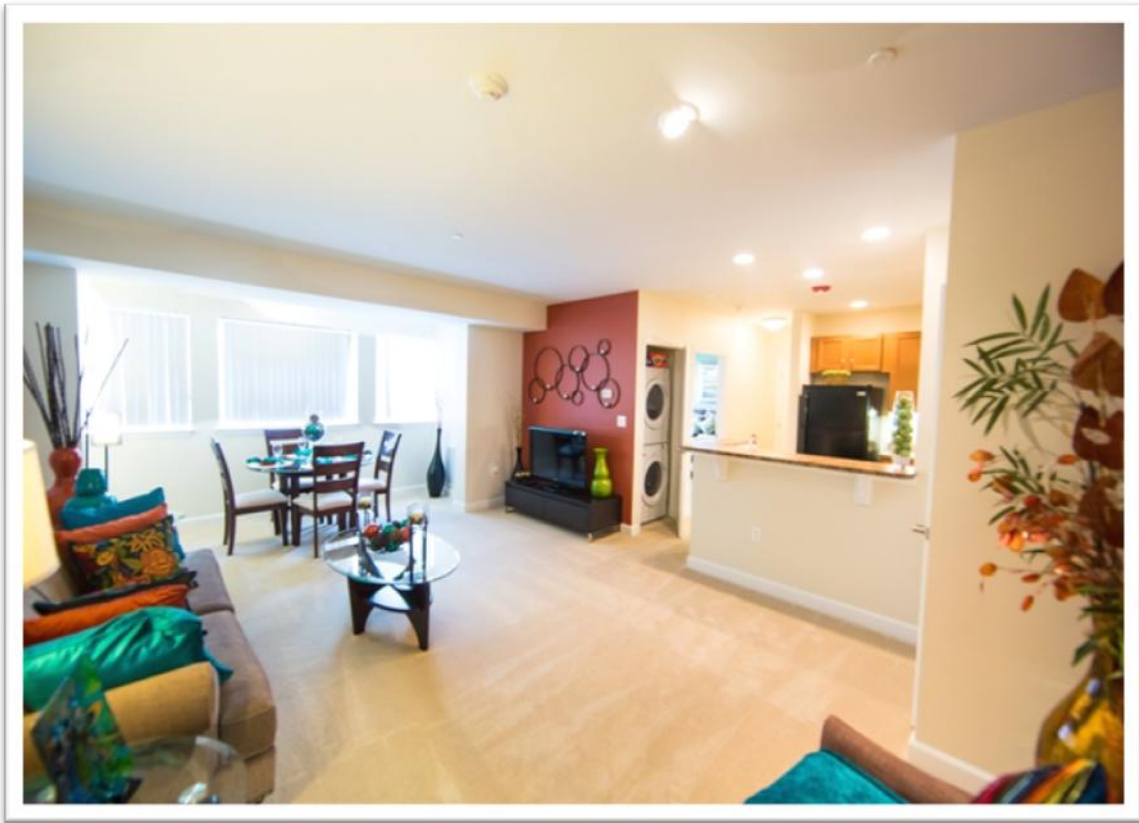


THE EVERGREENS AT LAUREL RESIDENT HANDBOOK



www.evergreensatlaurel.com

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Dear Resident,

For more than 40 years, Allen & Rocks has proudly owned and operated this community with a strong commitment to excellence. To continue building on that success, we have made a multi-million-dollar investment in the redevelopment of this highly sought-after apartment community. While many exciting improvements have been made to the property, one thing remains unchanged — our dedication to providing exceptional, award-winning resident service. We continually strive to exceed expectations through outstanding customer care, responsive maintenance service, and innovative management programs.

It is our pleasure to welcome you to your new home at The Evergreens at Laurel and to thank you for the opportunity to serve you. Our team has been carefully selected for their professionalism, experience, and commitment to excellent property management, and we are confident they will provide the level of service you deserve.

At Allen & Rocks, Inc., we are committed to maintaining our communities to the highest standards. If you notice an area that requires attention or need maintenance service in your apartment home, please contact the Leasing Center. Our staff will be happy to assist you promptly.

To help keep The Evergreens at Laurel an enjoyable and attractive place to live, we encourage you to review the enclosed Resident Handbook, which outlines the community policies and procedures.

If you have any questions, please feel free to call or stop by the Leasing Center at any time. We are always happy to help and look forward to making your experience here a positive one.

Welcome Home!



OFFICE HOURS

Monday- Friday	8:30 a.m. - 5:00 p.m.
Saturday	10:00 a.m. - 5:00 p.m.
Sunday	Closed

Office hours are subject to change at any time.

LEASING OFFICE MAILING ADDRESS, PHONE & EMAIL

The Evergreens at Laurel
11737 South Laurel Dr.
Laurel, MD 20708
(240) 297-9284 • Fax (240) 297-9828 • evergreens@rocksco.com

RESIDENT PORTAL

Please use <https://evergreensatlaurel.loftliving.com/login?url=%23login> to securely do the following:

- Pay your rent (via checking, savings, credit card (fees apply))
- Request a service call.
- Provide us with valuable feedback by posting your comments on the apartmentratings.com website.

SMOKE FREE POLICY

We are pleased that you have made The Evergreens at Laurel your home and we continue to believe that The Evergreens at Laurel is the finest rental community in the area. With that in mind, it is our desire to make The Evergreens at Laurel an even better environment within which to reside. To that end, The Evergreens at Laurel has a "smoke free" policy. Rule 29 of your Lease Agreement reads as follows:

TENANT AGREES NOT TO:

TOBACCO, MARIJUANA AND VAPOR PRODUCTS: Carry or smoke a lit tobacco or marijuana product or inhale vapors from or otherwise allow vapors to be emitted from a non-electronic or electronic smoking device, in the Premises, on any balcony or patio or in any interior or exterior area within the rental community.

COLLECTION POLICY

1. All rents are due and payable on the first day of the month at the Leasing Center located at 11737 South Laurel Dr. Payments must be in the form of a personal check, money order, or certified check.
2. Residents can also pay on-line via our Resident Portal located at www.evergreensatlaurel.com and click the "Resident Portal" tab to pay using your checking account information.
3. Cash will not be accepted.
4. Rents, late fees and legal fees MUST be paid in the EXACT amount. If there is a question as to the amount due, please call The Evergreens at Laurel Leasing Center at (240) 297-9284, Monday through Friday between the hours of 8:30 a.m. and 5:00 p.m.
5. If a Resident's check is returned for insufficient funds, a \$35.00 processing fee will be assessed, and the Resident will no longer be permitted to pay rent with a personal check for 12 calendar months. Thereafter, rents must then be paid by money order or certified check. Upon receipt of NSF checks, collection proceedings will immediately be instituted in rent court.
6. Rent is late after the 5th day of the month. A late fee of 1% of the monthly rent is assessed at 5:00 p.m. on the 5th day of the month and each day thereafter, not to exceed 5%. For example, if rent is paid on the 6th of the month, there will be a 1% late charge, 2% on the 7th of the month, and so on.
7. Rental payments not received by 5:00 p.m. on the 10th day of each month will result in the issuance of a 10-day Notice of Intent on the 11th day of the month.
8. To avoid further legal action and eviction, Residents must pay all rent not more than 10 days after the date of the 10-day Notice of Intent. Should the Resident fail to meet this deadline, Management will continue the legal process to obtain possession of the apartment, and a filing fee of \$50 will be assessed, plus \$5 for each additional leaseholder. At the time of eviction, Residents must pay all rent, late fees, court cost in the form of a money order or certified check. LEGAL FEES AND COURT COSTS ARE DEFINED AS RENT IN YOUR LEASE AND MUST BE PAID TO AVOID EVICTION! *Filing Fees are subject to change without notice.
9. Management reserves the right to amend the above policy when established dates fall within a weekend or a calendar holiday. It is the Resident's responsibility to see that the rent is received in a timely fashion, should this occur.

RENTER'S INSURANCE

It is required that every resident has the protection afforded by **Renter's Insurance**. Tenant(s) hereby agrees to maintain, at Tenant(s) sole cost and expense, renter's homeowners' insurance coverage providing for personal liability (bodily injury and property damage) coverage with a limit of not less than \$100,000 each occurrence and \$1,000.00 in medical payment coverage. Similar to homeowner's insurance policies, renter's Insurance protects your personal belongings in the event of fire, flood, water damage, theft or other damaging events or acts of nature.

Different insurance companies and policies offer varied coverage. Some will protect the belongings in your apartment from damage or theft. Other policies offer added protection of theft from your car, no matter where it is parked when the theft occurs. Credit card theft is also protected by some policies.

While we do not want to think about a fire or flood destroying our homes it is possible and can happen. The Evergreens at Laurel provides insurance coverage for the physical structure of the interior and exterior of the apartment community. Residents are responsible for their personal belongings and personal liability.

If you already have renter's insurance, make sure that your coverage corresponds to your current possessions. If you've purchased a new piece of furniture or valuable item, you'll want to make sure that your insurance covers all your possession in the event of loss. In addition, contact your insurance company if you move to keep your policy up to date.

You must provide proof of coverage to the Leasing Center on or before signing your new lease and upon signing your renewal leases in the future. A copy of your Policy Declarations will act as proof of coverage. You may bring a copy to the Leasing Center or have your insurance company fax/email a copy to the office.

ADDITIONAL OCCUPANTS

Only those persons whose names appear on the lease may occupy your apartment home on a regular basis. Please notify the office if you have a visitor that will be staying for longer than a week. Residents that wish to add additional occupant(s) to the lease must contact the Leasing Center. New occupants 18 years of age and older will be required to complete an application, pay an application fee, and qualify for residency. Please contact the Leasing Center for details on the Occupancy Standard for your community.

PETS

If you wish to move into The Evergreens at Laurel with a pet, you **MUST** complete the Pet Addendum application before doing so. If you wish to obtain a pet after having moved in you **MUST** complete the Pet Addendum application as well. Without prior written permission, harboring a pet will be considered a violation of your Lease Agreement. Prince George's County Ordinance requires that all pets be on a leash when they are outside of your residence. It is also your responsibility to dispose of all fecal matter, dirt or debris left or caused by your pet.

VACATE NOTICES

Written notices should be submitted at least 60 days prior to your vacate date. We accept written notices **only**! Should the written notice be improper, you will be financially responsible for any and all rent, which may be due in accordance with your lease. Your written notice grants Management permission to rent your apartment. You will receive an Intent to Vacate acknowledgement letter that will explain what must be done to secure the refund of your security deposit. A preliminary and final walk-through inspection of your unit will be scheduled when you submit your vacate notice. Once written notice has been given by the Resident, it may not be withdrawn without consent of the Landlord.

USE OF COMMON AREAS

In order to maintain a safe and enjoyable living environment at The Evergreens at Laurel, **loitering, littering, and smoking is prohibited**. The common areas include: the hallways, the front entrance way of each building, and the parking lot areas. Smoking is also prohibited in your apartment. If any resident, visitor or guest is found in violation of this policy, it is considered to be a violation of your lease and subject to the appropriate remedies.

FITNESS CENTER

The Fitness Center is open 24 hours a day, 7 days a week. Please refer to the Fitness Center Rules and Regulations for additional instructions.

RESIDENT LOUNGE

The Resident Lounge is open during normal business hours for residents to utilize. The lounge has free Wi-Fi and a flat screen television for residents to enjoy.

CYBER CAFÉ

The Cyber Café is open during regular business hours. Two desktop computers, internet access, free Wi-Fi and printer are all available for residents to use.

BUILDING ENTRY DOORS

The building entry doors are controlled access. The doors are not to be propped open at any time. Resident key fob must be used to gain entry into the building. Please contact the leasing office to have your phone number programmed into the Door King. **Please press 9 on your telephone keypad to let your visitors into the building.**

OUTDOOR COOKING AND GRILLING

Use of outdoor cooking grills and/ other cooking outdoors is prohibited and punishable by fine by Prince Georges County.

GUIDELINES FOR STORAGE LOCKER

1. Tenant may not store anything in the Storage Locker within 18 inches of the ceiling.
2. Please always lock your storage unit and secure the storage room door behind you.
3. Please remove all trash when you leave the storage facility.
4. Use of the electrical outlets within the storage rooms is prohibited.
5. No animals or other living creatures may be stored or taken into the storage facility.
6. Anything affixed to walls, ceiling, or other parts of the space, or anything left outside of the storage locker, becomes the property of owner, at owner's option.
7. Upon termination of the lease, Tenant shall be deemed to have vacated the Storage Locker. Personal property in the Storage Locker and/or a lock left on the Storage Locker are deemed to be abandoned and may be removed and disposed of by Management at Tenant's expense.

SERVICE REQUEST

Requests for service may be made by either delivering a written request to the Leasing Center, by telephoning during the posted hours or using the Resident Portal. Please do not give your maintenance request to any of our maintenance staff since all requests must be scheduled through the Leasing Center or through the Resident Portal.

We make every effort to respond to maintenance requests within twenty-four hours. If there is a larger number of a request for service, priority will be given to the most serious requests.

Please **DO NOT** use the emergency number to report routine maintenance problems.

If you see anything on the property in disrepair, please contact the Leasing Center.

If you do not receive satisfactory response to your request or if you wish to know what action was taken, please do not hesitate to let us know. Your comments, both positive and negative, are invaluable to us.

On occasion, maintenance requests and service calls are submitted by residents, the cost of which may be the resident's responsibility. To prevent future misunderstandings, should you be billed for a service call, please be aware that The Evergreens at Laurel is responsible for all routine maintenance and repairs due to normal wear and tear. Residents are responsible for those repairs necessitated by other than normal wear and tear, including, but not limited to:

- damage caused by unreported leaks
- indelible stains on carpets caused by spills
- holes in walls caused by carelessness or through intent
- plumbing fixtures clogged with non-flushable objects
- broken windows, torn screens
- damaged vertical blinds
- damage caused by any leaseholder, occupant or guest

As a resident, you have the responsibility of maintaining your apartment and keeping your premises in a clean and habitable condition. This includes a minimum of regular floor care, cleaning the kitchen cabinets, cleaning behind major appliances, vacuuming the carpet, cleaning the bathrooms, and cleaning fixtures, doors, windows and floors on a regular basis.

EMERGENCY MAINTENANCE

The Evergreens at Laurel provides a 24-hour Answering Service that receives calls for the community at (240) 297-9284 and refers *emergency* calls to the maintenance staff after regular business hours and on weekends and holidays.

The following are considered **EMERGENCY SITUATIONS**:

1. A major water leak.
2. No heat.
3. Fire in your apartment home or in another apartment home - **CALL 911**
4. Gas odors - **CALL** Washington Gas (800) 752-7520.
5. Lock Outs: If the Leasing Center is closed, call (240) 297-9284. There is a charge of \$50.00 for lockouts after 5:00 pm Monday-Friday, weekends and holidays. Checks should be made payable to Allen & Rocks, Inc. No cash will be accepted!
6. Please note that lack of air conditioning is not an emergency unless you have a respiratory condition confirmed by a Doctor. Please inform us if you have a confirmed respiratory condition.

HEATING AND AIR CONDITIONING

Do not enter the utility closet in your apartment where your furnace and A/C are located. Your furnace has a disposable filter that will be changed by our maintenance staff every 3 months. There is an additional switch in your utility closet that resembles a light switch. **Do not tamper with this switch as you will lose electricity to the fan motor and have no a/c or heat.** Please do not store any items in the furnace closet located in your apartment. This creates a fire hazard as well as interfering with the operation /maintenance of the furnace and a/c unit.

ALTERATIONS

Management must approve any alterations or improvements to your apartment that you wish to make. If you plan to paint your apartment home a different color, you must obtain permission from management. You will be required to return it to the original color prior to your move-out date. Wallpaper and double-sided tape are not permitted.

LIGHT BULBS

Management will furnish bulbs in all lighting fixtures at the time you take possession of the apartment and will replace lightbulbs when they burn out. Be mindful of the wattage of the lightbulbs you use in your lamps. Using a higher wattage bulb than the lamp is designed for will create a potential fire hazard.

SMOKE DETECTORS

The smoke detector in your apartment is hard wired to the electrical system of your apartment and also has a backup battery. If the detector starts beeping, it is signaling that the batteries need to be replaced. Please notify the Leasing Center and we will replace the battery for you. We will also provide smoke detectors for the hearing impaired upon request.

Do not, at any time, remove or cover your smoke detector or remove your battery.

Things to remember about fire prevention:

- Keep matches and lighters out of reach and away from children.
- Do not wear loose-fitting or easily ignitable garments when cooking.
- Do not let grease build up on your stove or oven.
- When cooking with oil on the cook top of your oven, please do not leave the pan unattended. Never pour water on an oil/grease fire.

PARKING, TOWING, GUEST PARKING

Parking is available throughout the community. Parking is not allowed on any of the curbs inside the community. All vehicles parked at The Evergreens at Laurel must be parked legally: properly tagged and permits properly displayed at all times. All vehicles belonging to residents must be registered with The Evergreens at Laurel. Vehicles must be in good operating condition at all times. Any vehicle **not in compliance with the above will be towed at the owner's risk and expense.**

Absolutely no vehicle repairs, oil changes, washing vehicles, or inoperable vehicles are permitted throughout the community at any time.

Parking Overview:

- 1. Free Resident Parking**

All residents have access to **free parking** in designated areas. Please ensure that you are parked in the correct spaces to avoid towing.

- 2. Reserved Parking – \$50 per month**

For residents who wish to secure a parking space, **Reserved Parking** is \$50 per month. Reserved spots will be available on a first-come, first-served basis, and parking in these spaces will be restricted to those who have purchased a reserved spot. One per household. Restrictions apply. Parking spaces are chosen by Management.

- 3. Car Plus Parking (Additional Car Parking)**

Residents with more than one vehicle will now have the option to park an additional car for a fee of **\$125 per month**. These spaces are limited and will be allocated based on availability. Restrictions apply.

- 4. Paid Visitor Parking**

Visitor Parking is \$1 per hour, plus applicable fees. Visitors must register their vehicles using the QR code on the posted signs and park in the designated visitor parking spaces.

TRASH REMOVAL

The Evergreens at Laurel provides trash pickup for the trash compactor. After placing trash in the compactor, please close the doors to prevent animal rummaging. **Do not** set mattresses, furniture, or other bulk items in or around the compactor. If you would like to dispose of your used furniture or donate the items to charity please make arrangements to do so.

- **To help eliminate unwanted pests in or around your apartment home, please do not store trash within your apartment.**

The opening to the trash compactor is approximately 52 inches. Be mindful of this when sending anyone to dispose of trash in the dumpster.

RECYCLING

Recycling containers for glass, aluminum products, paper and cardboard are located at the end of Building 11703. Please do not place trash in the Recycle containers because that will contaminate the recyclable materials. Boxes must be broken up to fit easily inside of the recycling container.

What Do We Recycle?

1. Metal cans (soda cans, etc.)
2. Glass bottles (clear, green, and brown) and Plastic Bottles
3. Newspapers, Cardboard and White Paper
4. No Plastic Bags in Recycling Bins: No bags of bags, no recycling inside of bags- recyclables must be loose!

VALET TRASH SERVICES

How does Valet Trash Service Work?

- ✓ Place your tied trash bag into the provided 13 gallon container and place it outside your apartment door between the hours of 5:00 p.m.-7:00 p.m., Sunday-Thursday. Bring your container in by 9:00 a.m. the next morning. A fee will be charged to your account for every container or trash bag that is left out during non-designated times.
- ✓ There will be no trash pick-up on holidays or Friday and Saturday nights.
- ✓ The Valet Trash Service does **NOT** deliver items to the recycle container. You may take your items to the recycle bin, which is located next to building 11703.
- ✓ Please note that all trash must be tied and inside the provided container for service.
- ✓ Oversized items are your responsibility.

CABLE AND INTERNET SERVICES

Our community is serviced by Verizon and Comcast Cable.

EXTERMINATION

This service is free unless otherwise specified, if you have a pest problem please call the Leasing Center immediately to be put on the schedule for treatment. You should have no problems, provided you keep your dishes clean and remove your garbage daily. **It is not wise to keep old newspapers and paper bags in your apartment as these items attract roaches, ants, etc.** The use of shelf paper in your cabinets should be limited to non-adhesive paper, as the glue on shelf paper with adhesives attracts roaches, ants, etc. This will also eliminate the possibility of insects in your apartment and your neighbor's apartment.

RECEIVING DELIVERIES

As a courtesy to our residents, the Leasing Center will accept deliveries. This courtesy is subject to the following guidelines and subject to change without notice:

- We will only accept small to medium sized, NON-perishable packages.
- We are not responsible for the security or condition of packages that we accept on your behalf. We will make our best efforts to handle your packages carefully and to keep them secure until you pick them up, but we do not guarantee that they will be undamaged or completely safe from theft. We will not be liable for any theft, loss, or damage to any package or packages we accept on your behalf.
- We will release a package only to the named addressee. You may not pick up packages for anyone else. When picking up a package, you must present identification and sign the Package Log.
- C.O.D. packages will not be accepted by management.
- Please be advised that the package policy is subject to change at anytime.

MAILBOXES

If you need to replace your mailbox keys for any reason, the request must be made at the Laurel Post Office located at 12625 Laurel Bowie Rd, Laurel, MD 20708. Payment is due at the time of request at the Post Office. Please note that the mailbox key replacement rates are subject to change without notice and are based on the USPS rates. For questions about the status of a lock change, please contact the Post Office directly.

The mailbox areas have numbered parcel lockers for packages from USPS. If you have a package, a numbered parcel key will be placed inside your mailbox. The key will allow you to retrieve your parcel(s) from the locker.

REPLACEMENT FEES

Resident and Reserved Parking Permits: \$50.00

Mailbox Keys: \$25.00-rates are subject to change without notice

Key Fob: \$50.00

Apartment Key: \$125.00

Please refer to your Lease Agreement and/or Lease Addendums for restrictions.

APPLIANCES

Your apartment is furnished with a variety of appliances for your comfort and convenience. Additional large appliances (i.e. freezers) **ARE PROHIBITED.**

Washing Machine:

Please use proper soap levels. Use detergent specifically made for High Efficiency washers -- liquid detergent works best. Check the hoses on a regular basis to be sure they are secure, and do not overload the washing machine with clothing. **Leave the door propped open when you're not using it; that way air is getting in.** (Be careful if you have small kids; it's dangerous if they climb in.) **Also, run bleach cycles once in a while; that cleans the machine.** **And wipe down the entire machine after every use; that means right inside the door and inside the bin.**

Dryer:

Please remember to empty the lint filter of your clothes dryer after each use. Failure to empty the lint filter will lengthen the drying time and result in increased utility bills. Not emptying your lint filter is also a fire hazard.

Oven:

The ovens in your apartment are self cleaning ovens. Follow the directions provided with the oven for proper cleaning. Do not use any oven cleaner on the interior surface of the oven. Do not cover the racks with any material. The surface burners and grates should be removed and cleaned on a regular basis. Use a mild soap to clean the exterior surfaces of your oven.

Garbage Disposal:

Please do not put any bones, egg shells, potato peels, rice, pasta or hard solid objects in your garbage disposal. Always run cold water when using the disposal and for at least 30 seconds after you turn off the disposal to flush the debris down the drain pipe.

Dishwasher:

It is necessary to rinse your dishes to some extent before putting them through a washing cycle. This will insure a thorough cleaning. Be careful not to cover up the round area located in the bottom of the dishwasher, as this area must be clear in order to operate properly. Use detergent specifically designed for dishwashers.

Microwave:

Follow the operating manual directions provided to you. **Do not place any metal containers in the microwave.** Clean the interior and exterior as necessary with mild soap and a wet cloth.

Refrigerator:

The temperature adjustment for the refrigerator and freezer is located inside the top refrigerator temperature section. It is recommended that the refrigerator and freezer be set on position number 5.

Toilets:

The number one service call is stopped up toilets. To help eliminate stoppage only flush items that are safe to flush down the toilet this is limited to flushable wipes and toilet paper. DO NOT flush paper towels, feminine products or dental floss. Dental floss will collect and create a blockage over time.

SECURITY

Criminals are opportunists. They take advantage of unlocked doors and windows. Therefore, to protect our belongings and ourselves we must take precautions such as keeping doors and windows locked and belongings put away. Apartment home living requires vigilance on the part of every one since you are not only looking out for yourself, but for your neighbor as well.

1. Identify the person at the building entry system BEFORE you open the door.
2. After gaining entry to the building, using your key fob, do not hold the building door open for a person that is not familiar.
3. SOLICITORS ARE NOT PERMITTED ON THE PROPERTY AT ANY TIME.
4. Do not hesitate to call the police if you see or hear anything suspicious. After contacting the police, notify the Leasing Center as soon as possible.
5. You may **not** install additional alarm systems or additional locks without the written permission of Management.

Common sense and caution, if exercised by all of us, will insure the security of every one in our community.

BATHTUB CARE

In order to maintain shine and ease of cleaning for all bathroom fixtures, routinely clean with a liquid or foaming detergent or disinfectant diluted as required by manufacturer. Cleaners should not contain abrasives, as they are one of the leading causes of wear, and will dull the surface.

Products we recommend:

Dow Bathroom Cleaner, Dawn Dishwashing Liquid, Lysol Tub Cleaner, Tilex, X-14, Formula 409

Products we DO NOT recommend:

Soft Scrub, Comet or Liquid Comet, Spic&Span, Scrub Free, Bon Ami, Ajax, Bleach

Strong chlorine products such as X-14, and Mildew-X should be rinsed off immediately. They can cause discoloration if left on any surface. The surface should be scrubbed with a sponge or non-abrasive white fiber mesh pad. Non-skid safety surfaces can be easily cleaned with the same detergent as the tub, with the use of a medium-to-style nylon brush.

MOLD PREVENTION, TREATMENT AND DISCLOSURE POLICY

As stated in Rule 42 of your Lease, all residents must take certain precautions regarding mold. It is Allen & Rocks, Inc.'s (the "Company") goal to maintain a quality living environment for our residents. To help achieve this goal, it is important to work together to minimize the risk of mold in your residence. This Mold Prevention, Treatment and Disclosure Policy (this "Policy") contains important information and establishes responsibilities you are required to undertake as a resident.

1. **ABOUT MOLD.** Mold is found virtually everywhere in our environment, both indoors and outdoors and in both new and old structures. Molds are naturally occurring microscopic organisms and have existed practically since the beginning of time. Mold breaks down organic matter in the environment, using the end product as food. Mold spores (like plant pollen) spread through the air and are commonly transported by shoes, clothing, and other materials. When excess moisture is present inside a residence, mold can grow. As a result, appropriate precautions must be taken in order to prevent mold buildup.
2. **PREVENTING MOLD BEGINS WITH YOU.** In order to minimize the potential for mold growth in your residence, you must do the following:
 - *Keep your residence clean* – particularly the kitchen, the bathroom(s), carpets, and floors. Regular vacuuming, mopping, and use of household

cleaners to clean hard surfaces are important to remove dirt and debris that harbor mold or provide food for mold.

- *Throw away any moldy food as soon as it is discovered.* Make regular inspections of your refrigerator and cabinets for the presence of moldy food.
- *Remove visible moisture accumulation on windows, walls, ceilings, floors, and other surfaces as soon as possible.* When cooking with uncovered pots turn on the kitchen's exhaust fan or open the kitchen window when the outdoor weather is "dry" (meaning, not raining and low humidity; that is, when the humidity level is below 50 percent). Prior to showering, and if your exhaust fan does not automatically turn on, turn on the bathroom exhaust fan. Keep the fan on while showering. While showering, be sure to keep the shower curtain inside the tub or fully close the shower doors. After completing a shower or bath, wipe moisture off of shower walls, shower doors, the bathtub, and the bathroom floor; leave the bathroom door open and leave the exhaust fan on until all moisture on the mirrors and bathroom walls and tile surfaces has dissipated; and hang up towels and bath mats so that they completely dry out.
- Leave space for air flow in closets. Packing closets full of boxes or items stacked against the closet walls or up to the closet ceiling prevents air flow and contributes to the possibility of mold growth.
- Periodically open windows on days when the outdoor weather is "dry" (as defined above) and the outdoor temperature is 60°F-78°F ~~or higher~~, to reduce indoor moisture levels.
- During warm weather (over 79°F) it is imperative that you close all windows and use air conditioning.
- *Promptly notify the Company in writing, and in accordance with Section 19 of your Lease, about any air conditioning, heating or plumbing or mold problems you discover.*
- *Inspect your residence on a monthly basis for signs of mold growth.*

In addition, you must not:

- *Close or block air conditioning/heat registers, nor restrict air flow from those registers with furniture or other personal property.*
3. It is important to prevent excessive moisture buildup in your residence. Failure to promptly identify leaks or sources of moisture that might accumulate can lead to mold growth behind walls or in the ceiling. Sources of moisture may include:
- Rainwater leaking from roofs, windows, doors or exterior walls, as well as standing water;

- Overflow from showers, bathtubs, toilets, sinks, dishwashers, washing machines, dehumidifiers, refrigerators or air conditioning system condensation lines;
- Leaks from plumbing lines or fixtures;
- Leaks into walls or under flooring due to failing or missing grouting/caulking around showers, tubs or sinks;
- Washing machine supply line and discharge line leaks;
- Plant watering overflows;
- Pet urine;
- Beverage spills, cooking spills, and steam from cooking;
- Leaks from dryer discharge venting; and
- Insufficient drying of carpets, carpet padding, shower walls, and bathroom floors.

4. IF SMALL AREAS OF MOLD HAVE ALREADY OCCURRED ON NON-POROUS SURFACES (such as ceramic tile, Formica, vinyl flooring, metal, wood or plastic), clean the area(s) with soap (or detergent) and water, allowing the area(s) to dry, then apply a pre-mixed, spray-on type household product that kills mold, such as Lysol Disinfectant, Pine-Sol Disinfectant (original pine scent), Tilex Mildew Remover, or Clorox Cleanup (Note: only a few of the common household cleaners will actually kill mold). Tilex and Clorox contain bleach, which can discolor or stain. Be sure to follow the instructions on the container. Applying products that kill mold without first cleaning away the dirt and oils from the surface is like painting over old paint without first cleaning and preparing the surface.

Clean and apply a household cleaner that kills mold to an area 5 or 6 times larger than any visible mold because additional mold spores may be adjacent, but not yet visible to the naked eye.

A vacuum cleaner with a high-efficiency particulate air (HEPA) filter can be used to remove non-visible mold spores from porous items such as sofas, chairs, drapes, and carpets—provided the fibers are completely dry. Machine washing or dry cleaning will not remove mold from clothing. We recommend disposing of clothing that has any mold.

5. DO NOT CLEAN OR APPLY HOUSEHOLD PRODUCTS THAT KILL MOLD TO:

- Visible mold on porous surfaces such as sheetrock walls or ceilings; or
- Areas of visible mold, larger than 10 square feet, on non-porous surfaces.

If you discover mold on porous surfaces or areas of visible mold, larger than 10 square feet, on non-porous surfaces, immediately notify the Company, in accordance with Section 19 of your Lease. ~~and~~ We will take appropriate action in compliance with applicable law.

- 6. COMPLIANCE.** Complying with this Policy will help prevent mold growth in your residence. If you have any questions regarding these instructions or the information in this Policy, please contact the Management Office.

******DIRECTORY OF LOCAL SERVICES ON PAGE 20******

DIRECTORY OF LOCAL SERVICES

Laurel Area Public Schools:

Montpelier Elementary School - Grades K-5

9200 Muirkirk Road Laurel, Maryland 20708

Phone: 301-497-3670

www1.pgcps.org/montpelier

Dwight D Eisenhower Middle School - Grades 6-8

13725 Briarwood Dr. Laurel, MD 20708

301-497-3620

www1.pgcps.org/dwightdeisenhower

Laurel High School – Grade 9-12

8000 Cherry Ln. Laurel, MD 20707

301-497-2050

www1.pgcps.org/laurelhs

AREA SERVICES

POLICE, FIRE & RESCUE EMERGENCY 911

Poison Control (800) 222-1222

Baltimore Gas & Electric (BGE) (800) 685-0123

Washington Gas (844) 927-4427

For General County (301) 350-9700

For General Court (301) 699-2700

For General School Information (301) 952-6300

Post Office (Laurel) (301) 490-1818

Prince George's Police Non-Emergency (301) 352-1200

Call A Bus (301) 499-8603

The Bus (Prince George County) (301) 324-2877

Metrobus/Metrorail (DC) (202) 637-7000

MTA Bus (Baltimore) (866) 743-3682

Verizon (800) 837-4966

Comcast XFINITY 1-800-XFINITY