



Providing Homes, Creating Community, Changing Lives

Resident Handbook

Boulder Housing Partners | 4800 N. Broadway, Boulder, CO 80304 | p: 720-564-4610 | www.boulderhousing.org

Boulder Housing Partners Affordable – Resident Handbook

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Hearing Assistance
1-800-659-3656

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Welcome!

Thank you for choosing to live with Boulder Housing Partners! Living in an apartment community means that you need a heightened sense of consideration, patience and communication. In other words, demonstrate common courtesy to your neighbors and to others living in your building and the same consideration will be returned to you.

Feeling at home in a new community can be as easy as a simple hello or offering to help your neighbors. Other residents may prefer privacy. Here at Boulder Housing Partners, we find most residents are interested in having a quiet, safe and clean home in which to live. Everyone must do their part to create a good living environment.

This Resident Handbook has been created to provide you with information about your new home. **You may disregard the sections that do not apply to your specific community.** These policies are designed to foster a healthy and safe environment. They constitute a "living" document that can be changed as circumstances change. You will be given written notice of any change to this handbook.

We hope that you will read this handbook carefully and ask us questions if you want more information or clarification. **This document is a part of the lease and has the same power and importance.** Just as continued violations of the provisions of the lease might result in termination of your lease, so might continued violations of the policies of this handbook.

Who to contact:

Rent and other payments should be directed to the Boulder Housing Partners' office at 4800 Broadway, Boulder, CO 80304 or to the rent drop box at your community (available only at certain communities).

All rent is due at the Boulder Housing Partners' office or community drop box on the *first day of each month*. Rent is considered late if it is received after 5 p.m. on the 1st. Any payment received after 5:00 p.m. on the 5th day of the month will be assessed a late fee. We cannot accept cash or post-dated checks. We request one payment per apartment (roommates should submit a single full payment, not multiple checks).



If your payment is returned for “Non-Sufficient Funds” (NSF), you will be charged \$20.00 for the NSF **and** the late fee indicated on your lease. In addition, you will be required to pay by money order for the next six months. After six months, you may resume paying by check. If a second check, at any time in your tenancy, is returned for NSF, you will be required to pay by money order for the duration of your tenancy.

Boulder Housing Partners offers the option of Automatic Payment. Please contact your site manager for further information.

All correspondence should be directed to:

Boulder Housing Partners
4800 Broadway
Boulder, Colorado 80304

Fax: 303-939-9569

Phone: 720-564-4610

For Hearing Assistance: 1-800-659-3656



Maintenance

**Maintenance questions and work orders should be directed to the following number:
720-564-4620**

We encourage you to call when you have a maintenance problem. You can leave a message in English or Spanish on the work order line (720-564-4620) any time, day or night. If you call in a request for maintenance, please leave your name, address, phone number, and a brief description of the problem. We will assume we have permission to enter your home in your absence to repair the problem. Let us know whether there are any entry restrictions such as specific times, pets, etc.

If something breaks or goes wrong, and your failure to report it leads to further damage to the apartment, you may be required to pay the cost of the repair.

If you have pets, please leave a note on your door, so we can keep your pet contained.

Emergency Procedures:

If you have a fire, burglary, major gas leak, or life threatening health problem, **call 911**. Then call **720-564-4620** to inform Boulder Housing Partners staff.

If you have a maintenance emergency that is not an immediate threat to life or health, call the 24-hour maintenance line **720-564-4620** and choose “urgent” on the menu.

Maintenance emergencies include:

- Gas leaks
- No electricity
- Fire sprinkler in ceiling releasing water
- Smoke detector alarm going off and not stopping. They are designed to stop by themselves within a few minutes of the smoke clearing. Toilet, sink or drain overflow or plugged up
- Frozen pipes or no water coming from faucets
- Broken or severely leaking water pipe
- Broken window, door, or lock which affects security
- Resident locked out of house. You will be charged for opening the lock.



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- Malfunctioning refrigerator (weekends or holidays only)
- Water heater not working late Friday or Saturday. Otherwise it will be treated as a routine maintenance call.
- Leaking water heater
- Furnace not working in cold weather. In warm weather it will be treated as a routine maintenance call.

Be aware that reporting a non-emergency problem as an emergency may result in you being charged for the cost of the visit. If you call after normal business hours (normal business hours are 8 – 5 Monday – Friday) for something which is not an emergency, there will be a \$30.00 charge for the telephone call.

Other Emergency Numbers:

Xcel Energy (Public Service): 1-800-895-4999

Police Dispatch: 303-441-3333

Poison Control: 303-629-1123

Police Emergency Number: 911

Entry Policy: If you call in a request for a routine repair, we will assume we have your permission to enter in order to make the repairs. For routine preventive maintenance, pest control, or inspections, we will give you at least 48 hours notice. In an emergency situation, such as fire or flood, we retain the right to enter your residence without your permission to provide emergency maintenance. Maintenance will leave a note in your apartment stating the date, time and reason for entry.

Fee Schedule

The fees for the services we provide are:

Non-Sufficient Funds Fee: \$20.00

This fee is our administrative fee. Resident may be charged an additional fee by his/her own bank.

Lockout Fee after normal business hours: \$60.00

Repeated lockouts may be subject to escalating charges.



Fee Schedule (continued)

<p>Lockout Fee during normal business hours: Repeated lockouts may be subject to escalating charges.</p>	<p>\$30.00</p>
<p>Late Payment Fee: Rent payment received after 5 p.m. on the 5th is considered late.</p>	<p>\$20.00</p>
<p>Non-preparation for extermination fee: If extermination is scheduled for your unit and You have not made the necessary preparations, then you will be charged.</p>	<p>\$50.00</p>
<p>After hours' non-emergency telephone call:</p>	<p>\$30.00</p>
<p>Work Order Fee*:</p>	<p>\$60.00/hr. for general labor \$115.00/hr. for skilled trades (Plus parts if needed.)</p>

*A work order fee is not charged for routine maintenance repair calls. A work order fee is only charged in cases where a resident has caused the problem or when a resident requests non-routine maintenance.

Please notify Maintenance if you observe a safety issue anywhere in your community – an icy walk, a security light not working, debris from construction, a broken sidewalk, or any other potential hazard. We appreciate your assistance in keeping your site safe.



General Policies:

Air Conditioners: Air conditioning units may not be installed without prior written approval of management. Residents must complete a Request to Modify prior to installation. There are restrictions on the size and type of units allowed. Residents may not install air conditioners; *units must be professionally installed.*

Alcohol: Consumption of alcohol is not permitted in common areas, laundry rooms or in our offices. *Please don't litter!* Pick up bottles and cans from the property.

Bicycles: Bicycles should be parked upright or hung from hooks (please complete a Request to Modify before installing hooks). Bikes may not be left lying down on porches, patios, lawns or sidewalks. Abandoned or inoperable bikes in the bike racks will be tagged, and then removed by management.

Boxes: if you are using cardboard boxes or other disposable cartons to move in your belongings, please flatten them before putting them into the recycling bin.

Campers, Boats, and Trailers: No campers, boats or trailers may be parked at the community without written approval of management. These vehicles cannot be parked on site for storage purposes.

Candles: Unattended candles are a significant fire hazard. Even when attended, burning of candles is discouraged.

Carbon Monoxide Detectors: Residents are responsible for notifying maintenance if a carbon monoxide detector is not working correctly. Maintenance will promptly repair or replace a defective CO monitor. Please do not tamper with the CO detectors.

Ceiling Hooks: No ceiling hooks or hangers may be inserted into ceilings. Many units have fire sprinklers which may be damaged by hooks inserted into the pipes. Ceilings can also be damaged by hanging objects from hooks.

Check-In Sheet: A representative of Boulder Housing Partners will walk through your home at the time of move-in to inspect for any items which need to be repaired. This list will then be forwarded to maintenance so they can schedule any remaining work. You will also receive a copy which is your record of the condition of your home at the time you moved in. It will be used when you move out to assess what damages are more than normal wear and tear. We recommend that you read this document so you agree with the conditions listed.

Children: Parents are responsible for the actions of their children. Children must be properly supervised by an adult at all times. Any damages or policy violations caused by your child can result in tenant charges, legal action or eviction. Toys or recreational equipment may not be left outside due to safety concerns. If such occurs, management may remove the toys or equipment. Please teach your children to put trash into a receptacle and to clean up after themselves.

Deck, Balcony, Patio or Porch: Items of everyday outdoor use, such as patio furniture and potted plants, may be placed on your deck, balcony or porch. Items kept on your deck, balcony or porch should be kept below the top railing. Nothing, including blankets or rugs, may be hung over railings. Personal items or bikes may not block access to mechanical or maintenance rooms.

Management reserves the right to make a final decision on whether a porch, deck, patio or balcony is acceptably clean and tidy.

Bins and cabinets, and other storage containers must be neutral in color (e.g. Gray, tan, black or brown). Blue, orange or other bright-colored storage is not permitted.

All gardening items, including spare pots, potting soil, and tools must be stored inside a storage bin or cabinet. Gardening items may not be left outside a storage container.

The following may **never** be kept on porches or patios:

Tires, car batteries, oil, antifreeze, gasoline, hazardous or poisonous substances.

General Polices > Deck, Balcony, Patio or Porch (continued)

The following are examples of items unacceptable for outdoor placement:

- Anything unsafe or unsanitary
- Gasoline cans
- Trash or trash containers
- Propane bottles
- Recycling or recycling containers
- Indoor cushions, blankets, pillows, and other linens
- Animal cages
- Clotheslines
- Indoor toys such as stuffed animals
- Broken or discarded toys
- Indoor furniture, even on a covered porch

Holiday decorations (including strings of lights) should be removed within two weeks after the holiday passes. Out-of-season items (skis or sleds in summer, ice chests in winter) may not be left on porches, patios or decks.

Folding laundry racks are permitted *while in use*. When not in use, such racks must be put away indoors. Laundry may not be hung on anything other than an approved rack.

Dress Code: BHP will enforce the City of Boulder code regarding public nudity. The City's code allows a level of undress that exceeds many social conventions. Please be considerate of your neighbors.

Fences: Residents may not erect fences.

Fire Sprinkler Pipes and Sprinkler Heads: Residents may not hang or drape any items on either the pipes or heads of the fire sprinkler system. Do not cover or obstruct the spray of the sprinkler heads in any way.

Fireworks: All fireworks, including sparklers, are prohibited within the City of Boulder limits.

Gardening: Gardening is allowed only at certain communities and in designated areas. Prior approval from management is necessary. Gardening that has not been approved will be removed and the area reclaimed with the cost billed to the resident.



Grills: Barbecue grills represent a significant fire hazard. Safe and sensible operation of outdoor grills is mandatory, and management reserves the right to restrict their use. Charcoal grills and hibachis are not permitted.

By City of Boulder code, all grills must be placed at least ten feet (10') away from any structure and on a concrete patio when in use. Propane grills are restricted to the type that uses the small 2.5 lb. bottles.

Residents may not use 20 lb. Propane bottles, or store them (even if they are empty).

Grills may **not** be used on balconies or where there is a balcony above the grill. Grills are not permitted where prohibited by homeowner regulations. Accessories must be kept in an approved wooden or neutral-colored bin.

Guests & Visitors: Residents are responsible for the conduct of all persons who visit or stay with you. We define a *visitor* as someone who visits you but does not stay overnight. We define a *guest* as someone who stays overnight. All policies applicable to you as a resident are applicable to your guests and/or visitors. Infractions by guests or visitors are considered infractions by you. Many sites require a “guest in the unit” form to be turned in every time you have an overnight guest. At other sites, we recommend that you inform Boulder Housing Partners of guests who will be with you for more than three days, so that we know they are authorized by you to be there.

A guest can remain in the unit no longer than 14 consecutive days or a total of 28 cumulative calendar days during any 6-month period

This applies to the total of all guests, not per guest. Any guest who stays more than 14 days in a month is considered a member of the household. It is important that you request in advance, in writing, for such a guest to join the household. They must meet the eligibility requirements of the community. If eligible and approved, they must then sign the lease and share equal responsibilities for the lease with you.

It is your responsibility to see that visitors and guests abide by all the terms of your lease. This includes clauses about noise, behavior, pets, damages and use of the common areas. (Note: visiting pets are not permitted.)



Hoses: Due to the possibility that pipes may freeze, all hoses must be disconnected prior to the first freeze in the fall and not reconnected until after the final freeze in the spring. Any hose left connected during the high hazard months will be removed by management. Any damage to pipes will be charged to the resident.

Illegal Activities: Criminal or illegal drug activity by a resident, guest or visitor is grounds for immediate eviction. Weapons are not allowed at any BHP community. Criminal conviction is not required prior to eviction, only a police report showing evidence of arrest.

Insurance: Our property insurance does not cover your possessions. This means that if there is fire, flood, or water damage, we have no liability for your personal property.

You are required to carry renter's insurance against loss from fire, theft or damage.

Keys: At move-in, a resident receives one entry door key (if building has locked entry), two apartment door keys, one mailbox key and one laundry room key (if laundry room is locked). If the resident wishes to have additional keys, residents must pay for the keys in advance. Payment can be delivered in person to the main office, mailed to the main office with a note clearly stating which key they are paying for, or made to the property manager. A copy of the receipt will be given to maintenance to generate a work order. The keys will be delivered to the resident's apartment and left on the kitchen counter if the resident is not at home. If the resident does not want maintenance to enter the apartment to leave the keys, they will need to pick them up at the main office.

The following charges will be assessed for duplicate keys:

- Entrance door (if building has locked entry) \$20.00
- Apartment door \$5.00
- Mailbox \$5.00
- Laundry (if access is locked) \$5.00

The following fee schedule applies to additional entrance door keys:

The first additional entrance door key requested will be \$20.00. Each additional request for an entrance key will be \$50.00. A special Request Form and copy of the license or state ID for the



General Polices > Keys (continued)

person who will use the key must accompany the fee for the key. A special form, to request entry door keys for Home Care Providers at the \$20 rate, is also available in the office. A copy of a Driver's License or State ID will be required.

The fee for the entrance door will be refunded to the resident at move-out if the key has been returned. All other charges are to cover our cost; no refund will be given at move-out. If all keys are not returned at move-out, resident will be charged for a new lock and keys.

Laundry Room: Laundry rooms located at the community are for resident use only. Please empty lint filters between loads, and remove laundry promptly at the end of your cycle so others may use the equipment. Please do not store your personal items or cleaning supplies in the laundry room. Never use dyes in the washing machines. As with our other community areas, please leave the laundry space the way you found it. Clothing left in the laundry room longer than three days will be collected and donated to charity.

Boulder Housing Partners will not provide change for machines or be responsible for refunds. Notify BHP maintenance at 720-564-4620 or Coinmach at 1-800-854-3070 if you need a refund or a machine is not working.

Anyone damaging the facilities will be charged for repairs. Loitering, playing, consuming alcohol, or smoking are not allowed in the laundry area.

Lock Outs: Management will make an effort, during office hours, to let residents into units as soon as possible, depending on the availability of staff. The charge for this service is \$30.00. After regular business hours, holidays, and weekends, management will dispatch on-call personnel, and you will be charged a lockout fee of \$60.00. Repeated lockouts requiring maintenance response will be charged on an escalating scale.

Management cannot assume the responsibility for unlocking units for any person not listed on the lease, unless specific written permission for that person and that date has been received.





General Polices > Lock Outs (continued)

No additional locks or security devices may be placed on doors or windows without prior permission from management. A Request to Modify form must be completed and approved prior to adding locks or security devices, and BHP staff must be able to enter at any time in case of an emergency.

Mailboxes: Please put your name on the inside of your mailbox so that the postal service will know that a new resident has moved in; the mail carrier may not leave mail if there is no name.

Noise: Your lease specifies, and local ordinance requires, that residents and guests shall not become a nuisance or disturbance to the peaceful enjoyment of any other person.

Residents shall not permit noise, made by household members or guests, at levels loud enough to be heard by residents in adjacent units.

The City of Boulder curfew is enforced; quiet hours are observed between the hours of 11:00 p.m. and 7:00 a.m. Excessive noise at any time is also prohibited. Some types of noise that are especially disturbing are loud stereos, barking dogs, auto horns, loud motor noises, skateboards, dirt bikes, yelling, jumping in upstairs units, wind chimes, etc.

When serious disturbances are reported, a lease violation notice will be posted to the resident, allowing correction of the problem. Residents may be subject to eviction after a second notice.

Packages: Management does not accept packages for residents.

Pet Policy: Policies on pets vary from community to community.

Before bringing any pet into your home, residents must contact Boulder Housing Partners for pet approval and review of the pet agreement.

A dog and/or cat *may* be allowed after you receive permission. Management reserves the right to deny any request for pet(s) and to restrict the size and number of pet(s).

Visiting pets are not allowed in your home. Unless you have signed a pet agreement and paid the pet fee/deposit, you may not “baby-sit” a pet or have guest pets stay in your home.



General Polices > Pet Policy (continued)

A Pet Policy Agreement must be signed and a non-refundable fee or deposit paid prior to bringing a pet into your home. If a resident allows a pet to occupy the home prior to written consent and paying a pet fee/deposit, Boulder Housing Partners will notify the resident of a lease violation. Resident shall have three (3) days from notification to remove the pet from the apartment and will be assessed a **\$100.00 unauthorized pet fine**. If the resident does not remove the pet within three (3) days, a second notice will be sent and another unauthorized pet fine will be charged.

Pets are acceptable at *some* Boulder Housing Partners locations under the following conditions:

- Pets must be properly licensed and inoculated (documentation required).
- Dog or cat must be properly spayed or neutered (documentation required).
- Animals prohibited by local law are not allowed.
- No exotic pets, reptiles, or spiders are allowed without written permission from management.
- Rabbits or ferrets are not allowed.
- Residents may have caged birds, fish, gerbils and hamsters as long as none of these cause damage to the home, adversely affect the rentability of the home, or interfere with the proper use of other dwelling units.
- Size and weight limits for dogs vary by site.
- Pets outside of the home shall be on a leash at all times and may not disturb other residents.
- Please do not tie your pets outside!
- Residents are responsible for cleaning up after their pets inside the home, yard and in all common areas.
- Pets are not allowed in hallways, interior common areas or laundry rooms.
- Please warn our staff if you have a dog who may growl or bite, or if you have an “escape-artist” cat. If we need to enter your home, we do not want to get hurt nor endanger your pet.

Unauthorized pets are a violation of the Lease and are grounds for termination of the Lease.

General Polices > Pet Policy (continued)

Vicious animals are not permitted and must be removed from the community immediately upon request of management. An animal may be deemed vicious if it bites (even once) or if it lunges at a person or another animal as if to bite.

Other conditions of pet ownership are spelled out in the Pet Policy, which must be signed prior to the animal being brought into your home. Annual inspection of all units containing pets will be conducted by management to assure that pets are not damaging units. The resident will be responsible for any repairs or cleaning deemed necessary by Boulder Housing Partners following an inspection.

Certified assistance animals (guide, signal, or service) are not considered pets under either state or federal law, and are excluded from this policy.

Pet Waste: Responsibility for cleaning up pet waste belongs solely to the pet owner. Residents must immediately clean up after their pet in accordance with City of Boulder ordinances and health and safety requirements. A lease violation will be issued for failure to do so. In addition, failure to clean up after your pet may result in fines or permanent removal of the pet.

Playground:

Children must be under adult supervision at all times.

Thoughtfulness towards neighbors who live near the playground areas is appreciated. Repeated lease violations as a result of unsupervised children or property damage may result in termination of your lease.

Please drive carefully at all times. Watch for children! They may not pay attention and run into the street or parking areas.

Planters: Planter boxes mounted on the inside of balcony railings and windowsills are allowed only when approved in advance by property maintenance staff.

Porches, Patios: See “Decks.”



Quiet Hours: The City of Boulder curfew is enforced. Quiet hours are to be observed between the hours of 11:00 p.m. And 7:00 a.m. Residents and guests must be especially careful to keep noise to a minimum during these hours.

Renewal/Recertification: If a resident is in our Public Housing Program, Section 8 Project Based Program, Tax Credit Program, Affordable Rental Program or receives a Section 8 subsidy, Boulder Housing Partners will require annual verification of your income and assets. At that time, rent may be increased. If a family's income exceeds the eligible Affordable Rental Program income (adjusted for family size), the family will be asked to vacate the unit. If at any time the composition of the family changes (either by an increase or decrease in the number of family members) and that change causes a violation of either the City Code or our funders' income restrictions, you will be required to vacate the unit within 30 days. New adult household members must complete an application and background check before being added to the lease and occupying the apartment. If approved, their income will be added to the total household income and may affect the family's eligibility for the applicable program. If the number of children in the household changes, you must inform Boulder Housing Partners immediately, if not in advance, of this change.

Renters Insurance: Our insurance does not cover your personal possessions.

Residents are required to carry Renters Insurance.

Safety and Security: As with any residence, there is always a possibility of criminal activity. Boulder housing partners has attempted to minimize the problems wherever possible.

We believe that resident awareness is the most effective prevention of security problems. We recommend that you become aware of vulnerable spots in your area, and that you report any suspicious activity to the police and to Boulder Housing Partners.

Management has not made any representations, written or oral, concerning the safety of the community or the effectiveness or operability of any security devices or security measures. Management neither warrants nor guarantees the safety or security of residents, occupants, or their guests and invitees. Persons are responsible for protecting themselves and their property. Resident acknowledges that security devices or measures may fail or be thwarted by criminals or by electrical or mechanical malfunction. Therefore, residents should not rely on such devices





General Polices > Safety and Security (continued)

or measures and should protect themselves and their property as if these devices or measures did not exist.

Please report safety concerns to your property manager or to the maintenance depart. BHP wants to keep our sites as safe as possible and will immediately address issues within our control.

Satellite Dishes: Satellite dishes may be installed only with management permission and following Boulder Housing Partners’ guidelines. Resident must sign a “Satellite Dish Agreement” prior to installation.

Satellite dishes may be installed only inside units or on resident’s own patio or balcony. No holes may be drilled in railings or exterior walls. Only clamp-type mountings are permitted.

Satellite dishes may **not**:

- Be installed in locations other than your own leased space.
- Be installed in windows or on window frames.
- Be mounted on exterior walls, in common areas, on roofs, or at any other location outside your own unit.
- Be installed in ways that pose safety concerns.

Dishes must be professionally installed and paid for by the resident

Residents may not install satellite dishes. Improper mounting harms building weatherproofing and poses a risk to electrical wiring and water pipes. Any improperly mounted or unauthorized installations of satellite dishes will be removed by the maintenance staff and resident will be charged for the maintenance staff time.

Shopping Carts: No shopping carts may be brought onto or stored at the community. Anyone doing so is subject to a charge for removal.



General Polices > Shopping Carts (continued)

A limited number of carts are permitted at our senior housing sites (Canyon Pointe, Northport and Walnut Place), provided they are neatly parked in the designated area.

Smoking: Smoking is not permitted in common areas, laundry rooms or in Boulder Housing Partners offices. Smoking is not permitted anywhere inside buildings designated as “Non Smoking” or “Smoke Free.” Smoking is only permitted 25 feet away from designated smoke free-buildings. Smoking refers to the smoking of **any** substance by any means (e.g. Cigarette, pipe, etc.) At move out, extra charges may be assessed to rehab any unit with smoke odor or damage. Effective September 31, 2011, all Boulder Housing Partners properties will be Smoke Free.

Smoke Detectors and Safety Equipment: Smoke detectors, carbon monoxide detectors, and fire safety equipment may not be tampered with or disabled. Nothing should ever be hung from fire sprinkler heads.

Snow: Residents are responsible for shoveling from their doors to the community sidewalks. BHP will shovel the community walks. Please notify maintenance immediately if you notice slippery areas.

Space Heaters: Space heaters not permitted. Not only are they are dangerous, and expensive to run, but it is against code to use a space heater for supplemental heat.

Storage Under Stairs, in Hallways or Walkways: Local fire codes prohibit storage of items outside of front doors, in hallways, under stairs (interior or exterior) or within three feet of any gas appliance (including water heaters). If items are found in these areas or blocking emergency access, a lease violation will be issued.

Storage Sheds: No exterior sheds or outbuildings may be erected or installed. Tall storage cabinets in neutral colors, designed for placement on porches, are allowed with written permission.



Stove/Oven: Please do not put foil on the burners since this can damage the element. Do not use your stove or oven for supplemental heat. This can be extremely dangerous.

Never Leave your stove or oven turned on and unattended. The fire department reports this is a major cause for house fires.

Trash Removal: Dumpsters are provided in convenient locations to meet the normal needs of our residents. No dumping of large items, including Christmas trees or furniture, or dumping of hazardous materials and liquids is not allowed. Placement of unauthorized items in BHP's dumpsters will result in a tenant charge for expenses.

Large item trash pick-up such as sofas, mattresses and large boxes will require special arrangements with the trash company. Call in a work order to maintenance to have them removed. Removal of large items is ultimately the personal financial responsibility of the resident.

Trash, whether loose or bagged, may not be kept outside the unit.

Please be careful to place trash inside the bin and to close the lid, to avoid problems with wildlife or insects. Please remember – dark brown containers are for trash and light brown are for recycling.

Please do not put trash in the light brown recycle bins. If you are not sure if something can be recycled, put it in the trash.

At communities where dumpsters are not provided, residents must arrange with a disposal service for their own trash pick up.

Utilities: You are responsible for paying utilities or services connected with the premises as indicated in your lease. This allocation varies for each community. Please remember that in some communities with central heating, your energy conservation/use affects everyone in the building.

BHP reserves the right to access your energy use history.





Vehicles and Parking:

Vehicle Limit: Parking policies vary by community. At most communities, each unit is allotted one (1) parking space. Vehicles must be kept in running condition, with legal tags. At sites with parking permits, the permit must be displayed.

Vehicles must be registered with Boulder Housing Partners as to make, model, color and license plate. When old vehicles are disposed of, new vehicles must be registered with the office. If parking is assigned, the registered vehicle may be parked only in the assigned spot. Visitors may park only in marked Visitor parking spaces or off site.

Abandoned and/or non-functioning vehicles are not allowed to park on the premises. Any vehicle with expired tags shall be considered abandoned. Seldom-used vehicles, such as trailers or boats, are not allowed.

Unauthorized vehicles may be booted or towed. Boulder housing partners will notify any resident of their intention to tow a vehicle by placing a sticker on the vehicle to be towed. We will then tow the vehicle twenty-four (24) hours after notification.

Visitor Parking: Visitor spaces are available strictly on a first-come, first-serve basis. Visitors may not park in resident parking spaces. At some communities, there is no room for visitor parking so visitors must park off-site.

Vehicle Maintenance: Vehicle maintenance, including the washing of vehicles and changing of oil, is not permitted on site. All vehicle work should be done off site. Used oil may not be stored or disposed of on site.

Antifreeze is extremely poisonous to pets, children and birds. Due to the danger of spillage, please do not add antifreeze to your vehicle while on site.

Washers and Dryers: No washers or dryers are allowed in units except in the units that are equipped with washer and dryer hook-ups. All washers and dryers must be properly installed and vented and are subject to periodic inspection by maintenance. Lint buildup in dryer vents is a significant fire hazard; dryer vents must be kept cleaned of lint.



Waterbeds: Waterbeds are permitted. Because a leaking waterbed can cause extensive and expensive damage, you must verify that you carry renters' insurance if you have one. Please notify management if you have a waterbed. Resident will be charged if damage occurs due to leakage.

Weapons: Weapons are not permitted at BHP communities.

Window Coverings: Prior to installation, any window coverings beyond those provided by Boulder Housing Partners must have written approval by management. Please submit a request to modify form before any changes are made.



Pest Prevention

Pests, including mice, cockroaches, bedbugs and other insects can become a problem in your home. Our maintenance service includes routine pest control. Please call our maintenance request line at 720-564-4620 if you have a specific problem.

Bedbugs have become epidemic in the United States. Bedbugs can be brought into your home in a variety of ways. One of the most common is through second-hand furniture or mattresses.

Never take mattresses or furniture out of a dumpster or off the side of the road.

Keep your home uncluttered. Unlike other pests, housekeeping does not necessarily have a direct correlation to an infestation of bedbugs, although cluttered or crowded units are much more difficult to treat. Homes that are overly filled with items not only allow pests to multiply undetected and complicate treatment efforts, but cause health and safety concerns which put all residents, staff and visitors at risk.

Contact maintenance immediately if you see a bedbug or are bitten. Waiting to report the problem will just give the insects a chance to multiply.

Your housekeeping has a direct effect on the presence of other types of pests. Roaches can go three months without food and one month without water, so consistent cleanliness is important. Mice and insects are attracted by open sources of food.

Here are some tips to prevent insects and mice:

- Any open package of food should be repackaged in screw top jars. Repack any foods that you buy in bulk. Watch for spills inside of cabinets.
- Do not leave dirty dishes out. If they cannot be washed right away, then rinse the food scraps off. Rinse bottles and cans.
- Empty trash daily. Sweep floors regularly. Wipe crumbs off the countertops.
- Do not leave bags, newspapers or cardboard boxes stacked in pest habitats such as under the sink or between the counters and appliances.
- Roaches do not survive in cold weather, so keep your house as cool as possible.
- Roaches can be brought into your home by produce purchased at the grocery store. Store produce, especially potatoes, in containers other than cardboard boxes.



- Roaches breed very well under contact paper. Please do not use contact paper or waxed paper shelf liners, and do not collect paper bags in your home. Roaches love to feast on these manufactured papers.
- Do not leave water lying around. Cover the drains so pests cannot get into them for water. Keep the tops on aquariums and do not leave water in plant saucers.
- Cans or bottles that you keep should be rinsed to destroy odors and food.
- If extermination is scheduled for any pests, and you have not made the necessary preparations, you will be charged a \$50.00 fee.



Care of Your Home

Inside: Residents are expected to keep their homes clean, tidy, uncluttered, safe and sanitary.

Carpet Cleaning: Do not steam-clean carpets yourself, or use any kind of chemicals that might damage the carpet backing. Contact Maintenance at 720-564-4620 for a list of approved contractors who will perform the work at your expense.

Dishwasher: Please use only those detergents recommended for use in an automatic dishwasher. Liquid soap is not recommended. Try to load sharp objects where they cannot damage the door seal. Do not allow items to come in contact with the heating element.

Garbage Disposal: Garbage disposals are easily damaged. A garbage disposal is not a trash can. *Never put anything but food down your disposal.* Do not put grease down the disposal.

Among the items that can clog your disposal are potato or onion skins, lettuce, rice, pasta, coffee grounds, egg shells, and fibrous foods such as banana peels, celery or artichoke. Scrape the items to be disposed in small amounts at a time into the disposal and run **cold water**; (running hot water through the disposal may cause damage). Turn on the disposal and let it run for at least 30 seconds. Keep the water running the entire time and leave it on a minute or two after the disposal is turned off. The disposal works by grinding all items up into tiny pieces and mixing with water so that they will pass through the plumbing system. To maintain a clean disposal, run one cup of dishwasher fluid down the disposal once a month.

Underneath the sink, on some of the motors of the garbage disposal, there is a small red “reset” button. If your disposal is not coming on, press this button one time to see if it will restart. Also, there may be a small “Allen” wrench in a nearby drawer. Adjacent to the reset button is a small hole for this wrench. Put it in the hole and turn it clockwise. This will help if there is an object jamming the blades. If both these measures have been tried and the disposal still does not work, then it is time to give Maintenance a call at 720-564-4620.

Stove: Please do not attempt to repair or replace any part of an appliance yourself. Do not leave children unsupervised when the range is in use. Never use this appliance to dry clothes or





Care of Your Home > Stove (continued)

to heat a room. Elements can be damaged by excessive food build-up or by putting foil on the burners.

Please keep hood and grease filters clean to maintain good ventilation, and to avoid grease fires. Never put water on a grease fire. Baking soda can be used as an extinguisher. Never pick up a flaming pan. Instead, cover the pan with a lid or flat tray.

If your oven is self-cleaning, you can close the oven door and set the cleaning clocks to desired times (3 hours is recommended). Press latch release button and push the self-cleaning lever to "on." It will not unlock until the process is complete. Do not clean the door seal, as it might damage the self-cleaning operation. Do not put trim rings or drip pans in the self-cleaner.

Toilet: Never put foreign objects or sanitary items down your toilet. If your toilet becomes clogged, use a plunger. Do not use Drano or other corrosives. If your toilet overflows, shut off the valve underneath the toilet and call Maintenance. Even small items such as tampons, Q-tips, cigarette butts and dental floss can clog the lines in the toilet. If repairs show that such abuse has occurred, the resident will be charged for the cost of the repair.

Tubs: Fiberglass tubs, enclosures and sinks are easily scratched. Never use abrasive bathroom cleaners; you will be charged for damage of this nature. Use a liquid non-abrasive cleaner on tubs, sinks, tile, and counter tops.

Tubs in some units are next to a wood doorframe. The wood on those doorframes is subject to water damage. The same could happen if you get water on adjacent carpeting or linoleum. Repairs for damage to carpet and linoleum may be a resident charge. You must have a shower curtain and you must use it correctly. If you keep a shower curtain carefully tucked into the shower or tub area, damage will not occur.

Water Heater: Your water heater should require little or no maintenance. Most are equipped with a manual pilot, which is located near the bottom. Instructions for re-lighting are written on the lower section of the heater. If your pilot should go out and you are having trouble re-lighting it, please call Maintenance.



Other:

- Do not hang anything from fire sprinkler heads or pipes.
- All alterations in your unit, including window coverings, require Boulder Housing Partners' approval. Ask your site manager for a Request to Modify form.
- Do not hang anything from the ceiling without written permission. Maintenance may need to inspect the construction of your ceiling before giving permission.
- Do not store anything in your water heater or furnace closets, as this is a fire hazard.
- Do not store items in crawl spaces. Never enter crawl spaces.
- Please do not turn your thermostat below 65 degrees in the winter. This will protect the pipes.



Hearing Assistance
1-800-659-3656

Housekeeping Standards

Boulder Housing Partners expects all residents to meet housekeeping standards, in accordance with the lease. If violations, hoarding, or unsanitary conditions are brought to our attention, the staff will do housekeeping inspections and may issue a lease violation for noncompliance with housekeeping standards. BHP reserves the right to take photos or make notes to document housekeeping issues.

We expect you to keep your home safe and sanitary, with items not in daily use stored where they do not obstruct traffic. Clutter and lack of accessibility are causes for lease violations and may result in additional resident charges if pests are detected.

BHP has clarified our basic housekeeping standards to help residents understand our expectations:

Kitchen:

- 50% of counter space free, wiped clean, and free of dirty dishes and clutter. No flammable items on counters.
- Food stored in air-tight, rodent-proof containers. No exposed food.
- Sink and plumbing clean of grime and exposed food. Items stored under sink are non-toxic, capped, and non-flammable. Soiled dishes washed within 24 hours.
- **Stove:** Knobs, burner pans, range hood, and wall behind stove clean from grease, old food, and spills. No foil on burners! Maximum of one (1) non-flammable item on stove.
- **Ovens and microwaves:** Free from grease and spills. Ovens are not to be used for storage. No flammable items.
- **Refrigerator:** Spills wiped up. No deteriorating or exposed food. Freezer and refrigerator not packed too tightly.
- **Floor:** Cleaned regularly, corners and baseboards cleaned and free of clutter and food. All items not in daily use are stored and not obstructing flow of traffic. All trash properly contained and removed weekly.
- Recyclables clean and only temporarily stored. Removed weekly.
- Appliances in working order, or work order has been called in to BHP Maintenance.

- All trash emptied weekly.
- Toilets clean.
- Sink, tub and wall clean, free from mold and grime.
- Dirty laundry contained.
- 50% of floor area is clear.
- Floor, corners and baseboards cleaned.
- All items not in daily use are stored and not obstructing the flow of traffic. Vents are uncovered.

General:

- Pet items and litter boxes cleaned once a week. No pet odor.
- Tuck telephone and electrical cords against the wall and away from the walking area. No trip hazards.

**For your safety, never mix ammonia and bleach!
Toxic fumes from this mixture may be fatal!**

Care of Your Home Outside:

Never touch the breaker boxes or electrical equipment on the buildings.

We will attempt to keep common walkways clear of snow and ice. You should, however, be very careful of slippery places. Some ice in the winter is unavoidable. You are responsible for snow removal from the street or common sidewalk up to your unit. Please request a bucket of salt from Maintenance for slippery areas.

Patios are for outdoor leisure activities. Please consider the appearance of your neighborhood before putting things other than bicycles, lounging furniture, or grills on your patios, porches, or balconies. Indoor furniture is not allowed on porches or patios.

Barbecue grills represent a significant fire hazard. Grills must be used in the center of your porch, at least 10 feet away from any structure. *Charcoal grills are not permitted.* Barbecues are not allowed on balconies, where they may pose a fire hazard or where specifically forbidden by homeowner regulations and City of Boulder ordinance.

Sidewalks, hallways and stairways must be kept clear of trash, bicycles, toys and other personal items. Toys must be designed for outdoor use and kept neatly contained and stored.

Pet waste must be removed promptly.

Dumping of cooking grease, anti-freeze, motor oil, or any other hazardous waste is not permitted on BHP property.

Additional locks are not permitted on the doors nor may locks be changed without written permission. If you need your locks changed, please call in a work order. You will be charged \$60.00 per hour for labor plus materials if necessary, for the lock change.

Dumpsters are for resident use only. Please notify management if you observe anyone other than a resident using the dumpsters. There is a charge for tires or large items. Please notify the office when leaving such items at the dumpsters.

Residents are encouraged to recycle. Please use the recycle containers.

Our landscaping is a vital and valuable part of the community. Please treat our trees, shrubbery, and flowers carefully. Please contact Maintenance if you would like to plant flowers or shrubs.

Cigarette butts need to be discarded in the appropriate place. Many of our communities have butt cans, please use them. If not, please be courteous and discard them in an appropriate container.

Should You Decide to Move:

You are responsible for the rent of your unit for the duration of your lease period. Should you decide to move, we will need at least a **30-day written notice**, with an exact date of move-out. Should you move before the lease expires, we will do everything we can to re-lease the home. Your notice must include permission to enter so that we may show your home. You may not sublet or transfer possession of your unit.

We can give you information about how to clean your home in order to maximize the return of your security deposit. When you moved in, you were given a check-in form: refer to that to recall the condition of the home during move-in. When your home is completely empty and clean, a member of Boulder Housing Partners staff will walk through the home and record any damage that might be deducted from your security deposit. *If you want to be present, let us know 72 hours prior to move out to set up an appointment.* You will be charged for missing keys.

Additional charges will apply if there is smoke damage or odor in an apartment, even in buildings where smoking is not prohibited.

Your security deposit will be returned to you within 30 - 60 days (depending on the stipulation in your lease) after termination of the lease or surrender and acceptance of the dwelling unit and keys, whichever occurs last. If the full deposit is not refunded, we will provide you with a written statement listing the reasons for the retention of any portion of the deposit, accompanied by a payment to you of the difference between any sum deposited and any amount retained.

We will not deduct any portion of the security deposit to cover normal wear and tear. "Normal wear and tear" shall mean that deterioration which occurs, based upon the use for which the dwelling unit is intended, without negligence, carelessness, accident or abuse of the premises or contents by the resident, members of the household, invitees or guests.

Security deposit refunds are written in the name of all adults on the lease

If you wish separate checks to be cut in more than one name, we will need a written statement to that effect, signed by all adults on the lease.



Transfer of Units:

Transfers, in general, are not permitted. If a resident has a specific need, they must request the transfer in writing and explain the circumstances of the request to transfer. The resident is also responsible for all move-out and move-in charges. There may be a fee involved in the transfer. Completion of at least twelve months of residency in the current unit is a requirement. Residents must be in compliance with their lease.

Conclusion

These policies have been drafted to ensure the comfort of all residents living within our communities. If you have any questions about them, please call Boulder Housing Partners at 720564-4610 or your site manager.

BHP shall not discriminate against any resident, nor will we tolerate discrimination, on the basis of any local, state or federal protected classes.

Grievances: We hope that your home is so well managed that you never have a grievance with us. In case you do, please try to resolve the issue with the involved staff person first. If you are not able to resolve the matter, contact the Director of Property Management at 720-564-4610. If you are still not satisfied, you may put your concern in writing to the Executive Director, Boulder Housing Partners, 4800 Broadway, Boulder, CO 80304.

Living together is not always easy. Tolerance and understanding are essential, whether we live in a neighborhood or a high-rise building. By remembering that people are people, we can all make living together just a little bit easier.

In case of conflict with a neighbor, please try to resolve the issue with your neighbor. If your conflict is due to violation of City code (i.e., noise), please contact the Boulder Police Department at 303-441-3333, or call 911 in case of emergency.

An option for all residents in Boulder is to contact the Community Mediation Services, which provides mediation between neighboring residents and between residents and landlords. The phone number is 303-441-4364.

We reserve the right to amend these rules or implement others to provide for the safety, care and maintenance of our communities. You will be notified in writing of any changes.

