not paying your rent
 - You must have documents that prove that your Adverse Factors are related to abuse.
- **4.30.3.2 Other Documents:**
 - Instead of or in addition to filling out the HUD-5382 form, you can give Property Management these forms:
 - **4.30.3.2.1:** Federal, state, tribal, territorial, or local police or court report.
 - **4.30.3.2.2:** Document signed by a professional who you have gone to for help with domestic violence, dating violence, stalking, or problems from that abuse. People who can submit this document include:
 - Someone working for or volunteering with a victim service provider
 - A lawyer
 - A doctor, nurse, or other medical professional
 - The person must say that they believe that you experienced abuse. Lying on this document is perjury. Perjury is against the law. The law about perjury is 28 USC 1746. You must also sign or approve the document.
- **4.30.4 Confidentiality:**
 - The Property Management must keep all information about your domestic violence, dating violence, or stalking private, including your name. They cannot put this information into a database that anyone else can see. They cannot share this information with another business or person. They can only share this information for one of these reasons.
 - **4.30.4.1:** You write to them and ask them to share it.
 - **4.30.4.2:** They need to share it during the eviction process.
 - **4.30.4.3:** A law says they need to share it
 - The HUD-5382 form tells you more about the information on how the form is kept private.
- **4.30.5:** The Owner must keep all the documents about your domestic violence, dating violence, or stalking. The Owner cannot keep those forms in the same place as other rental or housing paperwork.

Community Guidelines for [Property Name]

These Guidelines were last updated [Insert Date]

- **4.30.6:** [Remove if not applicable]: Owners must have you sign the VAWA lease addendum (form HuD-91067)

4.21 Other Rules [If applicable]:

- You may receive lease violations or required to move out if you:
 - Break drug and alcohol rules consistently
 - Drink alcohol in common areas or just outside the Property
 - Threaten to hurt yourself or others
 - Damage the Property on purpose
 - Refuse to pay for damages you intentionally caused to the Property
 - Someone not on the lease lives in your Unit all the time
 - Refuse to pay rent
- Changing the House Rules and Community Guidelines:
 - [For HUD Properties] Property Management can change House Rules and Community Guidelines at any time. Property Management has to tell you 60 days before changing them.
 - [For Non-HUD Properties] Property Management can change House Rules and Community Guidelines at any time. Property Management has to tell you 30 days before changing them.

Important words used in these guidelines:

As you read through this document, please refer back to this section in case you want to confirm the meaning of certain words:

- **Assistance Animals:** Special animals that help people who have disabilities. These animals can provide support, comfort, and perform tasks that make life easier such as a guide dog for someone who is blind or for someone who has anxiety.
- **Certification/Recertification:** Every year, Property Management will check how much money you and your household earn to keep living in low-income housing or receive housing help.
- **Common Area:** Any place on the property that more than one resident can use. Common areas at [Property Name]
 - [Insert common areas here e.g. laundry rooms, community rooms, Property Management offices, play areas]
- **Continuous Occupancy:** Your unit is the only place you live and you live there all the time.
- **Covered Persons:** This includes members of your household, people who visit you, are guests, or anyone you bring to [Property Name]. This also includes children who live in the unit.
- **Dwelling Unit or Unit:** Is the room or rooms that the resident rents. Other names for this are unit, apartment, condo, or something else. In this document, we will call this “unit”.
- **Eviction:** This is when Property Management says you have to move out of your unit by a certain date. This typically happens if a serious rule has been broken or you have not paid your rent.
- **Grievance Procedure:** This is a process that you take if you think Property Management is treating you unfairly and if you need your voice to be heard.
- **Inspection:** Looking at every part of an area to make sure everything is clean and working.
- **Lease:** This document is the contract you sign to live at [Property Name]. A lease is a formal agreement that lets you rent something for a specific amount of time as long as you follow the rules and guidelines, and pay your required rent amount. It also highlights the rights and responsibilities for you as the resident, and for the property staff team. Finally, the lease will include all of the names of the people who will live in your unit.

Community Guidelines for [Property Name]

These Guidelines were last updated [Insert Date]

- **Loitering:** Hanging out somewhere without a good reason or staying in one spot for too long. Loitering is an issue when it interrupts activities or makes people uncomfortable.
- **Maintenance:** Checking on and making repairs to the unit and property.
- **Resident:** A person who lives at [Property Name]. All residents' names will also appear on the Lease.
- **Private Outdoor Space:** A place outside that only you, your guests, and the people who live in your unit use. Private outdoor spaces include:
 - [Insert private outdoor spaces here e.g. balconies, patios]
- **Property or Community:** Both of these words mean [Property Name].
- **Property Management:** The staff who work in [Property Name].
- **Reasonable Accommodations:** This means requests to make changes to your unit that are fair and necessary for people with disabilities to have the same changes to live in their units comfortably. These changes include things like adding grab bars in the bathroom or requesting an assistance animal if someone needs it.
- **Security Deposit:** This is money you will pay at the start of your lease. When your lease ends, you will get some or all of this deposit money back. Property Management can keep your security deposit to help pay for things like late rent, lost keys, or things you broke in your unit.
- **Soliciting:** Going up to people to try and tell them something.
- **Sublease/Sublet:** When you are the main renter and someone is renting your unit from you and lives in your unit.

Certification of Accuracy: By signing this document, Property Management agrees that they have:

- Reviewed all the information in this form
- Agree that, as far as they know, all the information is true and correct

By signing this document, the Resident agrees that you have:

- Gotten copies of all the information listed in this document
- Gotten the handout called, "Protect Your Family from Lead in Your Home"

By signing below, you agree that you:

- Read, understand, and will follow all the rules of [Project Name]
- Got a copy of these Guidelines
- Understand that the House Rules are part of your Lease Agreement

[Insert Signature Block]

Emergency Contacts and Contacts to Collect My Security Deposit and Belongings

To: [Property Name]

Resident Address:

Head of Resident Name:

Emergency Contacts: Please tell these people if there is an emergency. The people listed here can take responsibility for:

- Any children under 18.
- Any dependent adults (adults labeled as legally “incompetent”).
- Assistance animals.
- Pets.

[Insert emergency form block]

Security Deposit and Belongings: Refund my security deposit to the first person listed here if:

- I die or cannot make decisions for myself.
- You cannot give my security deposit back to me.
- Property Management decides it is allowed.

Please give my furniture and belongings to the first person listed here when I am no longer renting my Unit.

Property Management can contact the second person if:

- The correct amount of time has passed according to the law, AND
- Property Management cannot contact the first person, OR
- The first person does not want my belongings or cannot get them.

I understand that if I do not list anyone or Property Management cannot reach them, my belongings will be given to charity or thrown away.

Community Guidelines for [Property Name]

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If I die, Property Management must follow the same directions to hand over my things to the people listed below.

[Insert form block]

By signing, I agree that I chose to provide this information.

[Insert signature block]