



Lorenzo

RESIDENT HANDBOOK



Live. Learn. Lorenzo.





Resident Handbook

Welcome to your new home!

We're excited that you have chosen Lorenzo. We want to help you get the most of your experience by providing you with the best possible living environment. This Resident Handbook is made available for your reference and also serves as an ADDENDUM TO YOUR LEASE. This handbook details some of the services we offer and explains what you can do to help us maintain this property. It is our goal to ensure your satisfaction; however, doing so will require a cooperative effort between us, our on-site team and you. Please take time to read this handbook carefully. You must sign and return the last page of this handbook to the Management Office on or before your move-in date.

When reading through the handbook, be aware of the terminology used. Any term defined in the Lease will retain its meaning. Therefore, "you" and "your" refer to the residents on the Lease, and "we", "us", or "our" is owner/management.

Additionally, prior to or upon move-in, you will be asked to view our short Lorenzo 411 video. We have created this video for first time apartment renters. In it you will find tips and tricks to making the most out of your stay here at Lorenzo and a basic guide to navigating through your new community.

If you have any questions concerning the handbook or its contents, please consult with your General Manager or by calling our Resident Services Office at 213-234-5700 or send an email to residentservices@thelorenzo.com. Again, Welcome! We hope that your residency at Lorenzo will be a long and satisfying one.

Sincerely,

Laura Nissley
General Manager

Professionally Managed by:

GHP MANAGEMENT

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I. TERMS OF TENANCY

The following section is intended to help explain important aspects of the Lease and answer common questions concerning its terms and conditions. To the extent there is a conflict between the Resident Handbook and your Lease, the terms of your Lease shall apply.

1. Rent:

Rent is due on, or before, the first of every month as outlined in your lease agreement. Per company policy, we only accept the following methods of payment:

- Personal Checks
- Certified Funds (cashiers check, money order)
- ACH- Payment using checking account through online resident portal
- Debit/Credit Cards via Resident Portal includes a \$30 convenience fee
- No cash accepted at any time.

Rental payment is to be made at the rental office, which is located at 325 West Adams Blvd, Los Angeles, CA 90007. If you are unable to come to our office during regular business hours, you may place your rental payment in our rent drop box conveniently located outside the mail room. To ensure efficient and accurate recording, please be sure to clearly specify the following information on your rent payment: name, unit number and the relevant charge(s) being paid.

Leasing Incentives/Concession:

- If resident is in default of their lease, they will be obligated to pay back the total value of any rental concessions or incentives honored.
- The Lorenzo is not responsible for replacing or compensating you if any of these items were to be lost, stolen, damaged or otherwise unusable after it is issued.

2. Fees:

<p>Late Rent Charge <i>Late Rent Charge will be assessed for any rent received after the close of business on the 3rd day of the month, including holidays. Rent is delinquent until Rent is paid in full. After rent is delinquent no partial payments will be accepted.</i></p>	\$75
<p>Return Check Charge <i>Charges will be assessed for returned checks, in addition to applicable late fees. All returned payments must be reimbursed within 24 hours using certified funds. After your account has been associated with two returned checks, certified funds (money order or cashier's check) will be required for all future payment.</i></p>	\$35
<p>Assignment/Relet Fee <i>To be paid by Resident or Assigned Resident or Both when a lease is transferred from one person to another.</i></p>	\$500
<p>Transfer Fee <i>From exclusive space to another exclusive space within the same unit</i></p>	\$50
<p>Transfer Fee <i>From exclusive space to another exclusive space in a different unit</i></p>	\$300
<p>Unauthorized Pet Fee <i>First offense and any subsequent offense.</i></p>	\$500
<p>Holdover Fee <i>Fee assessed when you occupy the Premises past the Ending Date of your Lease. At owners discretion.</i></p>	See your Lease Agreement
<p>Trash Fines <i>Left in unit upon move-out or transfer or found in any common area including hallways.</i></p>	\$25 per bag
<p>Miscellaneous Fees</p>	<i>Will be assessed accordingly for damages, cleaning and lease violations.</i>
<p>Lock Out Fee</p>	Free courtesy lock outs during normal Resident Services business hours, \$75 for all lock-outs after 8pm any day of the week.
<p>Key and Tag Replacement</p>	Parking Tag \$200 Bike Sticker \$50 Key Fob (apartment/bedroom door) \$75 Mailbox Key \$35 Wristband \$25 Printing Card \$10
<p>Amenity Equipment <i>All amenity equipment must be signed out at the courtesy patrol console with a valid photo ID. If item is not returned within the same business day it was issued, it will be considered lost and replacement fees assessed.</i></p>	Lorenzo Basketball \$150 Lorenzo Volleyball \$150 Lorenzo Bum-a-bike \$150 Sewing Room Equipment \$50-\$200 Misc. Items-at managements discretion

3. Utilities:



Owner agrees to furnish water, sewer, gas, electric, trash, basic cable television and Internet for the apartment, but Resident and the other residents of the apartment must separately pay and provide required deposits for all other utilities, city services, city fees, charges for local and long distance phone service, additional or private lines, information and 911 calls. Except for utilities provided by Owner, Resident agrees that all utilities and services paid for by Resident will be in Resident's name prior to, but not later than, the commencement date. Resident acknowledges that all utilities will be used for normal household purposes only and shall not be disconnected at any time during the term of the contract. Resident is jointly and severally liable with roommates for utility bills. Owner is not responsible for any discomfort, inconvenience or damage of any kind caused by the interruption or failure of any services. Owner is not responsible for outages or lapses caused by outside providers.

4. Keys and Entry Devices:

Any keys or other entry devices given to you by management are intended for your use only. Duplicates are only to be made by Management, and all entry devices are to be returned at move-out. You are prohibited from changing locks or in any way denying Management entry into your unit. In the event that an access card, remote control devices, or key is lost or stolen, resident will be billed a minimum cost of \$75.00 each. The key will be issued upon receipt of the replacement fee. In addition, if at any time a replacement key is made, all remaining keys in possession of roommates occupying the same unit will become invalid. It is the resident's responsibility to inform their roommates that they need to have their keys re-programmed to become active again. In the event that a lock-out occurs as a result of new keys causing others to be deactivated, all lock-out fees still apply. Installation of additional lock devices is not allowed.

NOTICE: Vacant bedrooms are to be locked at all times. If a vacant bedroom is broken into and/or found in use, you and your roommate(s) will be assessed rental payments from the date of the last inspection by us until the date we discover the use of the bedroom. If applicable, the cost of repair and/or damage will be assessed to you and your roommate(s). The Lorenzo Management will pursue criminal action against parties involved in unlawful lodging.

5. Right to Privacy:

Management will not give anyone permission to enter your apartment without prior written notice. However, there are exceptions when our staff has consent to enter your home

without written consent. This may include, but is not limited to:

- Entry due to an emergency
- Resident and Owner agree orally to an entry to make agreed repairs or supply agreed services at an approximate day and time within one week of the oral agreement, or
- Resident is present and consents to entry at the time of entry, or
- As otherwise provided by law.

6. Roommates:

MEDIATION

An internal conflict between you and your roommate(s) is not grounds to terminate the Lease. Management is not responsible for resolving these conflicts. If needed, we will assist you in formulating an appropriate resolution; however, it is up to you to ultimately resolve the conflict. If you cannot resolve the issue(s) and decide one person needs to move to a new unit, all applicable transfer fees will apply. Transfers are not guaranteed and are solely contingent upon availability. In the event a transfer is not able to be offered, you may explore relet options (see section on relets). If the conflict involves more than just personal disagreements, such as any illegal activities, law enforcement personnel should be involved to the extent needed. On-site staff are not law enforcement officers and cannot resolve such matters.

RELETTING

You cannot assign or sublease any part of your Premises to another person. If you decide to relet, you will still be liable for all of the obligations under this Lease until your relet has paid rent on the given bed space and physically taken possession of the apartment. In the event that you procure a new resident without our assistance, and we accept such new resident subject to our rental criteria, you will be liable for a reletting charge of five hundred dollars (\$500.00). Additionally, you must complete a Relet and Release Acknowledgement form, and you must abide by all provisions contained in that form. The reletting charge is not a cancellation or buyout fee and does not release you from your obligations under this Lease, including your obligation to pay Rent. All relets must agree to take the Apartment Unit as is, in the condition it is/was vacated by you. In the event the relet at any time decides not to take possession of the reletters originally assigned unit, a three hundred dollar (\$300.00) transfer fee will be applied and must be paid before a new unit is assigned.

ASSIGNMENT

Management has the right to assign anyone to any vacant exclusive bed space in the unit before or during the term of the residents lease without notice. Management will make every effort to give as much notice as possible to make preparations for the new roommates arrival. You are expected to cooperate in the preparation of a new move-in and provide common courtesy to all new roommates. This includes but is not limited to, making space in cabinets and your shared closet, cleaning the common area and any

shared space, and removal of all personal items from any furniture or storage the new move in is assigned. Everyone knows meeting new friends and moving can be stressful. Do your part to create a warm and welcoming environment. Management makes no guarantees to the compatibility of the roommates and will not entertain any requests for re-assignment based on race, color, religion, national origin or sex.

7. Guests:

We respect each resident's right to privacy and their right to have guests. Each Unit may be permitted to have a maximum of 12 people (including residents) at a time in their unit. Residents are allowed to have a max of 2 guests in any guest permitted amenity at any given time. Please refer to the Guest Permitted amenities for these designated areas. Guest(s) are required to check in at the front desk and must be accompanied by a resident at all times both in the resident's apartment and elsewhere on the property. Guest(s) must wear a wristband obtained from the courtesy patrol desk at all times while on on-site at Lorenzo.

A guest may not stay in your bedroom for more than 3 consecutive days or no more than 6 days during any 30-day period. Prior approval must be obtained from your roommates and the management office by submitting an Extended Stay Request form to the courtesy patrol desk if you wish to have guests over a longer period of time. Management approval is at its sole discretion. Guests must abide by the policies in this Handbook. You are responsible for the actions of your guests and informing them of the rules of the community, including parking (see Parking section). Residents will not give their keys or parking placard to their guests or any other person for any reason as these are non-transferable and for contracted residents only. Residents will not grant guests access to the resident parking garages. Lorenzo has the right to refuse guests at their sole judgment who have been in violation of the law or are considered a nuisance to other residents, guests or Lorenzo staff.

Any resident who allows use of common areas to a guest, who has previously been deemed a nuisance or cited for trespassing, will be held in violation of their lease.

8. Renter 's Insurance

We require all of our residents to purchase and maintain a minimum of \$100,000 in liability renter's insurance coverage. We also highly recommend that you carry comprehensive insurance coverage as well. It is an important way to protect you against damages or theft of personal property and property damage that may occur at the community. A personal safe is provided for Lorenzo residents in each closet for use to secure Jewelry, electronics, or other valuables.

Lorenzo recommends Assurant Specialty Property companies as trusted and financially secure insurance carriers. Some of the benefits their program will provide you are:

- Guaranteed Acceptance
- Instant No Obligation Quotes
- A Competitive Rate
- Immediate Proof of Coverage to the leasing
- Personal Property Coverage – up to \$50,000
- Liability Coverage – up to \$300,000
- Replacement Cost Coverage – replaces your belongings regardless of depreciation

To renew your policy for extended terms or to change your coverage please visit www.necessaryinsurance.com or call 855.846.9278. You must provide management with a copy of your insurance certificate, including all subsequent renewals.

9. Network Access Policy

Internet access may be provided to the Apartment Community by a company selected by Management in its discretion (“Provider”) that may, from time to time, supply content, software or information service to the Premises or the Apartment Community through Provider’s integrated communications and/or internet access system (“System”). We may, at our discretion, from time to time change the Provider and make changes to the System. As an integrated communications provider, Provider offers its subscribers the means to acquire and disseminate a wealth of public, private, commercial and non-commercial information. We want you to be informed of your rights and obligations — and those of Provider and Management —in connection with your use of the System and the Internet. The following policy (“Policy”) is intended as a plain English guide to those rights and obligations.

1. The fundamental fact about the Internet is that no one —neither Provider, Landlord, Management, you nor anyone else — owns or controls it. This fact accounts for much of the Internet’s openness and value, but it also places a high premium on the judgment and responsibility of those who use the Internet, both in the information they acquire and in the information they disseminate to others.

When you obtain information through the Internet, you must keep in mind that we cannot monitor, verify, warrant or vouch for the accuracy and quality of the information that you may acquire. For this reason, you must exercise your best

judgment in relying on information obtained from the Internet, and also should be aware that some material posted to the Internet is sexually explicit or otherwise offensive. Because we cannot monitor and censor the Internet, and will not generally attempt to do so, we cannot accept any responsibility for injury to or damages suffered by you or other users of the System that results from inaccurate, unsuitable or offensive Internet communications.

2. When you disseminate information through the Internet, you must keep in mind that we do not review, edit, censor or take responsibility for any information you or other users may create. This places on you what will be, for most, an unfamiliar responsibility. When you place information on the Internet, you have the same liability as other authors for copyright infringement, defamation and other harmful speech. Also, because the

information you create is carried over Provider's System and may reach a large number of people, including both subscribers and nonsubscribers of Provider, you and other users' postings to the Internet may affect other users and may harm our goodwill, business reputation and operations. For these reasons, you violate this Policy when you engage in any of the following activities. Such violation by you constitutes a default by you under this Lease.

- a. Spamming — Unsolicited, commercial mass e-mailing is a strongly disfavored practice among Internet users and service providers. It is particularly harmful not only because of its negative impact on consumer attitudes toward Provider, but also because it can overload the System and Provider's equipment and disrupt service to Provider's subscribers.
- b. Copyright Violation — Violation of copyrights held by individuals and corporations or other entities can result in civil and criminal liability for the infringer, and can involve us in litigation and possible loss of reputation.
- c. Distribution and/or Transmission of Obscene or Indecent Speech or Materials — Violation of indecency and obscenity laws can result in criminal penalties.
- d. Defamation — Defamatory speech distributed over the Internet can result in civil liability for the defamer and litigation against us, whose facilities were used to distribute the defamatory material.
- e. Illegal/Unauthorized Access to Other Computers or Networks — The illegal or unauthorized accessing (often known as "hacking") of computers or networks carries potential civil and criminal penalties under both federal laws and the laws of most states.
- f. Distribution of Internet Viruses, Worms, Trojan Horses and Other Destructive Activities — Distribution of Internet viruses, worms, Trojan horses and other destructive activities, such as hacking or crashing a system or disrupting the system, can result in serious civil and or criminal liability under federal and state

law.

g. Export Control Violations — The law limits the ability of persons to export encryption software, over the Internet or otherwise, to points outside the United States.

h. Other Activities whether lawful or unlawful, that we determine, and so notify you, to be harmful to the System or to its or our respective subscribers, tenants, operations or reputation, including any activities that restrict or inhibit any other user from using and enjoying the service or the Internet.

3. The responsibility for avoiding the harmful activities described above rests primarily with you. We will not, as an ordinary practice, monitor the communications of users of the System to ensure that users comply with this policy or applicable law. When

Management becomes aware of harmful communications, however, it may take any of a variety of actions. We may remove information that violates its policies, implement screening software designed to block offending transmissions, or take any other action it deems appropriate, including Management exercising remedies for your breach of this Lease.

4. Provider also is aware that many of the users of its System may be, themselves, providers of Internet services (you are not such a provider, and will not provide Internet services through the System), and that information reaching the System from those users may have been originated by customers of those users or other third parties. Provider does not generally require its users who offer Internet services to monitor or censor transmissions created by customers of its users. At the same time, users who knowingly transmit materials that violate law or this Policy are, themselves, in violation of this Policy. Similarly, Provider expects that users who offer Internet services will cooperate with Provider in any corrective action that Provider deems necessary, in order to correct and prevent the transmission of material that is harmful to Provider or its users. Failure to cooperate with such corrective and preventive measures is a violation of this Policy and the Lease.

5. We are concerned with the privacy of on-line communications. In general, the Internet is neither more nor less secure than other common communications media, including mail, facsimile and voice telephone service, all of which can be intercepted and otherwise compromised. As a matter of prudence, however, we urge you and other users of the System to assume that all of their on-line communications are insecure.

6. We cannot take any responsibility for the security of communications transmitted over

the System. However, Provider will attempt to comply with applicable laws concerning the privacy of its users' on-line communications. In particular, Provider intends not to intentionally monitor or disclose any private electronic mail messages sent or received by its users unless required to do so by law. We may, however, monitor the System electronically to determine that the System is operating satisfactorily. Also, we may be required to disclose information transmitted through the System in order to comply with court orders, statutes, regulations or governmental requests. Finally, we may disclose information transmitted over the System where necessary to protect us and users of the System from harm, or where such disclosure is necessary to the proper operation of the System.

7. You acknowledge that the network provided through the System is a shared network. This means each user, including you, has certain responsibilities to ensure performance of the network overall and their own security. To ensure adequate network facilities for all users of the System, you will not: (i) attempt to degrade the performance of the System and will not use the System in any way that precludes or significantly hampers the ability of others to use the System, including but not limited to, the operation of any servers, such as FTP, WWW, Napster and NNTP, or (ii) engage in any activity that requires or utilizes large portions of the bandwidth allocated to the facility, or would cause less than generally acceptable usage speeds for others.

8. Excessive data transfer may interfere with the experience of other users of the System. You will not disrupt, or interfere with the use by other subscribers of the System or with the services available through the System. We will have the right to monitor the "bandwidth" utilization (i.e., the volume of data transmitted during any period of time) arising out of the System at any time and on an ongoing basis. Management may limit your bandwidth utilization from time to time, if we, in our sole discretion, determine such utilization is excessive.

9. Use of the System is at your sole risk, and we or any of our respective affiliates will not be liable in connection with any usage of the System by you or any third party. We nor any of our respective affiliates represent or warrant that the System will be uninterrupted or error free; nor do they make any representation or warranty as to the availability or scope of the System, including, but not limited to, availability of e-mail messages, the tenant network link, or results that may be obtained from the use of the System, or as to the accuracy or reliability of any information, service or merchandise advertised, purchased or provided through the System.

10. The performance of the System will vary from time to time based on network usage and other factors, and no minimum transmission speed is guaranteed at any time.

11. Because the System is shared by many other users, we recommend your use of

“Personal Firewall Software”.

12. Without limitation to any other provision of this Lease, violations of this Policy by you may result in remedial action varying from temporary reduction of the network resources, suspension of services and termination of services.

13. You hereby agree to indemnify, protect and save harmless us and each of our affiliates, agents, officers, directors, members, partners and shareholders from and against any suits, actions, proceedings, claims, losses and expenses (including without limitation legal fees) incurred by any of them resulting from your violation of this Policy. Among other things, this means, that if we are sued because of your activities that violate this Policy, any law or the portions of this Lease dealing with your use of the System, you will pay any damages awarded against us, plus costs and attorneys' fees.

14. We will not be liable for any interruption, surge, or failure of the System or of any utilities or services provided to you or any damage directly or indirectly caused by such interruption, surge or failure.

15. We may provide direct connections, or wireless connections, to Provider's and/or the University or College network, where available, as chosen by us. Use of these services is subject to the terms and conditions of (i) Management (ii) Provider (including the Policy set forth above), and (iii) the terms and conditions governing the use of University or College provided services, as applicable. In the event you are in default under any of the terms of this Lease (including, without limitation, the Policy), Management will have the right to discontinue your connections to the System and/or University or College-provided services. If Provider re-connects you to the System, and/ or a University or College provided service, after disconnecting you from such service, Provider may, in its discretion, charge you a reconnection fee.

16. Should you desire to use alternative Internet or on-line services, you will have the right to do so, at your expense.

17. Computer systems are subject to exploitation and security breaches that may cause the spread of malicious internet traffic, such as Worms, Trojan Horses, etc.

With this in mind, you are responsible for ensuring that your operating system is up to date, with all security/critical update patches for your specific operating systems. Such patches are generally made available by the operating system provider.

18. This Policy may be amended or supplemented from time to time by us. Such amendments or supplements will be effective upon the transmission of written notice to

you as provided in the foregoing Lease, or, as we communicate such amendment or supplement over the Internet.

II. MAINTAINING YOUR UNIT

1. Patios/Balconies:

You must keep your patios and balconies clean. They are not to be used for drying laundry, hanging banners/flags, antennas, grills/barbeques or for storage of bicycles or any other items. A bike cage is located in the parking garage for your convenience. Only the outdoor furniture provided is permitted on the balconies and patios. Please refer to the Patio Addendum in the Lease for more detail. Any fluids or trash that spills from your patio/balcony to those around or below you causing complaint or cleaning will incur fees at your expense. We will issue a reminder notice for first time patio violations. Second violations will result in a fine of \$25 per resident and \$50 for each violation thereafter.

2. Windows and Doors:

It is prohibited to obstruct your apartment's windows and doors. Doors and windows are considered fire escape routes and it is essential for safety that they are passable in case of an emergency. Do not remove the blinds already installed in your apartment. If you alter the appearance of your windows (i.e. draperies, curtains, or blinds), you must restore them to their original state prior to the end of the Lease, and you will be liable for any damages or expenses resulting from the alteration. Besides blinds and drapes, nothing can be placed over your windows or in the window sills that can be seen from the exterior of your apartment (i.e. aluminum foil, cardboard, signs). You are responsible for any damages caused by leaving your windows or doors open.

3. Exterior Decorations and Alterations:

It is prohibited to make any structural changes or additions to the exterior of your apartment, which includes balconies and/or patios.

4. Interior Decorations and Alterations:

Your apartment is your home and we want it to feel like it. Interior decorations are encouraged, granted they do not cause damage, are permanently fixated, or compromise the comfort of your roommates. You are responsible for the damages caused or labor required to restore walls, ceilings, cabinets, or doors to their original state caused by such substances or products. You are responsible for returning the interior of your apartment back to its original condition. Prior to moving out, all hooks, nails, tacks and the like must be removed from all walls, ceilings, and doors. You are responsible for the expenses required to restore the walls, ceilings, and doors to their original condition. Wall repairs fees will be assessed for any hole exceeding the size of a dime, or 1.8 centimeters in diameter.

The supplied furniture is designed for interior use only and may not be used for exterior purposes at any time. A labor charge will be assessed for furniture that must be removed from the exterior to the interior, as well as for any damages to the furniture. Any furniture provided by you must be removed at the end of your lease term or you will be assessed charges for the removal of such items.

5. Mold / Mildew Prevention:

You acknowledge that it is your responsibility to provide appropriate climate control, keep the apartment clean, and take common sense measures to prevent mold and mildew from accumulating in the apartment. You agree not to block or cover any of the heating, ventilation, or AC ducts in the apartment. If you notice any indication of the presence of mold that can't be cleaned with a common household cleaner and towel, a water leak, malfunctioning of any heating, ventilation, or AC systems, or inoperable windows, it is your responsibility to notify management immediately.

6. Prohibited Storage Areas:

Aside from balconies and patios, it is also prohibited to use public areas, such as walkways, hallways, entranceways or parking areas as storage. If you use prohibited areas as storage, your possessions may be disposed of by management without notice.

7. Waste Management:

We know you want a clean community as much as we do and we would appreciate your collaboration in keeping the community free of litter. It is your responsibility to properly dispose of trash bags and other garbage into the trash receptacles or dumpsters. Do not place any forbidden (paint, chemicals, motor oil, etc) or hazardous materials in the trash receptacles. The Resident's account will be assessed a fee of \$25 per bag of trash for all trash that is not disposed of in an appropriate trash receptacle. Additionally, Resident will be assessed a trash fine of \$25 per incident if cigarette butts are found near or around patios/balconies and entry doors. Take note that there are separate chutes on each floor for both rubbish and recycling. If the dumpsters are full or overflowing, please contact management immediately, and they will arrange for removal as soon as possible. Do not place oversized or bulky items in the trash should that could potentially cause it to clog. Those large items must be walked to the dumpster for disposal. These dumpsters are located in the P1 parking garage just beside Elevator 2, on the ground level beside Elevator 1, and also within the parking structure just outside the sand volleyball court. Please do not place beside trash or recycling chutes in the hallway or elsewhere.

8. Annually/Quarterly Inspections:

Management makes quarterly apartment inspections to each and every apartment

home for preventative maintenance purposes. You must allow management to enter your apartment home for this inspection. During this inspection, if damages beyond normal wear and tear are found as a result of abuse or neglect, the resident will be charged for damages (including labor and materials). Payment for such charges is due within 30 days of receipt of a bill/invoice from the Management Office.

The premises shall be kept in a clean and sanitary condition. The resident shall obey all appropriate local, state, and federal laws and regulations. All fines, penalties, costs and prosecutions for violation of such laws shall be the responsibility of the resident. All unpaid fines may potentially incur and accumulate late fees.

9. Bathroom:

- DO immediately wash up spilled medicines, hair rinse and drainpipe solvents, as they will discolor the tiles and fixtures.
- DO NOT drop or flush refuse, sanitary napkins, cardboard tubes, diapers or paper towels into the toilet.
- DO NOT clean fiberglass tub or surround with abrasives.

There will be a charge for removal of any foreign object found in the plumbing lines or toilet itself.

Bathtubs

It is your responsibility to ensure that running water is attended to at all times. Should your bathtub overflow for any reason causing damage to yours or surrounding apartments, you will be responsible for all damages incurred. This is including but not limited to, parts, labor, damage to surrounding residents' personal items and electronics, mold testing and remediation, and relocation fees. It is your responsibility to report any suspected leak or flood to management as soon as it is visible or suspected. Average repair costs for flooded units is approximately \$6000 per unit.

Clogged Toilets

Clogged up drains are sources of annoyance. When they occur, they invariably produce severe inconvenience for all parties concerned. You can help to avoid this situation by making sure that toilets, sinks, and bathtub drains are used for the purpose for which they are constructed.

To prevent plumbing problems, we ask that you do not put food, paper, sweepings, rubbish, rags and other improper articles down drains or in toilets.

In the event of a clogged drain or toilet, we ask that you first try to correct the problem with a plunger (see instructions below). We ask that you do NOT use chemical decloggers as they can cause damage to toilets, plumbing and disposals.

Residents will be charged for cleaning out stoppages in the drainage system due to improper use.

How to Plunge Your Toilet

Using a plunger is the simplest way to open a clogged drain without doing any major plumbing. The general idea is to break up the clog and force it down the drain. We recommend that you wear rubber gloves during this process:

1. Ensure there is enough water to cover the plunger.
2. Make sure the bell completely covers the drain hole.
3. Make your first plunge a light one. Initially the bell is full of air. A hard thrust will force the air back around the seal and blow water all over the room — and you!
4. Once you force out the air, plunge vigorously in and out, maintaining the seal. Stick with it, plunging 15 to 20 times if necessary. This forces water in both directions in the drain and usually breaks the clog free.
5. Add water as needed to keep the bell covered. Otherwise air will get into the drain, and trying to force air through the drainpipes won't generate much pressure.

Most of the time this is all it takes to clear the clog and restore the flow. However, if the drain remains clogged, please put in a service request via the resident portal or with the leasing office during business hours.

10. Kitchen:

- DO NOT clean with abrasives.
- DO NOT nail, paint, glue or screw anything on cabinets or closet doors.

Dishwasher

Please do not use liquid dish soap or laundry detergent in your dishwasher. This will cause serious problems. Use only the detergent that is made for automatic dishwashers.

Ranges and Ovens

Burners and Range Tops

- Clean top burner pans and the top of the range after each use to eliminate grease buildup and prevent acid from foods from damaging the finish.
- Use glass or tile cleaner.
- Use a scouring pad to remove all burned-on grease from burner pans or top of the range.

Oven

- Clean up burned-on food.

- Use a good oven cleaner as needed, at least every six months. Be sure to follow instructions on the can.
- If your oven is self-cleaning, clean the oven every six months following the instructions in the oven's operating manual. If you do not have an operating manual, please contact the Management Office.
- Never use a sharp instrument to scrape grease from or clean the oven.

Range Hood

- Clean vent filter over the range every month in hot, soapy water.
- Clean the range hood using soapy water or a glass cleaner.

If an appliance isn't working properly, make sure that the appliance is plugged in and controls are in the proper "on" position before contacting the office. Also, check your circuit breaker box.

Stainless Steel Sinks

Do not use scouring powder or harsh abrasives. Soft scrub will do a good job. Lime deposits can be removed by using white vinegar. If lime build up is bad around the faucets, soak a rag with vinegar and place around the faucet. To put a shine on the sink, use baby oil or vegetable oil then wipe off with a paper towel or a clean soft cloth.

Garbage Disposal

TIP: To remove unpleasant odors from your garbage disposal, grind 1 lemon or orange rind in the disposal.

PLEASE DO NOT:

- Use any type of drain cleaner in the disposal.
- Put cornhusks, banana peels or bones in the disposal.
- Put metal of any kind in the disposal (i.e. pop top, can tabs, etc.).
- Pour any kind of oils or grease in garbage disposal.

NOTE: If a foreign object other than what should be placed in the disposal is the reason for the disposal not working properly, you will be charged for the repair of the disposal. If the disposal does not work, it is usually due to an overload or jammed condition.

Please do the following:

- Shut off the disposal and water.
- Remove food waste from inside the disposal. (Disposal must be turned off.)
- Wait three (3) minutes and then push the red reset button, which is located on the bottom of the disposal unit underneath the kitchen sink.

- Switch disposal back to on. If the disposal still does not work, check to make sure that the circuit breaker has not been tripped.

If none of the above steps work, please call the Management Office.

Floors

- Kitchen and bathroom floors should be washed with a nonabrasive cleaner and floor pad to remove heel marks and food stains.
- DO NOT ever use lacquer or varnish.

Food

For a food stain that is still wet, put club soda on the stain. Then soak it up with a dry white cloth. For a food stain that has dried, apply a cleaning fluid for oil-based stains.

Chewing gum

Put an ice cube on the chewing gum for 30 seconds. Then use your fingers to pick off as much of the gum as possible.

11. Heating/Air Conditioning:

Each apartment has a control for air conditioning and heat. Air conditioning filters should be cleaned regularly to reduce electricity bills and to protect the units. Residents should call the Management Office if they feel the filter needs to be changed.

During the summer months while the air conditioning has been running, the heating coils have been collecting dust.

Prepare for possible smoke and burning smell by opening your windows before your first seasonal use. This also may cause the smoke alarm to go off. Do not be alarmed. If an actual flame occurs call 911, evacuate the apartment, and notify the management office.

Troubleshooting for Heat and Air Conditioning

1. Check the thermostat for proper setting.
2. Check circuit breakers and fuses.
3. Contact Management Office.

Additional Tips

- Do not block vents with furniture, boxes, etc. Make sure they are clear to allow the air to flow properly.
- Heat pumps have a noticeably cooler supply air temperature than furnaces. The heat pump system is sized more closely to the heating needs of your home. Heat is

supplied at a lower temperature over a longer period of time to provide a more constant heat, and it may give you the impression that your system "never stops running."

- DO NOT switch your thermostat rapidly between "on" and "off" or between "heat" and "cool." This could damage your equipment. Always allow at least 5 minutes between changes.
- Keep your blinds open in the winter to allow the sunlight in and help warm your apartment and keep the blinds closed in the summer to keep the sunlight out.
- For lower heating bills, turn your heat down when you are not home.
- To save energy costs, roommates should agree on a temperature to keep the unit at during each season.
- We will consider an A/C or Heat outage Emergency Maintenance if the exterior temperature is below 65 degrees or above 85 degrees.

12. Extended Leave Check List:

If you are planning on leaving for an extended period of time, such as a holiday break, and your unit will be empty, it is your responsibility to perform the following precautions to avoid any undue damage and distress during your absence:

- Leave emergency contact numbers with the office.
- Secure or travel with any valuables.
- Make sure all windows and doors are locked.
- Do not leave any indication that you will be away for an extended period of time, such as a note or an answering machine message.
- If you leave your car in the parking garage, be sure to roll up your windows and lock all doors.

13. Reporting Service Requests:

Requests for maintenance to your unit should be submitted as soon as the issue is brought to your attention. This is to help ensure we can maintain your comfort and convenience, as well as to prevent the situation from worsening or causing other issues or damage. You can report service requests via the resident portal online. If you need assistance with this access please visit resident services during normal business hours. If it is an after hours emergency, call the after hours on-call phone. The Lorenzo provides your unit with working lights at move-in, replacement bulbs are the responsibility of the resident. The Lorenzo staff will gladly assist with replacing bulbs, however, there will be a charge for supplies and labor.

14. IT Related Service Requests

- For any internet related requests please send a service ticket to IThelp@GHP1000.ghpmgmt.com.
- If it is regarding your cable service or television, please call 855-571-8008.

15. Emergency Unit Response Service:

All communities offer a 24-hour emergency maintenance report service. The phone number for emergency maintenance services is: (213) 234-5700. For your convenience this phone number will also be posted in the management office.

Please use your best judgment when determining the severity of a situation. The following list is an example of common emergency situations:

- Utility failure such as no water, electricity, or gas.
- Overflowing toilet.
- Broken water pipes, leaks, and severe back-ups.
- Lock-outs. If you lock yourself out of your unit and your roommates cannot help you access your unit, notify management of the situation. Please refer to page 2 of the Resident Handbook for a list of applicable charges.
- If an elevator malfunctions while you are in it, push the help button with the phone icon and emergency assistance will be dispatched immediately. Do not panic.

III. COMMUNITY GUIDELINES & RULES

We may exclude guests or others from the community who, in our judgment, have been violating the law, violating the Lease or any Community rules, or disturbing other residents, neighbors, visitors, or owner representatives. We may also exclude a person from any outside area or common area who refuses to show photo identification or refuses to identify himself or herself as a resident, occupant, or guest of a specific resident in the Community. If you or your guest is being a nuisance during any community event or program, you will be asked to leave.

1. Office Hours

Office hours are posted at the Clubhouse or Management Office. The office operates according to standard business hours and honor most holidays.

All resident concerns and roommate conflicts are to be scheduled by appointment with a Residents Life Manager Monday-Friday between 11:00am-7:00pm.

Resident Services Hours: 7 Days a week 11:00am-8:00pm (subject to change)

2. Mail and Packages

All residents are required to enroll in the Lorenzo's self-service package locker system, the Package Concierge, for normal packages and parcels, as well as Lorenzo's package notification system, Package Log, for perishable or oversized items upon moving into their unit. In order to retrieve a package, you must be an individual on the lease for the addressed unit. Any package delivered to an individual who is not a current resident will be immediately returned to sender.

The Lorenzo will not accept packages that exceed 30lbs. Any person who fails to enroll in these package programs will have their items returned to sender or held at the carrier facility for retrieval by the resident.

Lorenzo, and its property manager, owners, employees, agents and representatives cannot be held liable for any claims or liability arising out of this service, including without limitation stolen, damaged or lost mail or packages. Further, you are required to pick-up any mail or packages accepted on your behalf within seven calendar days from the day it has been accepted, or such mail or packages will be subject to return to the service company that delivered it and/or storage fees applied.

Mailbox Keys

At Move-In, you will receive one (1) mailbox key. If the mail key is lost, you will need to contact the Management Office to order a replacement key. There is a \$35.00 charge for the new key. As a courtesy to your roommates, please check and empty your mailbox frequently.

If you have problems opening or closing your mailbox we would be happy to assist you. Please contact the Residents Services Office to submit a service request. We are only authorized to allow you access to your mailbox in the event of a lost key, at which time you will be charged the \$35 lost key fee.

We are not responsible or liable for any packages that are lost or damaged.

Mail Forwarding

Prior to moving out, you must submit your forwarding address to management and also submit your change of address online at postalforwarding.com. If you fail to do so, any mail you receive after move out may be delayed or returned to sender.

3. Recreational Facilities and Amenities

We offer these amenities in an effort to strengthen the sense of community and to provide

you with an opportunity to enjoy on-site activities. It is important to respect the facilities and equipment, and to respect other residents who want to enjoy them as well. As a resident of the community, you are responsible for knowing and following the rules of each particular amenity.

Rules and regulation infractions can result in fines or punishments management deem necessary, which may include the barring of further use of the facilities. **Use of recreational facilities will be at your own risk. We are not responsible for accidents, injuries, or lost or stolen items that occur when utilizing the facilities.** Certain recreational activities require particular equipment for participation. If available, you can check out the equipment at the Courtesy Patrol Desk. You will be required to provide an adequate form of identification to use as collateral.

Guest Permitted Facilities

AMENITY	HOURS OF OPERATION	WRISTBAND REQUIRED?	GUEST PERMITTED
Fitness Center	24 Hours	Yes	No
Tanning Room	8:00am-10:00pm	Yes	No
Massage Room	8:00am-10:00pm	Yes	No
Indoor Pool	24 Hours	Yes	No
Basketball Courts	Sun-Thur 8:00am-midnight Fri & Sat 24 hours	Yes	No
Media Lounge	Reservation Only	No	Yes
POOLS	Sun-Thu 8:00am-10:00pm, Fri-Sat 8:00am-midnight	Yes	YES, Only at main pool. Pool Deck, indoor pool, and rooftop pool are for residents only.
Study Rooms	24 Hours	Yes	Yes
Billiard/Game Rooms	24 Hours- 2 Hour Reservations	No	Yes
Volleyball Court	24 Hours	No	Yes
Arcade	24 Hours	No	Yes
Rooftop Patio/Grill	8:00am-10:00pm	No	Yes
Sewing Room	24 Hours	Yes	No
Central Kitchen	TBD	No	Yes
Music Room	8am – Midnight	Yes	Limit 2 guests
Shuttle Service	**Refer to Shuttle Addendum	Yes	No

All amenities are for the restricted use of the residents other than the following recreational facilities: the main pool, the main study room, the café, the amphitheater, volleyball court, arcade, the grilling stations and the courtyards. Each resident is permitted to have two (2) registered guests while using these amenities. Any additional guests must be approved by management. Guests are required to wear the guest identification bracelet when using these facilities which will be available for pickup at the Courtesy Patrol Desk.

You are also solely responsible for any of your guests that you let use the Guest Permitted Facilities. You must accompany your guest at all times while using any of these recreational facilities. You are responsible for any damages that occur on behalf of your guests' actions. The cost of damages will be charged to you.

We reserve the right to limit or discontinue issuance of guest passes at our sole discretion.

Pool/Spa Area Rules

In addition to rules listed below, please refer to pool rules posted in the pool area of your community for additional rules.

- **Use the pool at your own risk.**
- **There are no lifeguards on duty at anytime.**
- You must abide by all rules posted within the Pool Area.
- No running or physical activities are permitted within the pool area.
- Intoxicated persons shall NOT be allowed in the pool or spa.
- You are responsible for cleaning up your trash.
- Glass is strictly prohibited within the confines of the pool area.
- The pool area is only accessible during the posted hours of operation.
- You must shower before entering the pool or spa.
- You are responsible for any damages that occur on behalf of your guests' actions. The cost of damages will be charged to you.
- Call 911 in case of emergency before notifying management.



Tanning Facilities

You will be expected to understand and abide by the policies for tanning bed use. If you have questions regarding the tanning bed instructions, you should ask a community representative.



- Tanning beds are for resident use only. Your guests will not be allowed to use the tanning beds. One person in the tanning room at any time.
- You must be at least 18 years of age to use the tanning beds.
- You agree to consult a doctor prior to using tanning beds to determine if the tanning bed is safe for you.
- You may use tanning bed no more than once per day, for the maximum time specified on the tanning bed.
- You understand that tanning beds are available on a first come, first served basis only during business hours. Key can be obtained in the Resident Services office.
- Your failure to wear appropriate eye protection may result in permanent damage to your eyes. You agree to wear protective eyewear when using the tanning facility. Management does not provide protective eyewear or tanning lotions.
- Repeated exposure to ultraviolet light (whether from natural or artificial sources) causes burns and may result in premature aging and or/skin cancer.
- Abnormal skin sensitivity or burning may be caused by reactions of ultraviolet light to certain goods, cosmetics, medications or drugs. You should consult a physician before using the tanning facilities if you have any questions or concerns.

Fitness Center Rules

- Read the instructions and clearly understand how to operate any fitness equipment.
- Consult with your physician to ensure you are healthy enough for physically inclined activities.
- **Residents Only.** Guests are strictly prohibited from the fitness center.
- Wipe down equipment after you use it.
- Notify management of malfunctioning equipment and do not attempt to repair any fitness equipment on your own.
- Be sure to return all equipment to its proper location and rack your weights after each use.
- No food. Only water and liquids permitted.
- No residents are permitted to use any machines or equipment while intoxicated



Basketball and Volleyball Court Rules

- **Guests are not permitted in the basketball courts**
- Do not use the equipment in any manner other than it is designed to be used for.
- Do not abuse the equipment, such as hanging on the net or rim of



the basketball hoops or displacing sand from the volleyball court.

- Abide by community rules concerning waits and sharing the courts.
- Clean up all spills and messes immediately and remove all personal items and trash when leaving.
- Please use the community provided basketballs available at the courtesy patrol desk. A photo ID will be required and held until the ball is returned.

Clubhouse and Entertainment Room Rules

- Abide by all rules posted within the clubhouse or other entertainment / common area.
- The area may be monitored for security purposes.
- Fines will be assessed and legal action will be taken if necessary.
- Do not abuse or misuse any equipment.
- If you check out any equipment, you are solely responsible for returning it. We will not pursue anyone else for damaged or lost materials

Computer Labs

Computer labs are available for your convenience. Please use common sense when determining if a potential act would be encouraged or not. Explicitly prohibited acts include downloading or installing any software onto the hard drive, viewing inappropriate or pornographic material, and soliciting or pursuing a personal business endeavor using a community lab computer.



- Computer labs are only to be used during the hours determined by management.
- Hours of usage will be clearly posted around and in the computer lab.
- **No food or drinks** are permitted in the computer lab.
- **Guests are not permitted.**
- No viewing or downloading inappropriate materials.
- No downloading any files/software to any computer's hard drive.
- Notify management if computers or printers need service (i.e. toner) do not attempt to replace or fix yourself.

Please be aware that computer labs are monitored and you will be responsible for any damages caused to the equipment. Also note that we are not responsible for any inconveniences you experience while utilizing one of the community's computers. We are not responsible for any lost data, corrupted files, or any issue due to loss of privacy. You are susceptible to the same risks as you would be using any public computer, and you

are responsible for any activities that occur while you use one.

We reserve the right to restrict access to any community amenity at anytime for normal maintenance or for use during a Lorenzo hosted event.

Be sure that you remove all personal property from amenities after use such as flash drives, cell phones, gym bags, towels, etc... We are not responsible for lost or stolen property.

INSTRUCTIONS FOR USING LIBRARY PRINTING:

DELL COMPUTERS-

1. Open the document you wish to print and select the printer nearest your current location.
(Please note that all printers are set to only print to black and white. If you would like to print in color you will need to change the settings in printing preferences.)
2. You will then be prompted to enter a username and a password. Create **ANY SIMPLE** username and password and select ok.
 - Be sure to remember this password since you will need it to retrieve your print job.

At the printer please do the following:

Walk to the printer that you selected to and **Insert Funds or swipe your Credit Card** to begin printing.

3. Select the **MENU Button**
4. Select **User Box**
5. Select **Secure Print**
6. Enter your username and password you created when you submitted your print job.
7. You will then see your print job on the screen. **Highlight** the item and on the right hand side and press the **print option**.
8. Hit **Start located in front of printer** and your job will print out all documents.
9. To retrieve any change due, please press the **Chrome Plunger Button** located on the coin insert box.

MAC COMPUTERS-

1. Open the document you wish to print and select the printer nearest your current location.
(Please Note all printers are set to only print to black and white if you would like to print in color you will need to change the settings in printing preferences.)
2. You will then be prompted to enter a username and a password. Create **ANY Simple** username and password you would like and select ok. Be sure to remember this password since you will need it to retrieve your print job.

At The Printer Please do the following

Walk to the printer that you selected to and **Insert Funds or swipe your Credit Card** to begin printing.

1. Select the **MENU Button**
2. Select **User Box**

3. Select **Secure Print**
4. Enter your username and password you created when you submitted your print job.
5. You will then see your print job on the screen. **Highlight** the item and on the right hand side and press the **print option**.
6. Hit **Start located in front of printer** and your job will print out all documents.
7. To retrieve any change due, please press the **Chrome Plunger Button** located on the coin insert box.

4. Parking

As a general rule, the community's parking lot is reserved for motor vehicles belonging to residents and their guests, on-site staff, and any vehicles used for the operations occurring within the community. Parking trailers, boats, and other unusually large or situational use vehicles in the community parking lot is prohibited. We are not responsible for any damage that occurs to you or your guests' vehicles while parked at the community. Be aware of any specific parking restrictions, such as in emergency spots, in front of community dumpsters, or temporary events such as maintenance usage. Parking spots designated as being intended for "future tenants" are reserved for their respective vehicles. Any vehicles discovered to be illegally or improperly parked may be towed at the owner's expense. Guests and Residents are required to abide by all posted parking signage in the parking garages, alleys, and entry ways. Guests are not permitted to enter or park their vehicles in the resident parking garages. Violators are subject to tow at the owner's expense without notice.

Parking tags must be clearly displayed at all times while parked in the Resident Garage. All vehicle information must be submitted to management prior to making use of the parking garage. Parking tags are non-transferrable and are not to be given out to guests and/or family members for use. Limited guest parking is available on a first come/first serve basis and is not guaranteed at all times. Overflow parking is available in the Orthopedic Hospital lot Monday-Thursday after 7pm until 6am the following morning and Friday at 7pm until Monday at 6am. Any car left remaining after 6am will be towed without notice at the owners' expense.

5. Drugs and Alcohol

You or your guests will not engage in or permit your apartment to be used for criminal activity, including drug-related criminal activity and will not engage in the manufacturing, sale, or distribution of illegal drugs at any location, whether on, or near, the community. It is your responsibility to notify the proper authorities if you suspect a resident or a guest is engaged in illegal activities.

Possession and consumption of alcoholic beverages must be in full compliance with local, state and federal laws and regulations and in accordance with these rules and regulations. Violation of the above shall be a material violation of the Lease and may be cause for termination of tenancy.

A termination does not release you from your financial obligations under the Lease.

Smoking is strictly prohibited inside the apartments, common areas and amenities. Cigarette butts must be disposed of in the proper receptacle and not left on the ground. If you fail to comply, a fine will be imposed by us starting at \$250.

6. Noise Policy

Living in an apartment community is an opportunity to be a part of a social environment while still being able to enjoy your own personal space and comfort. At times, communities will be very active due to the amount of tenants residing there as well as the opportunities offered within the community. However, tenants are required to not cause undue, excessively loud noise levels that may disturb other residents. We will investigate any complaints we receive concerning excessive noise levels. Repeat offenders are subject to fines starting at \$250 or other appropriate action. Stereos and speakers on patios will not be tolerated. In the event that you are experiencing a disturbance, please be sure to notify courtesy patrol using your in room phone or visiting the Courtesy Officer station. Should you be the cause of the disturbance and fail to comply with management or courtesy patrol, the proper law enforcement will be notified and additional legal action if warranted. Violation of the noise policy is not a valid reason for cancellation of the lease. If the issue is excessive, please visit Resident Services to explore your options.

7. Party Policy

Social gatherings are permitted. However, any activities that pose a potential safety threat or could cause damage to the interior of your unit or any other aspect of the community are strictly prohibited. You are responsible for any damages caused by your guests. We will report any criminal or illegal activity that occurs during parties. You are prohibited from disturbing or disrupting other residents due to the noise level caused by you or your guests during social gatherings. Also, you are prohibited from hosting events that provide opportunity for damage to occur to the property. In particular, you must recognize the following guidelines as being rules that if broken are punishable by fine or other action deemed necessary:

- Social gatherings held between Sunday and Thursday must end by 10pm.
- Social gatherings held on Friday and Saturday must end by 12 midnight.
- If you are planning on hosting a party of 20 people or less, you must notify management at least 24 hours in advance.
- If you are planning on hosting a party over 20 people, you must notify management at least 72 hours in advance.
- No social gatherings are to be held during exam periods.

- If you wish to use any common area for a planned party, you must complete the Amenities Rental Agreement at least one week prior and have management’s written approval. All rules and regulations in that agreement must be followed.
- All guests must be registered by the resident at the front desk.

8. Shuttle Policy

Lessor operates a shuttle service approximately every 15 minutes.

SHUTTLE SCHEDULE (Departure Times from Lorenzo)

USC		FIDM							
Mon-Wed	7:15am - 11pm	Mon	8am	10am	11:15am	2:30pm	4pm	5:30pm	8:30pm
Thurs-Fri	7:15am - 3am	Tuesday	8am	10am	11:15am	2:30pm	4pm	5:30pm	8:30pm
Saturday	10am - 3am	Wednesday	8am	10am	11:15am	2:30pm	4pm	5:30pm	8:30pm
Sunday	10am - 6pm	Thursday	8am	10am	11:15am	2:30pm	4pm	5:30pm	8:30pm
USC Express (Gate 3)		Friday	8am	10am	11:15am	2:30pm	4pm	5:30pm	8:30pm
Mon - Fri	7:30am - 10am	Saturday	8am	X	X	2:30pm	X	X	X
Mon - Fri	4pm - 6pm	Sunday	X	X	X	X	X	X	X

Grocery Trip	
Wednesday	Sunday
7:00pm Drop-off	2:00pm Drop-off
8:00pm Pick-up	3:00pm Pick-up

*Times subject to change at anytime



SUMMER Monday thru Friday 7am – 11pm, Saturday and Sunday 10am- 6pm

The shuttle service is offered gratuitously, and not as an amenity. While Lessor will make reasonable efforts to operate the shuttle service on a regular basis according to a regular schedule, it does not guarantee service at all times. Service may be delayed or discontinued for periods of time due to mechanical failures, personnel illness or other issues, traffic, or other reasons. Delays or period of unavailable service will not be an

Owner breach or grounds to withhold rent payment. Owner reserves the right to periodically change the shuttle service schedule. At the shuttle operators' discretion, residents and guests may be refused service for misconduct, verbal or physical harassment, or any other inappropriate behavior.

IV. SAFETY & SECURITY



1. Waiver of Responsibility

Your safety is of utmost importance to us at the Lorenzo, therefore, we have put measures in place in order to monitor your safety and to make you feel more comfortable. However, the Owner has offered no express or implied warranty of security or a guarantee against crime or of a reduced risk of crime. You understand we are not obligated to provide such aforementioned measures and may discontinue at any time without notice. You understand we have not made any representations, either written or oral, concerning the safety of the community, the premises or the effectiveness of any security devices or measure at the community. You understand that any such monitoring devices may fail or malfunction; therefore, you should not rely on such devices and should protect yourself and your property as if they do not exist.

2. Inspections

You will receive notification if and when we will be conducting Health and Safety Inspections. If applicable, notices for remedial action will be posted on your door. Fines will also be posted if necessary.

3. Prohibited Items and Personal Property

- **Grills:** it is in violation of fire regulations to store or use grills in or around your unit. In consideration of these regulations and your safety, it is prohibited to have grills on your patios or balconies.
- **Hazardous and Illegal Items:** you cannot possess any hazardous or illegal items on the community premises including, but not limited to, firearms, explosives, and illicit substances.
- **Unusually Heavy Items:** you cannot furnish your unit with unusually heavy objects including, but not limited to, pool tables and weight lifting equipment.

4. Violence

Both direct and indirect forms of verbal and written abuse, threats, coercion, physical or

verbal harassment, intimidation, violence against another person or their property, or causing the apprehension of physical or verbal harm are prohibited and will not be tolerated. Conduct that threatens the health and safety of any person (including you) may result in fines and possible termination of your Lease, privileges and possible criminal action. You are responsible for reporting abuse to appropriate authorities. You and your guests are expected to conduct yourselves in accordance with the rules contained in this Handbook at all times.

5. Fire Safety

Each apartment has been equipped with a battery-operated smoke detector. We recommend that residents check their smoke detectors monthly. Maintenance staff will also check batteries during quarterly inspections and replace if necessary. Unfortunately, in many house fires, it is found that the smoke detectors did not sound because the battery was missing. If the smoke detector starts to beep, this could indicate a weak battery. Please submit a service request through the resident portal or contact the resident services office to put one in for you.

In case of Fire

1. Get out of your apartment home immediately.
2. Call the Fire Department (911) immediately from the nearest telephone after leaving the building. Do not depend on someone else to do this.
3. Do not store gas-operated tools or vehicles (motorcycles or scooters) inside the apartment or under stairwells, breezeways, patios or balconies.

We suggest that everyone practice the following safety rules:

- Learn the location of all of your exits & fire extinguishers on your floor.
- Prepare and practice a family escape plan. Remember to stay low during a fire as smoke rises.
- In the event of a fire, dial 911 to notify the fire department. If you are able, call the Management Office as soon as possible.
- Do not open doors which feel hot to the touch.
- If you smell smoke, see flames, or hear a fire alarm, quickly and calmly exit the building through your planned escape route. Get out as quickly as you can, do not go back inside for any reason and do not attempt to remove your personal belongings.
- Please do not remove the battery from your smoke alarm. For your protection and for the safety of others in your building you should leave the battery where it belongs. If you need a battery in your smoke alarm, please stop by the Management Office or call the office immediately.
- Only non-hazardous appliances such as a refrigerator, iron, TV and

toaster shall be used.

- No devices that may cause an overload in the electrical system may be used.

6. Protecting Yourself:

Security and Safety Device Disclaimer: We have no duty to furnish alarms, security guards, or other security devices, except as required by law. If we furnish any security devices, we have no obligation to inspect, test, or repair these devices unless you request us to do so in writing. You must inspect security devices upon move-in and will be given the opportunity to make comments on their condition on the Move-In Condition Form. Any security devices you install must comply with all applicable laws. You are responsible for any damages caused by installation or malfunctioning of any additional security devices. You are also responsible for the removal of the system at the end of the lease. It is important to realize that security devices are susceptible to error and malfunction. Using common sense and being aware of your surroundings is the best way to avoid danger and harm in the case of an emergency.

Preventative and Safety Measures:

- Lock your doors and windows even if you are inside.
- Before answering the door, use the peephole or a window to check who it is before answering. If you do not know the person, talk to them through the door before opening it.
- Do not give out copies of your keys, which is strictly prohibited, or combinations to any locks on the community. If you lose your keys, contact management immediately so we can have your doors re-keyed. A fee will be assessed.
- Do not hide a key or combination code under the doormat or on your patio or balcony.
- Do not put your address on your key ring.
- Keep valuables out of clear sight. Ensure your blinds are drawn and that others cannot see inside your unit.
- Check your smoke detector monthly for dead batteries or malfunctions.
- Periodically ensure your door and window locks are working properly. Notify management if you discover they are malfunctioning. Please report malfunctioning common area light to management.
- Do not walk alone at night.
- Immediately report any suspicious people or activity to management.
- If you are suspicious that your unit has been illegally broken into, call 911 and do not enter.

7. Protecting your Personal Property

It is your responsibility to account for your personal property while on the community premises. Do not leave any of your possessions in common areas. Always be sure to lock your unit for increased safety. If applicable, ensure your vehicle is locked. Be aware of the risks of leaving furniture or other outdoor items on your patio or balcony and properly secure them if needed. If your community provides a public bicycle storage area, such as a bicycle rack, then secure it with a lock. Public fixtures and trees cannot be used to secure possessions.

V. MOVE-OUT PROCEDURES

As the end of your lease approaches, and you're getting ready to move-out, it is important to be aware of the tasks you are responsible for prior to vacating your unit. Your lease term is explicitly defined in your Lease. Please contact Management if you have any questions concerning this issue.

1. Key Return:

Prior to leaving, you are responsible for returning all keys and other entry devices to the office. You should use this opportunity to return any other items that you may have borrowed throughout the term of your lease.

2. Paying your Balance:

You are also responsible for paying off any outstanding charges that you may have accrued throughout your tenancy. These should be paid using any one of the methods described earlier in the handbook. Remember, no cash payments are accepted. You also should leave a forward address with a member of the office staff. This will help expedite the process of returning your Security Deposit.

3. Cleaning your Unit:

Before leaving, you must restore your apartment to its original condition from when you first moved in at the beginning of your lease. There are some basic guidelines to follow when cleaning your unit:

- If it was there when you arrived, it should be there when you leave.
- The unit should be cleaned thoroughly (which involves sanitization), to the point that a new tenant could move-in the moment you leave.

There may be exceptions to these rules. For example, if there were agreed upon terms during the tenure of your lease about the condition of your apartment, they will be enforced at move-out. This includes, but is not limited to, furniture additions and structural and physical changes and updates.

4. Move-out Checklist:

Prior to the end of the Lease Term, if you have not renewed the Lease for the next school year, you will receive a move-out checklist that will help walk you through the move-out process. You will be required to clean your apartment and you will be responsible for payment for damages assessed against you. You must turn in all keys, access cards/remotes, wristbands, etc. by noon on your Lease End date in order to avoid additional fees for Holdover. All delinquent rents and outstanding fees for damages must be paid prior to move-out.

For those who do not vacate their apartment by 12:00pm on the last day of their lease agreement, lease holdover fees up to a full month's rent will be assessed. Renewal options to remain in your current apartment for a future period of time are available until May 31st. Please contact the leasing office for details about current renewal specials and incentives.

Please refer to the move-out addendum with chargeback to familiarize yourself with corresponding charges. After you have moved-out, your unit will be inspected by a member of the management or their staff. Within 21 days, you will receive an itemized statement of your security deposit, minus any necessary repairs or cleaning expenses within 21 days after move out. If you are receiving a refund check, you will receive it within 21 days of your move out. If you have been contacted concerning additional move-out charges, you must remit a payment for these charges within 10 business days. A penalty will be assessed for any late payments.

VI. T H A N K Y O U !

We would like to wish everyone a safe and productive school year and we thank you again for choosing Lorenzo as your home! We appreciate your continued support and have made every effort to ensure that your move-in is as seamless and comfortable as possible. The Lorenzo staff is committed to providing the very best service and living experience available. If there is anything we can do to ease the transition or make your stay more enjoyable, we welcome your suggestions.

If you have any questions, concerns or recommendations please do not hesitate to let us know at info@thelorenzo.com

Cheers!