

*Carroll Heights
Independent
Senior
Apartments*

Tenant Handbook

***3505 Park Lane Drive
La Crosse WI 54601***

785-5555

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Apartment **Options**

****Studio/efficiency**
370-407 sq ft

****Small 1 Bedroom**
428-462 sq ft

****Med 1 Bedroom**
490 sq ft

****Large 1 Bedroom**
580-611 sq. ft

****2 bedroom**
857-1200 sq ft

CARROLL HEIGHTS TENANT HANDBOOK

WELCOME

Management wishes to extend a warm welcome to you in your new home at Carroll Heights. The staff, neighboring tenants and their families, looks forward to meeting you. Hopefully,

Carroll Heights will enable you to meet new friends and provide many opportunities for companionship and involvement in a variety of activities.

We are providing you with this Tenant Handbook in order to explain policies adopted by the Carroll Heights Management which affect your residency. Please read this handbook carefully. It is for your information and protection. **PLEASE KEEP THIS HANDBOOK** and refer to it when you have a question or concern. For further information you may contact the Manager at 785-5555.

PURPOSE

Carroll Heights Apartments were developed by La Crosse County to provide housing for adults, over 62-years of age, at a reasonable cost enabling individuals to continue to maintain an independent lifestyle.

POLICIES/PROCEDURES

Each tenant is guaranteed the basic rights of a landlord/tenant relationship. In order for management to provide a safe, secure and clean environment, as well as a comfortable and enjoyable atmosphere, it is necessary for us to establish and enforce certain policies and procedures. These policies will be updated as needed. (Revised 8/09, 3/10, 11/12, 4/13, 9/14)

ABSENCES - Management should be notified if you will be away from your apartment for an extended period (vacations, hospitalization, etc.). We recommend that you have someone collect your mail and newspaper deliveries. You may contact the U.S. Post Office and the newspaper office to stop deliveries during that time period if you wish. Be sure to make arrangements for timely payments of your rental fees. Refer to Page 19 of this handbook for "Absence Notification Form." Additional forms are provided in the pocket of this folder and additional are available in the Manager's office.

ADDITIONAL CHARGES - Additional service fees charged to the Tenant are as follows:

- 1) Carports – A limited number of carports are available on an annual basis for \$20 per month.
- 2) Late Rent - a \$5 penalty is assessed for rent not paid by the end of the 5th business day of the month for the first late rental, \$10 for the second late rental and \$15 for the third late rental within a calendar year.
- 3) Lockouts - Lockout responses are free during weekdays when staff is present. A \$5 charge must be paid for evenings, nights, weekends and holiday hours.
- 4) Damages - Damages to premises for which the Tenant is responsible will be billed on a time and material basis or the cost of an outside contractor.
- 5) Carpet shampooing - Shampooing will be done by appointment on a time and material basis. One complimentary carpet shampoo will be provided annually. Please make an appointment with Maintenance. Large furniture items will not be moved while shampooing.
- 6) Keys - Additional keys can be provided for \$3 per key. Please request keys by using the Maintenance Request form. Lost keys cost is \$50 to replace. (8-8-12)
- 7) Light Bulbs - Replacement light bulbs are the responsibility of the Tenant. Maintenance personnel will replace the bulbs for you. You may purchase light bulbs through Maintenance personnel for a small charge. Please request bulb replacement using the Maintenance Request form and indicate whether you have a bulb or would like to purchase a bulb. You will be responsible for any damages if you use a higher wattage bulb than the fixture is rated.
- 8) Housekeeping Services - Housekeeping services: contact info for such services are available. These contacts are outside agencies or persons not employed by Carroll Heights. If interested, please contact Management for contact info.

ADMINISTRATIVE FEE - An Administrative Fee of \$100 will be charged to process refund check, bookkeeping, etc., which will be deducted from the Security Deposit if Tenant cancels after holding the unit beyond ten (10) days. Prospective Tenants are informed of this fee at the time of the payment of their security deposit.

AIR CONDITIONING - The air conditioner(s) is furnished as part of the rental agreement and has individual controls. Instructions for operating the air conditioning units are located on page #23 and #24 of this handbook. If you should have any questions, please contact Management. A hugger (cover) for air conditioners is available for the winter months upon request using the Maintenance Request Form. We strongly recommend the huggers be used to save heating costs.

ALTERATIONS - Alterations, re-decoration and repairs to the apartment interior, including appliances, are the responsibility of Management and only authorized personnel are permitted to do this work. If you wish to make a permanent alteration to your unit, it must be with the understanding that it becomes permanent and must remain behind when you vacate your apartment. Authorization for a permanent alteration must be requested from Management, in writing, on a Permanent Alteration Request Form and approved, in writing, by Management. See Page #19 for a copy of this form. A supply is available in the Manager's office. Maintenance staff must perform work following approval.

ANNOUNCEMENTS - Special announcements will be posted on bulletin boards in the elevator lobbies on each floor. We encourage you to check the bulletin boards regularly.

APARTMENT USE - The apartments are single family units - no more than two persons may occupy the unit. The units may not be used for any other purpose.

APPLIANCES - The Tenant is responsible for keeping appliances in clean, operating condition. Instruction information for your refrigerator/stove is provided on Page #20-23. If you need further information, please contact Management.

BEAUTY/BARBER SHOP - Beauty/Barber shop services are available by appointment at Hillview Terrace 608-785-5500 ext 3 or Health Care Center 608- 789-4800 ext. 251. Tenants may wish to call immediately prior to their appointment to make sure the beautician/barber is present. Charges are to be paid at the time of service.

BULLETIN BOARDS - Bulletin boards are located in each of the elevator lobbies. All notices should be posted by or approved by Management. Tenants are encouraged to check bulletin boards routinely for important announcements.

CABLE TV – Carroll Heights provides the apartments with expanded basic Cable TV service at no additional charge. If you want any extended cable services, it is your responsibility to contact the Cable Company to make the necessary arrangements.

CALENDAR - A weekly calendar of events is posted on the bulletin boards on each floor. Please refer to this calendar for special events at Carroll Heights and/or Hillview Health Care Center.

CARS/CARPORTS - All cars must be in operating condition. Carports are available on an annual/seniority basis at \$20 per month. Car washing is permitted on the north side of the Community Room wing. The hose is located near the garden area.

CHRISTMAS TREES/DECORATIONS - No fresh Christmas trees, wreaths or decorations containing flammable materials are permitted in the apartments, lobbies, or common areas by order of the City of La Crosse Fire Department. No open flames, candles in the apt.

CLEANLINESS/CLEANING - Tenants are expected to keep their apartments in a clean and sanitary manner at all times. Carpeting should be vacuumed and vinyl flooring cleaned regularly. Periodic health/safety checks may be made with a twenty-four (24) hour notice.

Do not use harsh abrasives on your sinks and tub/shower; non-abrasive cleaners such as "Soft Scrub" are preferred. Stainless steel cleaners are available in most grocery stores.

COMMON AREAS/COMMUNITY ROOM - The Community Room, common areas, gazebo, etc., are available for Tenant use for social gatherings, card playing, meetings, etc. Please be respectful of all areas and share the space we provide all to enjoy. Please be sure these areas are kept neat and clean. Tenant reservations for these areas for family gatherings or parties should be made through Management. Special events and programs are posted on the Bulletin Boards.

CONDITION CHECKLIST - Each Tenant is asked to sign a "Condition Check List" (see page #24/25) after touring the apartment with a Management representative to indicate the condition of the apartment as you take possession and also when you vacate your apartment. As determined in the checkout, you will be charged for actual cost of necessary cleaning, replacement and/or damages beyond normal use.

DAMAGES – Any repair costs resulting from damage to the apartment, appliances, or any common area, due to misuse or negligence, will be charged to the Tenant on a time-and-material basis.

DONATIONS - Donations of quality furniture, lamps, tables, chairs, artwork, wall hangings, plants, books, game tables, etc., may be accepted. Management reserves the right to accept or reject any donations. We ask that you keep this in mind while going through your possessions prior to moving to Carroll Heights.

DOORS - Apartment doors should be kept closed and locked for security reasons. Keys are provided at the time of occupancy. Duplicate keys can be made for you for a nominal fee (\$3/key). **DEAD BOLT LOCKS OR ADDITIONAL LOCKS OF ANY KIND MAY NOT BE INSTALLED.** The connecting doorway between Carroll Heights and Hillview will be locked at all times to insure security for the Tenants of Carroll Heights. A Carroll Heights entrance key will be required to enter through that door. Please be sure this door latches behind you. A \$50 charge will be made to change locks if requested by Tenants or if keys are lost.

ELEVATOR - There is only one elevator in the building, which must be available for Tenants during the Nutrition Site hours. Move-in/move-out times must be approved by Management and should not be scheduled between 10:30 a.m. and 1:00 p.m. weekdays. If there is a problem with the elevator, please report problems to Management at 785-5555 or 789-4800. Only authorized personnel may call for elevator repair service.

EMERGENCY CALL SYSTEM - There are basically two types of emergencies, medical and non-medical. In the case of a medical emergency, it is the responsibility of the Tenant, if possible, to contact medical services, or 911. You should also pull the emergency pull cord located in the bathroom so that neighbors can alert Carroll Heights/Hillview staff to open your apartment door if you are unable to do this. Leave the emergency call system in the "on" position until help arrives. For non-medical emergencies such as maintenance repairs, call Management weekdays at 785-5555 during regular business hours or Hillview at 789-4800 during non-business hours. If the repair can wait until regular business hours (8:00 a.m.), please call at that time.

EMERGENCY MEDICAL INFORMATION CARD - Tenants are required to provide Management with two names and telephone numbers of relatives or friends to notify in the event of an emergency on the Emergency Medical Information Card" once completed, should be placed with the evacuation plan on the inside of each apartment door. (card is received upon initial tenancy found in the pocket of this folder) This information includes Social Security and Medicare number, insurance information, hospital and doctor preference, etc. Use of this card is mandatory. Completion of this information will be checked during Health/Safety Checks. Additional cards are available from Management.

ENTRY SYSTEM - The entry system will allow you to admit visitors into the building from your apartment. The visitor must dial the assigned two-digit access number for your apartment (from the directory in the front/rear entries.) If you know the visitor and wish to authorize entry, press "6" on your touch-tone phone to release the door before either of you hangs up the phone. Door release will be indicated by a buzzing sound. Residential telephone service with a touch-tone phone is necessary for the entry system. Please give Management your phone number as soon as possible so that your access number may be programmed into the system.

EVACUATION PLAN - An Evacuation Plan is located on the inside of each apartment door. Your location, as well as the nearest exit is indicated. For your safety, you need to be familiar with the location of the stairwells and with fire safety procedures.

EVICTION – Excessive noise, smoking, causing damage to the apartment or common areas, and failure to make timely rental payments, etc. are all reasons for eviction process to be initiated. All evictions will be reviewed by the Carroll Heights /Hillview management and reviewed by our corporation council prior to initiating eviction proceedings.

FIRE/EVACUATION PLAN - The fire system in the building, when activated, will automatically alert the La Crosse Fire Department but you are asked to call 911 to report location in the building. If you discover a fire:

- 1) Sound the alarm by pulling the nearest fire alarm pull box. These boxes are located at exterior exits and hallway doors leading to those exits. The pull boxes and smoke alarms in the halls are connected to 911 and will summon the fire department automatically. Apartment smoke detectors are not connected to the fire department.
- 2) Call 911 and report location of the fire - "Carroll Heights, 3505 Park Lane Drive, giving floor and apartment number if available.
- 3) Close all doors and windows to isolate fire and smoke.
- 4) Turn on all lights.
- 5) Turn off all electrical appliances.
- 6) Be prepared to evacuate.
- 7) If it is necessary to evacuate the building, leave the building using the nearest exit away from the emergency. **DO NOT USE THE ELEVATOR!** If smoke is present, stay below the smoke by crawling. Congregate in the Hillview Health Care Center Main Dining Room as soon as possible. In the event access is blocked, gather near the Hillview garage area.

- 8) If you are trapped in your apartment, call 911 and report your location in the building.
- 9) There are fire extinguishers near each end of the hallway and near the elevator on each floor.
- 10) All fires must be reported to Management immediately.

An Evacuation Plan is located on the inside of each apartment door that indicates your location and the nearest exit. Tenants are asked to be familiar with the location of the stairwells and with fire safety procedures.

FIRE SAFETY - Fire pull stations and fire extinguishers are located in the hallways and are indicated on your Fire Evacuation Plan which is located on the inside of your apartment door. Please review the evacuation plan and locate the nearest exit, pull station and fire extinguishers.

There are smoke detectors in each apartment. Please do not cover the smoke detectors or de-activate them in any way. They are for your protection. It is your responsibility to advise Management, in writing, of any smoke detector problems. Management has five (5) days to correct the problem.

For the safety of all Tenants, open flame use (candles, incense burners, etc.) is not allowed. No flammable decorations or fresh Christmas tree material may be used. All furnishings, drapes, etc., are to be kept away from the heating units to prevent damage and/or fire.

FOOT CARE CLINIC – A Registered Nurse provides foot care by appointment in the Wellness Center on our first floor. Please call the direct number to schedule an appointment for foot care, There is a charge for this service.

GENERATOR/FIRE ALARM SYSTEM - There is a generator in the building to provide emergency power in the event of a power outage. This generator and the fire alarm system will be tested weekly

GROCERY SHOPPING – Festival Foods offers weekly transportation to their store in the Village! Currently the bus comes every Wednesday at 9am and returns around 10am.

GUEST Room and GUEST Suite- A "guest room" is available for visitors/families of Carroll Heights Tenants or Hillview and Terrace residents and families. The Guest room \$40/night and the Guest suite is \$55/night. Call for weekly rates. Reservations should be made with the Manager as far in advance as possible to assure availability.

HALLWAYS - Hallways are to be free of litter or obstacles at all times. As a safety precaution, no boxes, wheelchairs, doormats or other materials may be left in the hallways as a safety precaution.

HANDBOOK - This handbook containing helpful information, policies and procedures is provided to all Tenants at the time of occupancy. It includes information on the operation of the air conditioner, stove and refrigerator and various forms for your use. Any and all changes to this handbook will be approved by Management. Tenants will be informed, in writing, of any changes to the handbook.

HANDICAPPED EQUIPMENT - Handicapped equipment such as safety bars may be added to an apartment as a permanent alteration. Cost of equipment is the responsibility of the tenants. Please contact Management for any permanent alteration requests.

HEALTH/SAFETY CHECKS - Each apartment will be inspected on an annual basis to check for proper operation of smoke detectors, air conditioners, emergency call system, appliances, sinks, tub and the general cleanliness of the unit. Tenants will be given a twenty-four (24) hour notice of inspections. Staff will note maintenance work that may be necessary. Tenants are asked to be present during the inspection or make other arrangements.

HEATING - Your heat is individually controlled. The apartments have electrical heat that is included in the rental fee. The thermostats are located in the living room and bedroom areas. If you should have any questions, please contact Management.

HOMESTEAD TAX CREDIT – Since the Carroll Heights building is exempt from property taxes, Carroll Heights Tenants **DO NOT** qualify for Homestead Tax Credit. According to the IRS and La Crosse County Corporation Counsel (10/14/85), only those tenants residing in tax assessed buildings are eligible for Homestead Tax Credit.

HOUSEKEEPING SERVICES - If you are interested in housekeeping services, we offer contact information of outside agencies. Please see management if interested. Residents are required to be present during the time in which services are provided.

INSURANCE – It is the Tenants responsibility to obtain renters' insurance on personal items and furniture. Carroll Heights does not carry insurance to protect tenant belongings against theft or fire.

KEYS – You will be issued one mailbox key, two entrance keys and two apartment keys when you lease your apartment. The entrance keys open all exterior doors, as well as the storage door and the connecting door to Hillview. You will be asked to sign a key card indicating you have received these and any additional keys. Keys are not to be duplicated except by Carroll Heights' staff. A nominal fee of \$3/key is charged for the replacement of lost or missing keys. Always check to be sure that you have your keys before leaving the apartment. There is a charge of \$50 to replace lost keys.

LAUNDRY FACILITIES - Coin operated automatic washers and dryers are furnished on each floor near the elevator and are **for Tenant use only**. If the washer/dryer on your floor is in use when you wish to wash; feel free to use the laundry facilities on another floor. We ask that the lint be removed from the dryers when you finish and the laundry room is kept neat and clean. Please do not use more than one washer/dryer at a time in consideration of other Tenants who may need to use the machines or have providers with limited amount of time to complete laundry. DO NOT OVERSTUFF the machines please.

LAWN AREA - The lawn area is a reflection of our building and is for the general use and enjoyment of the Tenants. Please be sure to pick up anything you may drop or see on the lawn area.

LEASE - The lease is for a period of one year with a forty-five (45) day cancellation clause. The lease must be signed prior to occupancy. A \$100 fee will be charged when a lease is terminated before the one year term is completed (11/08/84 Carroll Heights Committee action.) A copy of the lease shall be given to each tenant upon occupancy.

LIBRARIES - Carroll Heights has many donated books. We have installed bookshelves on each floor in the elevator lobbies to provide easy Tenant access to reading materials. Please enjoy the books or magazines but return them when you are through so others may enjoy them also.

LIGHT BULBS - Light bulbs are furnished in all Carroll Heights' fixtures at the time of occupancy. The Maintenance staff will install light bulbs for you. You may purchase light bulbs at cost on a Maintenance Request form. You will be responsible for any damage if you use a higher wattage bulb than the fixture is rated.

LOBBIES/LOUNGES - See "Common Areas."

LOCKOUT - The entrance doors are locked at all times. If you are locked out of the building, go through the entry system to another tenant. Management or staff from Hillview have access to the Master Keys and can let Tenants into their apartment. A charge of \$5 will be made for lockouts occurring for evening, weekend and holiday lockouts.

MAIL - Arrangements should be made through the postal service to have your mail forwarded to Carroll Heights. Your new address is:

_____Your Name_____

Carroll Heights - Apt. # _____

3505 Park Lane Drive

La Crosse, WI 54601

The mailboxes are all located in the main lobby. You are issued a key to your mailbox at the time of occupancy. You are encouraged to empty your mailbox daily. UPS deliveries will be made to your apartment. Stamps are available at the Manager's office or the reception desk at Hillview Health Care Center. In-house memos, notices, newsletters are delivered to each apartment. If you are going to be absent for a period of time, arrangements should be made to have someone pick up your mail or you may request the postal service to hold your mail.

MAINTENANCE REQUESTS - All maintenance requests must be made in writing using a Maintenance Request Slip. A supply is found on each floor on the bulletin board. Maintenance will be available, by written request, to hang pictures, mirrors, shelves, etc. When you are ready to have this done, please fill out a "Maintenance Request" form and submit to Maintenance in the mailbox by the Maintenance Shop on 1st Floor. All necessary repair or maintenance work must be done by Maintenance personnel. Hanging or re-hanging pictures, mirrors, etc., more than sixty (60) days following move-in will be charged on a "time" basis. Equipment failure (stove, refrigerator, air-conditioners, etc.) should be reported to Management/Maintenance immediately.

A maintenance emergency should be reported to the Manager and followed by a completed, signed Maintenance Request form. The Manager and/or Maintenance staff may enter an apartment for the purpose of a maintenance emergency.

MOVE-IN/MOVE OUT - Resident move-in/move-out should be scheduled so as not to interfere with the Nutrition Site meal service between the hours of 10:30 a.m. and 1:00 p.m. Your cooperation is requested.

NEGLIGENCE - If a Tenant, a family member or guest damage the apartment or common area, the resident will be billed for damages, repairs and/or replacement as may be determined by Management.

NEWSLETTER - A newsletter is published periodically. Tenants are invited to submit suggested articles to the Manager. If anyone would be interested in assisting with the publication or delivery of the newsletter, please contact the Manager.

NEWSPAPER DELIVERY - Newspapers are delivered to individual apartments. Please contact the La Crosse Tribune for delivery. Old newspapers should be taken to the Re-cycling room on 1st Floor across from the elevator.

NOISE CONTROL - Tenants should maintain noise levels to a degree that is not offensive to other Tenants. Tenants should be considerate of neighbors and refrain from making loud noise that will disturb other Tenants. It is requested that no unnecessary noise (including TV, radio, stereo, etc.) be made after 10:00 p.m. and before 8:00 a.m. (Use of earphones is suggested.) Tenants should respect the rights of others to privacy, safety and security. Guests, particularly children, are not to run in the hallways or be disruptive in common areas. Please do not slam doors but close quietly.

NOTARY SERVICE - There is a Notary Public in the Hillview Business Office for your convenience in notarizing documents.

PAINTING - Apartments will be re-painted every eight years at no cost to Tenants. Please contact Management to make arrangements for the re-painting. Tenants are asked **NOT** to do any painting on their own.

PARKING - Parking is available to Tenants both in front or in back of the building. If you park in front of the building, it is suggested you use the lower level to allow for visitor parking on the upper level. A limited number of carports are available for a rental fee of \$20/month. If interested, contact the Manager.

PATIO - A patio area is provided during the summer months for the enjoyment of the Tenants and their guests. It is located at the rear of the building by the carports. No grills are allowed.

PEST CONTROL - There is an annual contract for exterminator/pest control. Each apartment is treated three times per year, or more often, if necessary. Any problems/concerns should be reported to Management.

PETS - Pets such as cats and dogs are not allowed. Tenants may have birds or fish.

PICTURE HANGING - Your pictures, mirrors, etc., are to be hung by our Maintenance personnel. We recommend this work be done as soon as possible after your arrival. After 60 days a charge may be assessed for this service.

PROBLEMS/COMPLAINTS - Problems or complaints should be presented to Management in writing. If possible, Management will attempt to resolve problems on a first-come, first serve basis depending on the degree of emergency.

RE-CYCLING - Carroll Heights is engaged in recycling newspapers, glass, aluminum cans and plastics. Please take these items to the recycling room located across from the elevator on 1st Floor. Recycling helps the ecology and reduces our trash removal charges. Money received from recycling is used for decorating the hallways and for social events.

RENT - Rent is payable one month in advance on or before the 5th business day of the month. A \$5 penalty will be assessed for rent not paid by the end of the 5th business day of the month for the first late rental, \$10 for the second late rental and \$15 for the third late rental within a calendar year. We encourage you to pay rent by check or money order. No bills will be issued for rental fee, please submit monthly in "rental" mailbox on 1st Floor by the Manager's office.

Rental Fee Re-Evaluation/Adjustments will be determined by the Governing Board. You will be notified forty-five (45) days in advance, in writing, as stipulated in the lease agreement.

REPAIRS - All repairs are to be made by Maintenance personnel. Please submit request for repairs on a Maintenance Request form.

SECURITY - The entrance doors to Carroll Heights are locked at all times. The rear door by the elevator may be unlocked ONLY during the Nutrition Site hours. All Tenants should be sure the doors are latched tightly when entering or exiting the building. Guests may use the entry phone in the front/rear entrances for admittance.

SECURITY DEPOSIT - The security deposit is one (1) month's rent and must be paid prior to occupancy or with the first month's rent.

SMOKE DETECTORS - Smoke detectors have been provided in each apartment for your safety. These are checked periodically by the Maintenance staff. Please do not de-activate your smoke detector or cover them. It is your responsibility to advise Management, in writing, of any smoke detector problems. Management has five (5) days to correct the problem.

SMOKING - Smoking is not permitted in your apartment or on the Carroll Heights premises. All Carroll Heights apartments are smoke-free as of April 9, 2003.

SNOW REMOVAL - All parking lots, driveways and walks are maintained and cleared by the Maintenance staff. Residents are asked to move their cars to a plowed area after a snowfall.

SOLICITING - No door-to-door soliciting is allowed. Residents should notify Management when solicitors or other unauthorized persons are present in the building.

STAIRS/EXITS - For emergency purposes, it is important for you to know the location of stairs/exits in relation to your apartment. This information is shown on the evacuation plan on the inside of your apartment door.

STORAGE - Storage is provided in each apartment. Additional storage is provided for each Tenant on 3rd Floor, East of the elevator. The door to this room is kept locked for security reasons, the entrance key will open the door. Tenants must provide their own padlock for their storage area and are responsible for the contents.

TELEPHONE - The telephone jacks are located in the living room of each apartment. Each Tenant is responsible for securing telephone installation from Century Telephone (796-5300) and for paying the monthly telephone bill. Century Telephone will bill for the initial hook-up. (See Century Telephone Information Sheet.) An Administrative Fee of \$30 is charged by Carroll Heights to cover initial entry system programming and initial move-in charges. Each Tenant must have a "touch-tone" phone in order to allow entry into the building through the entry system. Carroll Heights is not liable for telephone equipment, charges or services.

TIPPING – Tipping staff or gift giving is not permitted.

TORNADO SAFETY - When the possibility of severe weather exists, please stay tuned to local radio and/or TV stations for up-to-date weather reports. When a tornado warning is issued for the immediate area, please pull drapes and stay away from window areas. You may wish to go to an area that does not have windows such as the bathrooms, hallways or the East hall on 1st Floor to prevent injury from flying glass. Remain in the sheltered area until the threatening weather has passed or an all clear is given on radio or television.

TRASH - We ask that all trash/garbage be disposed of using **REGULATION** trash bags. The trash chute is located across from the elevator on 2nd, 3rd and 4th floors. The trash cart is in the recycling room across from the elevator on 1st floor. Our dumpster is not to be used to dispose of large personal items.

TV/PHONE JACKS - Television and phone jacks are located in the living room area of each apartment.

VOLUNTEERS - Tenants are encouraged to consider volunteering to help in the Nutrition Site and assisting other Tenants if possible. Volunteers to help plan social events or assist with the newsletter would also be appreciated. Please contact Management if you would be willing to volunteer.

VOTING -

La Crosse City	- 15th District
La Crosse County	- 15th District
State Senate	- 32nd District
State Assembly	- 95th District
Congress	- 3rd District
US Senate	- 2 Senate Positions
Polls	- Harry Spence School 2150 Bennett La Crosse

(Behind the Erickson Pool off Losey Blvd)

WALLS/WALL HANGINGS - All wall decorations, pictures, mirrors, etc. will be hung by Maintenance staff. New tenants may have this completed within 60 days of move-in at no charge. Beyond 60 days, a service charge may be made for this service.

WELLNESS CENTER – The Wellness Center is located on the 1st Floor – East. A retired nurse from the County Health Dept visits on Wednesday at 10a.m. to do weekly blood pressure checks and discuss and other health related questions.

WINDOWS - Residents should be conscientious about keeping windows closed during heavy rains and storms to avoid water damage. When leaving the apartment for any length of time, the windows should be closed to avoid energy loss. No additional materials may be added to the windows without prior written approval of Management utilizing the Permanent Alteration Agreement. We will contract an outside service to do occasional outside window cleaning. Tenants are responsible for their own interior windows.

CARROLL HEIGHTS

ABSENCE NOTIFICATION TO MANAGER

Name _____ Date _____

I will be absent from my apartment on dates as follows:

From _____ To _____

I can be reached at the following address/telephone number in the event of an emergency or notify the person listed below:

(Please fill out this form when you plan to be out of the building overnight or for extended periods of time and submit to Management using the "Rent" box located on 1st floor.)

CARROLL HEIGHTS

ALTERATION AGREEMENT

Name _____ Apt.# _____ Date _____

I wish to make the following permanent alteration to my apartment at Carroll Heights. I understand that I am responsible for the purchase and installation of:

_____,
located in apartment # _____. I understand the installation is permanent and will remain when I vacate the premises.

Tenant/Date

Manager/Date

APPLIANCE OPERATING/CLEANING INSTRUCTIONS

STOVE

Controls – The top surface burners and oven are controlled by switches located on the front of the unit. The signal light located next to the switches shows when the oven or burners are operating. To turn oven on, turn control knob clockwise to desired temperature.

Care – The top surface burners and oven should be cleaned when spills occur. To clean surface burners, remove the element by lifting up the edge to clear surface and disengage by pulling the element horizontally away from opening.

Use stainless steel cleaner on stainless area of the unit and a “Soft Scrub” type cleaner on any enamel/painted surfaces.

Maintenance – Please fill out a “Maintenance Request Form” for any repairs which may be necessary.

REFRIGERATOR:

Controls- The temperature control dial has nine settings plus **0**. **1** is the warmest. **9** is the coldest. At first, set the dial at **5**. After using the refrigerator, adjust the dial if necessary.

Allow 24 hours for the refrigerator to get cold.

Note: Turning the dial to **0** stops cooling in both compartments – fresh food and freezer. It does not shut off power to the refrigerator.

For proper circulation of air, shelves should **NOT** be lined with aluminum foil or wax paper.

Care – Although the refrigerator and freezer sections are frost free, they should be cleaned periodically. Do not use abrasive cleaners or scouring pads to clean. Wash with warm, sudsy water, rinse well and dry. Clean door gaskets with mild soap, rinse well and dry.

Maintenance – Please fill out a “Maintenance Request Form” for any malfunction or bulb Replacement need.

Care and cleaning of the refrigerator.

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Cleaning the Outside

The door handles and trim (on some models) Clean with a cloth dampened with soapy water. Dry with a soft cloth.

Keep the outside clean. Wipe with a clean cloth lightly dampened with furniture appliance wax or mild liquid dish detergent. Dry and polish with a clean, soft cloth.

Do not wipe the refrigerator with a soiled dish cloth or wet towel. These may leave a residue that can erode the paint. Do not use scouring pads, powdered cleaners, bleach or cleaners containing bleach because these products can scratch and weaken the paint finish.

Cleaning the Inside

To help prevent odors, leave an open box of baking soda in the fresh food and freezer compartments.

Wiping the refrigerator before cleaning

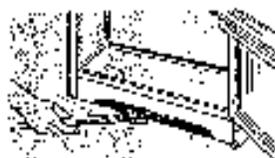
If this is not practical, wring excess moisture out of sponge or cloth when cleaning annual switches, lights or controls.

Use warm water and baking soda solution—about a tablespoon (15 ml) of baking soda to a quart (1 liter) of water. This both cleans and neutralizes odors. Rinse and wipe dry.

After cleaning the door gaskets, apply a thin layer of petroleum jelly to the door gaskets at the hinge side. This helps keep the gaskets from sticking and bending out of shape.

Avoid cleaning cold glass shelves (on some models) with hot water because the extreme temperature difference may cause them to break. Handle glass shelves carefully; dumping tempered glass can cause it to shatter.

Do not wash any plastic refrigerator parts in the dishwasher.



Cleaning the condenser coils

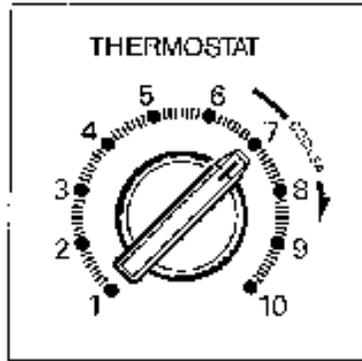
Condenser

There is no need for routine condenser cleaning in normal home operating environments. However, in environments that may be particularly dusty or greasy, the condenser should be cleaned periodically for efficient refrigerator operation.

To clean the condenser, turn the temperature control dial to 0. Sweep away or vacuum up dust.

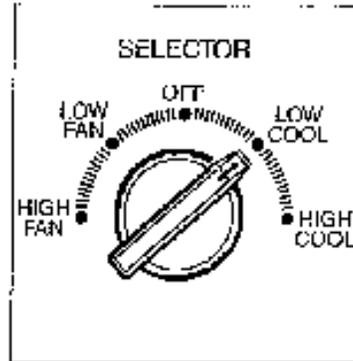
For best results, use a brush specially designed for this purpose. It is available at most appliance parts stores.

Operating Your Air Conditioner Controls



Thermostat Control

When you turn this control to the desired setting, the thermostat will automatically control the temperature of the indoor air. The higher the number selected, the cooler the indoor air will be.



Selector Switch

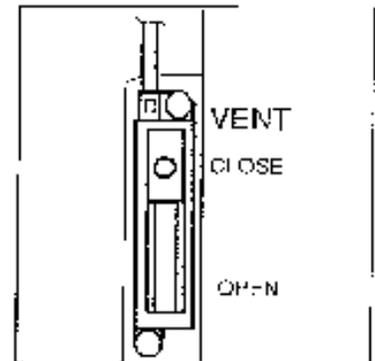
OFF turns air conditioner off.

HIGH FAN provides high fan speed operation without cooling or heating.

LOW FAN provides low fan speed operation without cooling or heating.

LOW COOL provides cooling with low fan speed operation.

HIGH COOL provides cooling with high fan speed operation.



Ventilation Control

When this control is set at **CLOSE**, only the air inside the room can be circulated and conditioned. When it's in the **OPEN** position, some indoor air can be exhausted from the room.

Fan Switch

The Fan Switch, located behind the front grille, is set at **CONTINUOUS** at the factory to provide continuous fan operation in cool mode. See how to remove the front grille on page 5.

If you want the fan to cycle on and off with the compressor, set the Fan Switch at **CYCLE**.



Operating Your Air Conditioner Controls (continued)

For Normal Cooling

1. Set Selector Switch at **HIGH COOL**.
2. Set Thermostat Control at desired number (usually the midpoint is a good starting position). If room temperature is not satisfactory after a reasonable time, set the temperature control at a higher number for a cooler room or at a lower number for a warmer room.

For Maximum Cooling

1. Set Selector Switch at **HIGH COOL**.
2. Set Thermostat Control at 10.
3. Set Ventilation Control at **CLOSE** position.
4. Shift Fan Switch to **CONTINUOUS**.

For Quieter Operation

1. Set Selector Switch at **LOW COOL**.
2. Set Thermostat Control at desired number.
3. Set Ventilation Control at **CLOSE** position.
4. Shift Fan Switch to desired position (**CONTINUOUS** or **CYCLE**).

For Nighttime Operation

During the cooler evening hours, it is recommended that you set the Selector Switch at **LOW COOL** for very quiet operation and the Thermostat Control at mid-range (5 or 6).

When the Thermostat Control is set on 9 or 10 and the Fan is set on low speed, moisture may freeze on the coils and prevent the unit from cooling. If this happens, set the fan at high speed and set the Thermostat Control to a lower number.

For Extreme Temperatures

For greatest economy and best performance, we suggest you always set the Selector Switch at **HIGH COOL** in extremely hot weather.

For air circulation and filtering without cooling

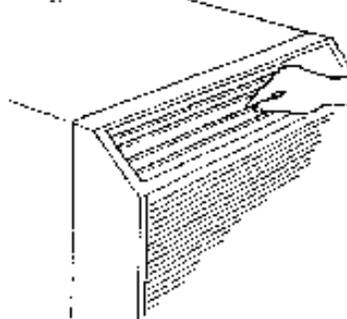
Set Selector Switch at **HIGH FAN** or **LOW FAN**.

For Ventilation

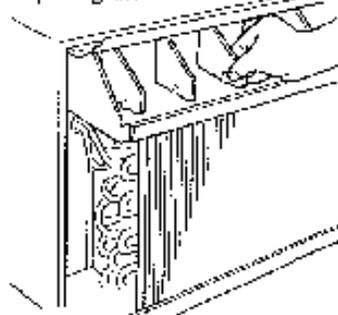
Whether controls are set for cooling, or fan only operation, setting Ventilation Control at **OPEN** lets room air be exhausted to the outside. This is helpful in removing stale air, smoke or odors from the room, and permits outdoor air to enter through normal openings in the house. However, cooling effectiveness is reduced when this control is set at **OPEN**, so we suggest you don't keep it there long—especially in hot, humid weather.

To Adjust Air Direction

Up-and-down air direction: Adjust louvers with your fingertips to direct discharged air up, down or straight ahead.



Side-to-side air direction: Remove the front grille (see page 5). Adjust louvers with your fingertips to direct discharged air to the left, to the right or straight ahead. Replace grille.



CARROLL HEIGHTS APARTMENT CONDITION CHECK LIST

Tenant _____ Apt.# _____
 Date In _____ Date Out _____

IN” CONDITIONS

“OUT” CONDITIONS

Living Room

Carpet _____

Paint/Walls _____

Windows/Screen/Blinds _____

Door _____

Kitchen

Vinyl floor (transition strip) _____

Paint/Walls _____

Windows/Screens/Blinds _____

Refrigerator _____

Stove _____

Cabinets/Counter _____

Light fixture _____

Bathroom

Vinyl _____

Paint/Walls _____

Shower/ rods _____

Shower Head _____

Medicine Cabinet/Sink _____

Towel Bar _____

Paper Holder _____

Tub _____	
Toilet _____	
<u>Bedroom #1</u>	
Carpet _____	
Paint/Walls _____	
Windows/Screens _____	
Door _____	
Light Fixture/Fan _____	
Closet Door/Rod _____	
<u>Bedroom #2 (where applicable)</u>	
Carpet _____	
Paint/Walls _____	
Windows/Screens _____	
Door _____	
Light Fixture/Fan _____	
Closet Door/Rod _____	
<u>Miscellaneous</u>	
General _____	
Other _____	

The above check list was made in our presence and with our approval on. We have read and understand the contents of the checklist.

Apartment Management/Date

Apartment Management/Date

Tenant/Date

Tenant/Date

For SECURITY DEPOSIT RETURNS:

As determined in the "Check Out," you will be charged for the actual cost of necessary cleaning, replacement and/or repairs upon vacating the apartment.

Forwarding Address:

Please advise us as to where the Security Deposit Refund should be sent. The check will be made out to the tenant or the estate of. The check will be processed through our downtown office. If you wish the check to be made out otherwise, you will need to complete the affidavit paperwork. Thank you for your understanding.

Name:

Street Address:

City:

State:

Zip: