

**RESIDENT HANDBOOK  
AND  
RULES AND REGULATIONS  
FOR  
SHADOW LAKE MANAGEMENT COMMUNITIES**

*We extend our warmest greeting and welcome you to your new home. Your new home is set in a lovely environment with amenities provided for your use and convenience. You may be assured that providing you with prompt, efficient and courteous service is our FIRST PRIORITY!*

*We encourage our residents to pass along any comments or suggestions. All comments are appreciated. Should you feel that you have not received the service to which you are entitled as a Shadow Lake Management resident, please let us know immediately and we will make every effort to correct the situation.*

*This booklet contains information concerning services provided at the various Shadow Lake Communities as well as policies of your new Community. Some helpful maintenance tips have been included for your convenience.*

*Again, we are pleased you have chosen a Shadow Lake Management Community as your new home and we are confident that you will find it a most pleasant and enjoyable living experience.*

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We are an equal housing opportunity provider. We provide rental housing without discrimination on the basis of race, color, religion, sex, physical or mental handicap, familial status, national origin, or other protected class.

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RESIDENT HANDBOOK  
AND  
COMMUNITY RULES & REGULATIONS

*This document is part of your Lease Agreement. Please take the time to review it carefully as it contains important information.*

**RENTAL PAYMENTS**

Rent is due and payable on the first day of each month in the form of electronic payment, check or money order. Rental payments can be made in the form of ACH, credit or debit card, check, money order, cashier check or at an authorized Payment Service Center. Payments made by check, money order or cashier checks will incur a handling fee. Electronic payments are made through the resident portal located at [www.shadowlakemgt.com](http://www.shadowlakemgt.com) where residents have the option to set up recurring or one-time payments. Please note that the payment section of the portal is accessible only by you and we are unable to change the settings for you.

Cash payments can only be made at an authorized Payment Service Center. Any rental payment not paid before the end of the grace period will be assessed a late fee in accordance with the terms of your Lease Agreement. The last day to pay **does not exclude** holidays or weekends. In the event a payment is not honored by the bank for any reason, an additional charge will be assessed in accordance with the terms of your Lease Agreement. Any resident having two payments not honored by the bank will be required to make all future rental payments at an authorized Payment Service Center. The late fee is additional rent and not an extension of time to pay. Lessor reserves all rights to evict for delinquent rent.

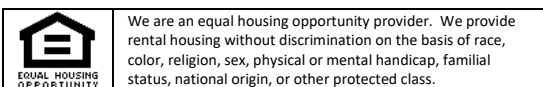
**CONTACT INFORMATION & NOTICES**

It is important that we are able to contact you. Please remember to notify us of any changes in contact information. Additionally, we require that you provide us with a current email address as we utilize electronic messaging as our primary means of communication with you and to provide you with important information and updates. Contact information for us is provided in your Lease documents.

**ELECTRONIC ENTRANCE GATES**

The electronic gates at the entrance of our community have been installed to assist our residents in controlling access to the community. An individual code has been assigned to you for entering and exiting the community. **PLEASE DO NOT GIVE THIS CODE TO VISITORS.** Should you have a visitor, they will be able to call your apartment from the front gate by using the call box which will allow them to dial the number adjacent to your apartment number on the directory. If the visitor is someone you would like to admit to the property you will be able to release the gates from your telephone by pressing "9." The gates will open for a period of time sufficient to allow the car access to the property. If you are expecting a visitor when you are not home during office hours, they may call the office (from the gate phone) and, **if you have given written permission**, Management will give your guest access to the property. Please ensure your guest are aware of this information.

**IMPORTANT** - It is important to note that you should not follow cars through the entrance without using your own remote control or personal entry code for access. The gate is timed for one car entry and may begin to close without sensing other vehicles. All vehicles must come to a complete stop and use their remote control or access code before proceeding through the gates. If the exit gate does not sense your approach and open for a time sufficient for you to exit the property, it will be necessary for you to utilize your gate code or remote. Please do not follow another car through the gates without first coming to a complete stop and reactivating access. We are not responsible for damage to your vehicle resulting from misuse of the gates including attempting to enter the gate area without properly activating the gate by use of a code or remote. If, for any reason, the gates do not operate properly call the office and report it immediately and prompt service will be arranged. Under no circumstances should you attempt to force the gates as it will cause damage to the system and you will be responsible for any damage. Do not stop your car within the opening radius of the gate. It is important that you allow the gate to completely close behind each car to avoid possible damage to your car.



## MAINTENANCE SERVICE POLICY

While we make every effort to ensure you do not experience problems, occasionally a maintenance issue will arise. The maintenance staff will take care of any service request on weekdays during normal business hours. Please notify the office if any maintenance problems are found in your apartment. Non-emergency maintenance requests should be placed through your Resident Portal but may also be placed in person, by telephone or email. While our maintenance staff will make every effort to handle requests immediately, they will be handled within 72 hours of receipt. If this is not possible, you will be contacted with an explanation for the delay. Maintenance can only be performed on items listed on the service request issued from the office. Upon completion of the service request, a notification card will be left on your door.

All maintenance personnel are easily identifiable by their uniform or identification badges. Should you have any doubt concerning identity, please contact the office immediately. If you feel any work performed in your home is not satisfactory or our personnel have not presented themselves in a professional manner, please contact the office immediately and we will make every effort possible to correct the situation.

In case of a maintenance emergency we have a 24-hour emergency maintenance service for weekends, holidays and after business hours. In the event of a maintenance emergency call the office number, press "2" for maintenance, leave a message detailing the problem including a telephone number so that the technician can reach you. **Please do not submit emergency maintenance requests through the portal as online requests are only delivered during office hours.** You MUST submit all emergency requests via telephone message system. The answering system will relay the call to the maintenance technician on duty. If emergency maintenance is needed after hours, the **resident must be home** in order for maintenance to enter the apartment. Should you utilize our after-hours service for a non-emergency, you will be charged accordingly. **PLEASE NOTE: The system will not page the technician if you do not follow the prompts and leave a message. The technician cannot respond if your proper contact information is not left.**

The following is a list considered as emergencies for maintenance outside of regular business hours:

1. A water leak that threatens damage to the premises or possessions. (A dripping faucet does not qualify as an emergency.)
2. Toilet stopped up IF ONLY ONE TOILET
3. Fire - **CALL 911 IMMEDIATELY**, then notify the office

**Please call 911 immediately in the event of a non-maintenance emergency**, and then report it to the office at your earliest convenience.

The following items reported after 11:00 PM will be addressed the following morning:

1. Sewer stoppage.
2. No heat. (If temperature below 65 degrees Fahrenheit)
3. No hot water.
4. No air conditioning. (If temperature is above 75 degrees Fahrenheit)
5. Stove not operating.
6. No electricity - First check circuit breakers and with Entergy before calling.
7. Refrigerator not operating.

## CIRCUIT BOXES

Electrical circuit boxes are located in each apartment and each breaker is labeled to indicate its use. Should you lose electricity in an area of your apartment, first check the circuit box to see if the breaker has tripped. If so, flip the breaker off then on. Please verify with Entergy that there is no service interruption. If the problem is not resolved, reoccurs, or if you are uncertain, call for maintenance service.



## OUTSIDE LIGHTS

We do have night checks to make sure all outside lights are working. However, if you notice a light out, please help us by calling the office to report it.

**A/C FILTERS:** It is essential that your air conditioning filter be changed every month. **Failure to maintain a clean filter will cause the system to malfunction. Filters are available from the office at no charge.** You may pick up a replacement filter at the office or contact the office to set up an appointment for filter replacement.

**LIGHT BULBS:** Light bulbs are furnished in all light fixtures upon move-in. You are responsible for replacement of bulbs.

## FIRE SAFETY

### SMOKE DETECTORS

Each apartment home is equipped with smoke detectors in accordance with local code. A test button is located on the surface of the device which allows you to verify its operation. It is your responsibility to change the batteries in your smoke detector as it becomes necessary. We recommend you utilize a date that is significant to you that can act as a reminder to test and/or change the batteries. Please do not tamper with the unit in any way. If you are in doubt about the operation of your unit or require assistance, please contact the office.

### FIRE EXTINGUISHERS

A fire extinguisher has been provided for your apartment along with instructions for use and storage. Should your extinguisher require a recharge in between inspections, we will be happy to provide this service at no charge to you provided you report the need to the office. Unreported recharge needs will be assessed to the resident. Residents will be assessed the full cost of replacement for missing extinguishers.

### GRILLS

Our insurance requirements **prohibit the storage or use of an open flame grill and/or propane tank grills on patios and balconies or within 10 feet of the building.** Electric grills may be used or, if available, you may use one of the grills provided for your convenience. Used charcoal or ashes **MAY NOT** be disposed of in the dumpsters. Personal grills must be properly stored after use. Grills can cause severe damage to the building and residents will be responsible for any damages. Please remember to clean the grill after usage.

### FIRE LANES

Parking in a fire lane is strictly prohibited. The Fire Department requires strict enforcement, including fines and towing, for violation of fire lanes. These fines can be significant so we encourage you to adhere to all rules. We regret we are unable to assist with tickets issued by the authorities for fire lane violations.

### GENERATORS

Generators ARE NEVER allowed on property. We realize that electrical service interruptions sometimes occur but generators pose a huge fire and safety risk. They cannot be used or stored within the Community or Leased Premises. Violations of this rule will result in severe violation charges and subject you to legal proceedings.

## RENTAL INSURANCE

Renter's Insurance is required by your Lease Agreement. The insurance must have liability coverage in the minimum amount of \$100,000. We must be named as an Interested Party for the liability portion of the policy. Failure to purchase and provide proof of current and adequate coverage will result in our purchasing a Landlord Placed Tenant Liability Insurance (LPTLI) policy at your expense. The cost of such policy will include administrative fees and be at then current rate as noticed. This cost will become additional rent. A copy of the policy or Declaration Page must be provided to Landlord on or before 1<sup>st</sup> of month policy becomes effective as proof of insurance.



## RESIDENT IDENTIFICATION CARDS

All residents of Shadow Lake Management communities receive a Resident Identification Card. Your resident ID must be with you when using any of the facilities. This card must be shown on request to any authorized staff member or property patrol. Lost or unreturned identification cards will incur a fee.

## RULES & REGULATIONS

Management reserves the right to modify these Rules & Regulations at any time without notice. Residents can access the Rules & Regulations through their resident portal. Notification of any amendments to these Rules & Regulations may be delivered personally, by registered or certified United States mail or by electronic transmission. Management may elect to provide notification of the URL where the revised Rules and Regulations can be read and/or downloaded or notify Residents when a revised version has been posted to their Resident Portal. Residents may utilize the Business Center to access the document if desired. Resident agrees to provide a valid email address and notify management in writing of any change in resident's email address.

## KEYS & LOCKS

Apartment keys and mailbox keys are issued at the time of occupancy. We do not utilize locks that have been master keyed. Additional locks require residents to adhere to current procedures. Please contact the office for information if you desire additional locks and we will have someone install a lock at a nominal charge to the resident. To ensure emergencies can be handled, please note that management is required to have a key for all locks installed.

In the event of lost keys, necessitating an entry door lock or mail box lock change, there will be a charge. After business hours there will be a charge for lockouts, so please keep your keys with you at all times. If you are locked out and require lock out assistance, please be advised that the attendant will require proof of identity and residency. We highly recommend you carry your Resident ID card with you at all times; however, if you do not have your ID card with you, the attendant will attempt to verify your identity by the use of a U.S. government-issued picture ID. If this is not possible, we regret that the attendant will **NOT** be able to give you access to your apartment.

We will be glad to give your apartment key to a repair person, delivery person or visitor when you are away from home, **but only if we have your written permission to do so** and you assume the risk that the person in question is, in fact, who they have presented themselves to be. We regret that we cannot accept your verbal request to allow access to your apartment. As an added precaution for you, we may require a U.S. government-issued picture ID to hold in place of the key. If held, the ID will be returned once the key is returned to the office. We will accept written permission electronically, provided your signature is accompanied by a clear copy of your current Driver's License. Our personnel will not be able to accompany the individual and you assume responsibility for anyone to whom you have given permission to enter your premises. **We regret that we are unable to make exceptions to this policy.**

## INTERIORS & EXTERIORS

We are happy to see our residents take pride in their apartment homes. Residents often wish to make additions or alterations and, if prior written approval is given, we are happy to accommodate.

### WINDOW TREATMENTS

Windows are furnished with blinds and you are welcome to add window treatments to suit your decorating needs. If you prefer to utilize your own blinds they must be white or almond. However, any draperies hung independent of blinds must have a white backing/lining to present a uniform exterior appearance. Upon vacating the apartment, all windows must have the appropriate blinds in place. They must be clean and free of damage. A fee per blind will be assessed if a replacement is necessary.

### SMOKING AND SMOKE DAMAGE

All Shadow Lake Management Communities are **No Smoking Communities** and smoking is not allowed inside the apartments and in restricted areas. Please refer to your Lease Agreement for more specific details as violations of this policy will incur significant fines and may result in further action to enforce the terms of the Lease Agreement. Residents are reminded that smoke often causes damage when used within the interior of the



apartment. Tobacco and other smoked products often cause damage to surfaces that come in contact with the smoke through staining and odor penetration. Both staining and odor penetration requires professional treatment to be removed. The items that can be damaged include but are not limited to walls, ceilings, flooring, blinds, appliances, cabinets and fixtures. Please be mindful of how you use products that burn and remain aware of their potential to cause a fire. Many candles produce soot which causes excessive damage to all surfaces. Most importantly, never leave a burning item unattended.

### **SIGNAGE & DISPLAYS**

Uniformity is important to the overall appearance of the property. Signage and displays of any kind are not allowed and residents are not allowed to utilize any area of the apartment building or grounds for any display that is visible on the exterior. Residents are welcome to have signs and displays on the interior of their apartment not visible to the outside. **Residents cannot attach anything to the exterior building structure.** Failure to comply will result in fines and/or lease termination. Reasonably sized seasonal decorations are allowed, provided they are not a nuisance or a hazard and are removed when the season has passed. Management reserves the right, in their sole discretion, to determine if decorations are acceptable. Any signs/decorations placed in violation of these rules will be considered abandoned and subject to disposal without notice. Resident will be responsible for any cost incurred.

### **LANDSCAPING**

Residents occasionally wish to plant shrubs and flowers near their apartment home. The landscaping of the property has been carefully planned and developed to maximize its appeal to the entire community. If you are interested in maintaining a particular area of the grounds, please contact the office for details of how you can participate. Management reserves the right to limit the quantity, placement and type of plants allowed.

### **MAINTAINING YOUR APARTMENT**

Regular cleaning of your apartment is an important part of maintaining it. Failure to maintain adequate sanitary conditions are considered a violation of your Lease Agreement. A Tip Sheet is included later in this document that contains important information on how to prevent/control mold or mildew in your apartment.

### **PATIOS/BALCONIES**

Your apartment is designed for you to enjoy the use of your patio or balcony. These features are an important part of the overall architectural design. Please keep them free of any debris such as mops, rugs, towels, boxes or any other item that may be an eyesore for your neighbors. Please do not leave animals unattended on your patio/balcony. Please ensure that no items are thrown from your balcony including smoked products. You are welcome to use your patio/balcony to display well-tended plants. Plants on balconies above the first floor must be limited due to watering and drainage. Patio furniture is allowed and must be in good condition. Management reserves the right to determine the suitability of, and limit the contents on, your patio/balcony. **Our insurance requirements prohibit the use and/or storage of open flame barbecue grills and propane tanks.**

### **TRASH DISPOSAL**

Trash disposal is handled in different ways which are listed below. Please check with the management office about which service is available in your Community. In order to maintain a clean and attractive community we must require that residents refrain from placing trash outside their apartment doors, in hallways, breezeways, on balconies or in common areas. Failure to utilize a properly designated disposal area will subject the resident to a minimum fine of thirty five dollars (\$35.00) per container. Fines will increase for subsequent violations.

### **DUMPSTERS**

Dumpsters are carefully positioned on the property to offer the maximum convenience to all residents. Our dumpster sites have been designed to eliminate eyesores and we ask for your cooperation in properly disposing of all garbage. In the event the dumpster site you normally utilize is full, we request that you dispose of your garbage at the next available dumpster site. All garbage should be placed in plastic garbage bags that have been properly secured and disposed of inside the dumpster. All boxes and cartons must be broken down before being placed in



the dumpster. Failure to properly dispose of garbage is considered a violation of your Lease which may impose significant fines and/or termination of your Lease.

### COMPACTOR

If your Community offers a compactor, it will be located in an area designed to allow maximum access without detracting from the community. A disposal chute is located on the outside of the compactor enclosure. Follow the instructions at the chute area for access. Place bagged trash into the chute. After all trash has been properly placed into the chute, close and lock the door. The compactor will recycle automatically. Trash must be placed in the chute and may not be left on the grounds. Violations of this policy will be subject to fines beginning at \$100 plus the actual cost of removal and are considered as Lease Violations. Please do not enter the compactor area for any reason or attempt to operate the compactor. Please contact the office or our emergency maintenance number if assistance is needed.

### DOOR TO DOOR PICK UP

Communities that offer door to door pick up of trash require that the trash be properly bagged inside a plastic bag designed for the purpose of holding garbage that has been securely sealed. Boxes may be included in the pick-up provided the boxes have been fully broken down. Grocery bags are not considered as appropriate trash bags. Trash can only be placed outside your apartment after 8 p.m. the night before pick up and before 8:00 a.m. the morning of pick up. Violations of these policies will result in fines and are considered as Lease violations.

### FURNITURE, HAZARDOUS OR LARGE ITEM DISPOSAL

**We regret we are unable to dispose of furniture, items that are too large for our dumpsters or considered hazardous waste.** You are responsible for removing these items from the property. Violations of this policy will incur a \$100.00 fine per item in addition to the actual cost of removal.

### SPECIAL DISPOSALS

For special disposals, such as Christmas trees, you will be notified by the office of the specific date of pick-up should the parish elect to offer such services.

### PETS & ANIMALS

Although pets can be wonderful companions, apartment living is truly not the ideal environment for a pet. Therefore, Management must place restrictions concerning the housing of pets. Accordingly, pets are welcome based on the owner's control, consideration of the property, courteous concern for neighbors, observance of the local laws, requirements of the Lease including payment of any deposits and/or fees, and the following guidelines:

1. *All residents must complete pet application including residents requesting approval for an emotional support or service animal.*
2. *Written permission by management is required PRIOR to bringing any animal on the premises.*
3. *Guest or visiting animals are not allowed.*
4. *Pet and animal policies are unique to each community and are a part of your Lease Agreement.*
5. *Management must meet the animal before approval is given. Resident must be able to demonstrate that their animal is well behaved and owner must be able to exhibit the ability to maintain control of the animal. A photograph of the animal must be taken by a Landlord representative and held on file.*
6. *Resident must provide proof that animal has received all necessary shots and vaccinations (as detailed in the pet application) from a veterinarian licensed by the State of Louisiana. Subsequently, all necessary shots and vaccinations must be maintained for all animals with acceptable proof provided to management. This information must be provided to the management office.*
7. *Front paws of all cats must be declawed.*
8. *Pets must be on a leash at ALL TIMES when outside the apartment. This restriction applies to every pet regardless of species when outside the confines of your apartment home.*
9. *Please be kind to your animals! You may not tie or stake it outside the apartment or leave it unattended on the patio/balcony. Food may not be left unattended either inside or outside as it attracts pests.*
10. *Pets are not allowed in the pool or pool areas. Guide and service animal exceptions apply.*



11. *You are responsible for cleaning up after your animal. This includes removal and proper disposal of any excrement. Animals may only be walked in designated animal walking areas.*
12. *When maintenance is requested inside your apartment, you will be required to restrain any animals.*
13. *Management reserves the right to determine an animal's suitability to enter or remain on the property. Determination of suitability will be in the sole discretion of Management. Only cats and dogs are eligible for approval. Exotic animals are not allowed. Certain breeds will not be considered by Management. These breeds include, but are not limited to: Pit bull, Rottweiler, Doberman Pinscher, Boxer, German Shepherds, Akitas, Husky.*

Pet deposits and fees are determined by the estimated full-grown size of the animal as verified by a Louisiana licensed veterinarian and are outlined in the qualifications provided during the application process.

If your animal disturbs others, poses a threat to others or inhibits our employees or vendors from performing their job or you fail to maintain the required registration, vaccinations or inoculations, you will be required to remove the animal from the property. Maintaining harmony within the community is a serious concern for the management staff. We regret that failure to remove your animal following a request from Management will be considered a violation of your Lease Agreement.

Any resident who brings an animal onto the property without written permission of Management will be in violation of their Lease Agreement and, additionally, will be subject to fines and additional costs of not less than \$500. **Guest or visiting animals are strictly prohibited and will be considered unauthorized and subject owner to the fines and penalties stated above.**

#### **SERVICE/SUPPORT ANIMALS**

Service/Assistance animals are not considered pets. Requests for a service/support animal must be submitted to the management office. Requests will be processed in accordance with Fair Housing guidelines.

#### **VEHICLES & PARKING**

All vehicles must be registered with the office. Parking permits will be issued at no charge. However, permits must be returned when vehicle is sold or upon termination of occupancy or a fine per parking permit will be incurred. Vehicles must meet the requirements as established by the State of Louisiana for travel on roads and highways. Only those vehicles properly licensed and registered will be allowed on the property.

Vehicles without current year's license tag, inspection sticker or inoperable vehicles are not permitted on the premises and will be towed at the vehicle owner's expense. Management reserves the right to limit the number of vehicles per apartment that can be parked on the premises.

Repairs of any kind to any vehicle(s) are strictly prohibited anywhere within the apartment community. Car washing anywhere on the property is strictly prohibited. Parking spaces are marked with striped lines. Parking is strictly prohibited in any grass area. Vehicles are not allowed to block any drive area or another vehicle. Parking in front of entry doors is prohibited.

All vehicles must be parked in an approved parking space designated for parking (striped area). There is to be no parking on sidewalks, driveways or in fire lanes. **NO DOUBLE PARKING.** Parking outside an approved area can cause extensive damage to underground systems. The cost of any such damage is the sole responsibility of the Resident. Oversized vehicles that require more than one parking space are prohibited. Parking of boats or trailers on the property is prohibited without prior written approval of Management. Any vehicles with handicap permits as issued by the Department of Motor Vehicles may utilize a handicap parking space. Please respect those spaces designated for Handicap Use. Violators are subject to a significant fine from the Police Department and we regret we cannot offer assistance once a ticket has been issued. Unauthorized vehicles, those improperly parked, or those parked in violation of any of the rules and regulations contained herein or hereafter noticed will be towed without further notice and at the vehicle owner's expense.



Operation of recreational vehicles/devices such as motorized scooters, dune buggies, go-carts or other such vehicles are strictly prohibited. The use of non-motorized devices including but not limited to things such as roller skates, skateboards or hot wheels is also not permitted on the property. Bicycles are only allowed when operated in accordance with the rules and regulations for bicycle operation on a public street. Operation of bicycles within the Community by individuals below the legal age to operate them on a highway must be monitored by Resident to ensure safe operation and safety of the operator and others.

## **GARAGES**

Properties offering garages **require** Residents to utilize the garage for parking as outlined in the Garage Addendum. Garages may not be used for storage or as a living area. Should there be a power outage, your garage will need to be opened manually. To do this, locate the red tag hanging down from the door opener. This is attached to the garage rail/motor. Once located, pull that tag, which will unlock the door from the track and enable you to manually open the door.

Residents in an apartment with an attached garage are required to utilize their garage as outlined in the Garage Addendum. The size of the garage determines the number of vehicles that must be parked within. Parking outside of a garage is only allowed in garage bays provided the vehicle fits fully within the bay without protruding into the driveway area or blocking access to another garage or apartment. Ample parking spaces have been provided for residents without a garage and guests. **Parking is allowed ONLY in designated areas. Unauthorized or improperly parked vehicles will be towed or booted without notice at the vehicle owner's expense.**

## **ELECTRONIC RECORDINGS**

Residents and visitors should be aware that all common (public) areas (except restrooms) may be subject to video/audio surveillance at any time. A video may also be utilized to document the condition of an apartment before and during occupancy and at move-out.

## **OUTDOOR FACILITIES & FEATURES**

Various features are offered at each facility. Recreational facilities and features are available solely for the use of our Residents and up to two (2) guests. The use of each of these facilities and features requires that you present your Resident ID card before entering the area. The following apply to each facility and feature **if present. Management reserves the right to limit the number of occupants and/or guests present in each area.**

### **POOLS**

Facilities with a pool are available for use by Residents and their authorized guests. Use of the pool and all recreational areas are governed by the rules as outlined in your Lease Agreement. Some pools are equipped with a beach entry and/or a swim-up table. A beach entry allows you to walk into the pool or you can elect to utilize the stairs. The swim-up table has stools that will allow you to enjoy an in-pool table. **Standing on the stools and tables or using them as a diving platform is expressly prohibited. Please do not walk or stand on the table area.**

### **BARBEQUE AREA**

A barbeque area(s) may be available. Only Residents are able to utilize grills. The grills will utilize either charcoal or gas. Before using these grills, please ensure you are familiar with the proper operation. Please be considerate of your neighbors and clean up the area after you have completed grilling. Usage is based on first come-first served basis. Management reserves the right to limit usage time. Used charcoal cannot be disposed of in trash disposal areas.

## SCREENED-IN DECK

A covered and screened relaxation area may be provided for use by Residents and their guests. The room is equipped with tables, chairs, ice maker and sink.

## HOT TUB

A hot tub may be available for use of our residents and authorized guests and all pool rules apply to the use of the hot tub.

**Management is not responsible for any items left in or on the facilities or property. Any item left in or on the facilities or property will be considered abandoned and disposed of without further notice. Resident will be responsible for any cost incurred in removal and/or disposal.**

## POOL RULES

1. Swim at your own risk; there is no lifeguard on duty.
2. Pool gates are to remain closed at all times.
3. The pool areas are to be used exclusively by residents who may have up to two (2) guests.
  - Guests must be registered with the office by an adult resident and accompanied by an adult resident at all times when using the pool.
  - Management reserves the right to limit the total number of guests.
  - Anyone under 14 years of age must be accompanied by an adult resident.
4. Only non-breakable, non-glass containers are allowed.
5. No animals\* are allowed in the pool area.
6. Proper swimming attire\*\* must be worn in the pool. **No cutoffs, thong or transparent bathing suits, or street clothes will be permitted.**
7. No smoking in pool, spa or any recreational area. This includes both smoke and smokeless items and devices.
8. No running on the pool deck.
9. No floats or rafts in the pool.
10. No diving or horseplay. The pool is not equipped to allow diving of any kind; permanent injury could result from such actions.
11. No boisterous behavior or profanity allowed at any time.
12. No public displays of affection.
13. No radios, cd players or any player devices allowed.
14. No inappropriate or lewd behavior.
15. Resident ID required at all times.
16. No private parties.

**Management reserves the right to deny recreational facility privileges to anyone for violation of these rules.**

*\*\*Guide and service animals may be exempt from this rule.*

*\*\*Proper swimming attire is required to utilize the pool and/or hot tub. Many people question why items such as street clothes or t-shirts cannot be worn in the pool. Swimwear is designed to eliminate the serious damage to pool equipment caused by non-swimwear attire. Non-swimwear attire also poses a serious health risk to the wearer as it increases the risk of being caught in the operational equipment and restricts the mobility of the wearer. Only disposable diapers designed for swimming are allowed. We regret we cannot make an exception to these rules. Violations will incur fees in addition to loss of privileges.*

*We do not allow our recreational areas to be reserved for private use.*



## POOLSIDE WIRELESS INTERNET

Wireless internet services is available for your use while visiting the pool area. A passcode is required to access the service. Please check with the office for the current code as it changes frequently.

## CONCIERGE SERVICES

Residents may contact the office for certain convenience services, such as copying, faxing, stamps, etc. Some of these services are available at no charge and some carry a nominal fee. Please contact the office for current services available to residents.

## INDOOR FACILITIES

Facilities may be equipped with various indoor features. Where present, they are available for use by Residents.

### BILLIARD PARLOR

The billiard parlor is available to residents and approved guests. Anyone under the age of 18 must be accompanied by an adult resident. The room is equipped with two regulation pool tables. Pool cues are available for the use of our residents. Please return the pool cues to the designated cabinet area after use and remove any items brought into the Parlor upon leaving. Please be considerate of others and remember that others may be waiting to use the tables. In the event multiple parties desire use of the table, the office reserves the right to determine order and time of usage. Please check with the office staff for current hours of operation. Beverages are not allowed at the tables.

### FITNESS CENTER

Fitness equipment is designed for adult use (18 years or over). Residents are responsible for their actions, as well as those of their guests. We ask that you use particular care when utilizing the sensitive electronic equipment such as the televisions or DVD players. Personal headphones are required to listen to the television or DVD. The equipment will accept most headphones which are readily available at many department stores. Residents must carry their resident identification at all times when using any of the recreational facilities and present it if asked by an authorized representative. Please check with the office staff for current hours of operation.

A disinfectant cleaner is available in the fitness center to wipe the equipment prior to use. Please replace the cleaner in the designated area after use. We ask that you use caution and **PLEASE DO NOT USE THIS CLEANER ON OR NEAR THE ELECTRONIC EQUIPMENT OR ON THE LEATHER UPHOLSTRY.**

**Prior to use of any recreational facility, residents must complete the recreational facility addendum.**

***AFTER HOURS ACCESS:** Residents who wish to use the Billiard Parlor or Fitness Center after hours may do so by obtaining an electronic access device. This device is available through the office for a nominal fee. The device will allow you entry into the building and an electronic record of the time of your entry and exit from the building may be made. Management reserves the right to determine hours of entry without further notice.*

### PLAYROOM

Facilities equipped with a playroom are available for our residents who wish to allow their minor children to play while they are using the facilities. Please be advised that no babysitter is available and the room is equipped with toys that may not be suitable for very young children. Use of this room as well as supervision of minors are the sole responsibility of the resident. Resident is also responsible for returning the room to an orderly condition.

### BUSINESS CENTER

Computers connected to the internet are available for use by our residents. Downloading to the system is not allowed. A printer is also available for your use. Please check with the office concerning the use of the fax machine.



You must be present to guarantee receipt of your fax. Residents are responsible for furnishing paper for use in the printer and fax machines.

### **GUEST QUARTERS**

Where available, a fully furnished guest suite is available for the use of our resident's overnight visitors. The suite will be available on a first come first serve basis and reservations are required. Resident will be responsible for the actions and damages of their guests. Please contact the office for additional information as to rates and availability.

### **MAIL DELIVERY**

Mail is delivered to your mailbox by the U.S. Postal Service. Some locations utilize one or more mail kiosk locations for delivery and some locations have mail delivery directly to your apartment. Please check with the management office for the specific location of your mail delivery. If package delivery boxes are available at your location, oversized mail or packages received through the U.S. mail service will be placed in a separate box designated for oversized mail. The key to the box will be placed in your mailbox. After removing your packages, please leave the key in the lock of the special box. Packages received through non-U.S. Mail carriers should be delivered directly to your apartment. Please instruct the carrier on package deliveries. Management is not responsible for any packages or their contents.

If you are checking your mail upon arrival to the community, please do not park along the curb as it causes congestion and unsafe conditions. Please park in a designated parking area.

### **TELEPHONE**

Your apartment has been pre-wired for telephone service. If an outlet is not working, please contact the office. We may be able to correct the problem quickly and assist you in avoiding costly service charges assessed by the telephone company. We will not be responsible for any charges that may be assessed by the telephone company unless specifically authorized in writing. Please keep in mind that you may not authorize any work that will penetrate the building.

### **CABLE TELEVISION**

All apartments have been pre-wired for cable service. Service is available through AT&T or Cox Cable. Please contact the office for additional information.

### **ADDITIONAL ANTENNA/DISHES**

In the event a resident desires to subscribe to another cable service that requires the installation of an antenna or dish, the installation will have to be fully contained within the leased premises. Installation must not penetrate the envelope of the building at any point, including glass. The antenna/dish may not be attached to the rail or protrude past the balcony railing. Additionally, you will be required to execute a hold harmless agreement and furnish proof of \$300,000 general liability insurance with the Community, its assigns and successors, and Shadow Lake Management Company, LLC. as additional named insured. Any installation must be completed by a licensed and insured contractor. **Unauthorized or improper installations are a violation of your lease agreement and will subject you to fines, repair costs, and legal fees in addition to the removal of the unauthorized equipment.**

### **PEST CONTROL SERVICES**

All apartments receive pest control treatment for normal household pests (Ants, Millipedes, Centipedes, House Crickets, Fire Ants, Rats/Mice, Earwigs, Centipedes and household roaches including the Brown Banded, American, German, Oriental and the Smokey Brown), prior to occupancy and upon request thereafter at no charge to the resident. Flea extermination is an extra charge in apartments housing a pet. Special extermination charges will be imposed for any treatment of any pest other than those listed above.

It is important to remember that most insects are very opportunistic. Prevention and control require your cooperation. Maintaining an uncluttered and sanitary environment are essential to controlling pests. Please review the information below.



Roaches – Household roaches often enter the apartment via cardboard boxes or paper bags. Removal of moving boxes or paper bags as quickly as possible will assist in control. Tree roaches often enter the same way you do – through the doorway. The best way to control them is with roach bait traps that are available at most hardware and department stores. Our vendors recommend the MaxForce Bait Traps. Roaches are attracted to food left out. All food should be properly stored or disposed of after cooking or eating. Please remember to run your garbage disposal a significant amount of time while running cold water to clear any debris. Pet food should be immediately removed once your pet has finished eating. Roaches also thrive in cluttered environments.

Ants – There are a variety of ants that invade homes. Common household ants normally respond quickly to a pest control application; however, some ants will react negatively to a liquid application. This includes pharaoh ants. These ants can only be eradicated through the use of a bait system. Application of pesticides that instantly kill the ants will cause the Pharaoh Queen ant to multiply the colony and only compound the problem. Ants in general are attracted to food items but some ants will feed on cleaning products such as soaps and toothpaste or electric/electronic wiring. In the event of an uncommon ant problem, a specific treatment will need to be designed for your particular problem.

Rodents – All rodents are attracted to warm places, especially in the winter months. They will search for food and water in their chosen shelter. This is one of the many reasons it is so important to notify us of any water leaks in your apartment, especially around the water heater area. Cluttered environments make eradication very difficult.

Bedbugs – Our mobile society has made the invasion of the bedbug population an increasing threat. These insects are extremely opportunistic and can be transferred to your luggage or clothing in a variety of environments especially where people come in close contact with others. Hotels are a favored transfer spot for these insects in that they often attach themselves to luggage or clothes that are placed on carpeting. You should be extremely wary of any used furniture that you bring into your home. The popularity of bag less vacuums increase the risk if they are emptied outside of a closed disposable container or plastic bag that can be properly sealed. We take the threat imposed by Bedbugs seriously. We ask that you notify us immediately if you are aware of any circumstance involving them.

Fleas – The most common cause of fleas is an animal. It is important that you have your pet treated for the flea prevention year-round. As an added precaution, place a small section (1 to 2 inches) of a flea collar in your vacuum bag. The active ingredient in the collar will not be damaged in the vacuum and it will effectively kill any fleas that are picked up during vacuuming or that hatch in the bag. This method can be used in bagged or bag less vacuums. Please follow handling directions provided by the manufacturer and properly store the unused portion of the collar away from children and animals.

Termites – Our prevention program ensures that we rarely have problems with termites although during swarming season you will see them flying at night. They are attracted to lights so you may want to keep your porch lights off if not needed when termites are swarming. Although the pests can be a nuisance, they are not harmful. We regret that we have no way to prevent the swarms and cannot treat them when they occur.

Weevils – These are the insects you sometimes find in dry food products. Sadly, the most common way they enter the apartment is through items purchased at the grocery store. The best defense is storing your dry goods in air vacuumed or sealed containers but if you find them in your pantry, the only way to eradicate them is to throw away all dry goods. Notify us should this occur and we will put you on the pest control list for a treatment. The combination often eliminates the problem.

It is important that you notify us of any pest control issue so that we can assist you with determining an effective solution. Most problems are quickly resolved by our pest control contractor.

## **INTRUSION DETECTION SYSTEM**

Your apartment may have been equipped with an intrusion detection system. When present, the system can be monitored if the alarm is activated by an alarm service company. This system is very sensitive and we request that you familiarize yourself with it upon move-in to avoid inconvenience to yourself as well as your neighbors. Please call the office for normal



service requests. Even if you do not elect to take advantage of the monitoring service, your alarm can be activated to function locally. In order to utilize your alarm, you must contact the alarm service company to program it and set up your service. Once you have decided on an alarm monitoring provider, please have them contact our office so we can ensure they have all the appropriate information for programming your alarm.

If you have an alarm system, we encourage you to activate your alarm whenever you leave the premises. Should you desire to change any programmable information, you will need to contact your monitoring service provider. Remember, this system has been installed for *you*. **Should you have visitors, please do not give out your code.** Management does not have your alarm code. If it is lost or compromised, it will be necessary to have the alarm company reprogram the alarm.

## NOISE

Residents enjoy the quiet serenity of our Community and we ask that you be considerate of your neighbors. When listening to music, please remember to keep the volume and bass levels where it will not disturb your neighbors. Speakers placed against walls and floors will allow noise to travel to other apartments. Please place them away from walls and do not place them directly on the floor. An old telephone book serves as excellent insulation to prevent noise transfer. Insulated speaker stands are also readily available from many stores. We also ask that you lower your car stereo volume and bass to a level that cannot be heard outside the vehicle when driving on the premises. Violations of this policy will be considered a lease violation and subject you to fines and/or lease termination. In the event you have a noise complaint, please contact the office so we may assist you with a resolution.

## OCCUPANTS AND GUESTS

Residents are reminded that they are responsible for the acts of their occupants and/or guests. Residents are responsible for ensuring their guests are informed of and follow the requirements as outlined in the Rules and Regulations/Lease Agreement. Damage to property by resident, occupants and/or guests will be the financial responsibility of the resident. A guest is anyone who visits for no more than (10) days in any thirty (30) day period and no more than two (2) such visiting terms per Lease Term. Should you have a guest who wishes to stay longer, please report this to the office. Residents witnessing acts of vandalism are urged to call 911 and to report such acts to the rental office.

Curfew hours are set by and strictly enforced by the local authorities and apply to any individual under the age of seventeen (17) years.

## SOLICITORS

Our Community is private property and soliciting is **strictly forbidden**. This is for your privacy and safety. We ask that you cooperate with Management by reporting to the office any solicitors who may call on you, except by your invitation, and we will take the appropriate measures to remove them from the property.

## LOITERING

Loitering on the property is not allowed. We reserve the right to limit your time to congregate to ten (10) minutes. Should you gather beyond that amount of time, you will be asked to go inside of your apartment.

## APPLIANCES

Most appliances have instructions for their care and operation printed in or on the device. We encourage you to read this information and become familiar with the operation of your appliances before using them. If after reading this information, you have questions or concerns, please call us so we may assist you. Please do not use any equipment if you are uncertain of its proper operation.

## SPECIALTY FURNITURE

We regret that waterbeds and/or vibrating furniture are not allowed.

## MISCELLANEOUS

Water spigots are located on the exterior of the buildings for the sole and exclusive use of management personnel for the maintenance of the community. Residents are not allowed to utilize these spigots. Any material left outside of the leased



premises will be considered abandoned and management will dispose of such material at its sole discretion, as it sees fit. Resident will remain responsible for any costs or fees associated with such use and or abandonment. No item may be brought onto the property that requires use or storage outside the Leased Premises or use of services not included in Resident's Lease Agreement without the written permission of Management.

### **VENDING MACHINES**

If available, a vending machine is provided for your convenience. Please check with the office to determine the location of any vending machines.

### **WEBSITE**

Residents can access the Resident Portal at our website and initiate activities from the website such as sending communications, maintenance requests, or sending information about our communities to a friend. The website can be accessed at [www.shadowlakemgt.com](http://www.shadowlakemgt.com). The website has a designation that allows you to click and gain access to your Resident Portal. Once you are logged into the system, you can change access information. If you do not have your log-in code, please contact the office so we can assist you.

### **EARLY TERMINATION**

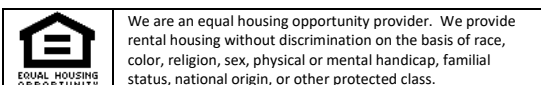
Upon payment of the cancellation fee and proper notice as required by your lease, we will cancel the unexpired term of your lease. This does not release you from any obligations during occupancy as detailed in your Lease Agreement.

### **MOVE OUT PROCEDURES**

We are always sorry to see a resident move but understand that relocation is sometimes unavoidable. Following the below guidelines will help you to avoid any additional fees.

Should you choose not to renew your Lease Agreement, a **paid 30-day notice** is required. A written notice is acceptable or you may obtain a "Notice of Intent to Vacate" form from the office. The notice is not valid until acknowledged as received by an authorized representative of Shadow Lake Management. If you utilize the postal service or a recognized national carrier to deliver the notice, we will accept the postmarked or verifiable send date as the date of receipt. Once the notice is received, you will receive a "Receipt of Notice to Vacate" which will provide you with important information to assist you with the move out process. Prior to returning possession of the apartment but after your belongings are removed and the apartment has been prepared according to terms of the Lease Agreement, we encourage you to schedule an appointment and to attend the move out inspection. Please remember that at least 24 hour notice in advance of the desired appointment time is required. All inspections must occur during normal business hours. We regret that we are unable to conduct an inspection on apartments without electricity and should the inspection be delayed due to no electrical service or you fail to attend the inspection, you will be bound by the results of the inspection and be responsible for fees and charges as outlined in your lease. Should you leave any possessions in the apartment, you are declaring them abandoned. Additionally, you will be responsible for the cost of removal and/or disposal.

It is important that you provide us with a forwarding address so we may contact you with any information concerning your lease as well as any refunds that may be due you. Refund checks will be processed electronically when possible. They will only be mailed to the forwarding address provided in the Notice to Move unless we are provided a written request signed by all Lessees for an alternate address. Please negotiate your refund check promptly as uncashed refund checks will incur a handling fee of \$5 per month after 90 days of issuance. Checks which remain uncashed after six (6) months will incur a \$10 per month handling fee.



## MILDEW AND MOLD

### TIP SHEET ON PREVENTING MILDEW AND MOLD

It is our goal to maintain the highest quality living environment for our residents. To help achieve this goal, it is important to work together to minimize the potential for conditions that could lead to the growth of naturally occurring mold.

Residents can help minimize mold growth in their apartment homes by taking the following actions:

- Open windows. Proper ventilation is essential. If it is not possible to open windows, run the fan on the apartment air-handling unit to circulate fresh air throughout your apartment. However, the HVAC system must be off if you wish to open windows.
- In damp or rainy weather conditions, keep windows and doors closed.
- If possible, maintain a temperature of between 50° and 80° Fahrenheit within your apartment at all times.
- Clean and dust your apartment on a regular basis as required by your lease. Regular vacuuming, mopping, and use of environmentally safe household cleaners is important to remove household dirt and debris that contribute to mold growth. Remember to include the vent registers in your normal cleaning routine to avoid dust accumulation.
- Periodically clean and dry the walls and floors around the sink, bathtub, shower, toilets, windows and patio doors using a common household disinfecting cleaner.
- On a regular basis, wipe down and dry areas where moisture sometimes accumulates, like countertops, windows and windowsills. Don't neglect the shower stall. It only takes a minute to wipe down excess moisture for the walls and ledges to prevent mildew accumulation.
- Use the pre-installed bathroom fan or alternative ventilation when bathing or showering and allow the fan to run until all excess moisture has vented from the bathroom.
- Use the exhaust fans in your kitchen when cooking or while the dishwasher is running and allow the fan to run until all excess moisture has vented from the kitchen.
- Use care when watering houseplants. If spills occur, dry up excess water immediately.
- Ensure that your clothes dryer vent is operating properly, and clean the lint screen after every use. Report any venting issues immediately.
- When washing clothes in warm or hot water, watch to make sure condensation does not build up within the washer and dryer closet; if condensation does accumulate, dry with a fan or towel.
- Thoroughly dry any spills on carpeting.
- Do not allow pets to urinate on carpets.
- Do not overfill closets or storage areas. Ventilation is important in these spaces.
- Do not allow damp or moist stacks of clothes or other absorbent materials to lie in piles for an extended period of time. Wet towels can quickly cause mildew to form on any surrounding materials.



- Immediately report to the management office any evidence of a water leak or excessive moisture in your apartment, storage room, garage, or any common area.
- Immediately report to the management office any evidence of mold growth that cannot be removed by simply applying a common household cleaner and wiping the area. Also report any area of mold that reappears despite regular cleaning.
- Immediately report to the management office any failure or malfunction with your heating, ventilation, air-conditioning system, or laundry system. As your lease provides, do not block or cover any of the heating, ventilation or air-conditioning ducts in your apartment.
- Immediately report to the management office any inoperable windows or doors.
- Immediately report to the management office any musty odors that you notice in your apartment.



**GENERAL INFORMATION**

**Got a gripe or full of praise? We want to know!!!**

Shadow Lake Management invites and welcomes your comments and suggestions. Please feel free to express your opinion or let us know something we did right – or wrong. It is only through feedback from our valued residents that we can continue to improve our service to you. You have several options for delivery of your comment card:

**IN PERSON**

A member of our on-sight management team will always be happy to assist you. We recommend an appointment to avoid delays.

**MAIL**

P.O. Box 1938, Gretna, LA 70054  
Attn: Resident Services Coordinator

**EMAIL**

[residentservices@shadowlakemgt.com](mailto:residentservices@shadowlakemgt.com) or contact the onsite staff at the email address provided in your Lease documents.

**HAND DELIVERY**

Drop this card off at your leasing office.

**TELEPHONE**

Call us at the phone number listed in Lease documents or at our main office at 504.367.2983 (Resident Services).

**FAX**

Management Main Office – 504.367.4608 or at the fax number given in your Lease documents.

As you can see, we highly value your opinion and want to make sure you have every opportunity to express it! If you have a preferred method of delivery that is not listed, please let us know and we will make every effort to accommodate you.

NAME: \_\_\_\_\_ Community: \_\_\_\_\_ APT #: \_\_\_\_\_

PHONE: \_\_\_\_\_ CELL: \_\_\_\_\_

WORK: \_\_\_\_\_ EMAIL: \_\_\_\_\_

COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

