



Lorenzo

# RESIDENT HANDBOOK

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Live. Learn. Lorenzo.





**RE: Welcome to your new home!**

Dear Resident,

We are thrilled you have chosen Lorenzo as your new home. This Resident Handbook is an invaluable resource for you and is also a binding ADDENDUM TO YOUR LEASE. This handbook details some of our services and how you can help make your living experience exceptional. While your satisfaction is of the upmost importance to us, we will need your cooperation in creating an amazing community for all residents. Please read this handbook carefully so together, we can make the most of your Lorenzo experience.

Prior to or upon move-in, you will be required to view our short Lorenzo Orientation Video. This video provides a quick look into your new home and provides some exciting tips and tricks to make the most of your new community.

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

Warmest regards,

Lorenzo Management

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## I. NOTEWORTHY TERMS OF TENANCY

The following section is intended to help explain some important aspects of your 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 unless expressly noted in this Resident Handbook.

### **1. Rent:**

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

- Personal Check, Cashier Check, or Money Order;
- Visa - \$37/transaction convenience fee - \$5,000 maximum per transaction.
- MasterCard & Discover - 2.95%/transaction convenience fee - \$9,000 maximum per transaction.
- ACH - FREE! We require the first month's rent to be paid in certified funds (credit card, cashiers check, etc)

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: Full legal name, unit number and the relevant charge(s) being paid.

Please note only certified funds will be accepted after the 3<sup>rd</sup> of each month (cashier check or money order). No cash is accepted at any time.

### **IMPORTANT REMINDERS TO AVOID PROCESSING DELAYS IF YOU ARE PAYING WITH A CREDIT CARD:**

- If you are using an international credit card we strongly encourage you to inform your bank before trying to make payment as they will often decline the charge if it is a large international transaction.
- Also as a security measure please be aware that any payment may require personally identifiable information, particularly for international payments.
- \*NY Residents: Please use The Lorenzo property address when processing credit card payments. 325 West Adams Blvd. Los Angeles, CA 90007.

## **2. Fees:**

<b>Late Rent Charge</b> <i>Late Rent Charge will be assessed for any rent received after the close of business on the 3<sup>rd</sup> 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>	\$75
<b>Return Check Charge</b> <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 payments.</i>	\$35
<b>Mattress Cover Fee</b> <i>Management will provide a new mattress cover at the beginning of your lease term for a mandatory \$25 fee collected at move in. Students must provide their own sheets, blankets, pillow cases, and pillows.</i>	\$25
<b>Relet Fee</b> <i>To be paid by Resident. This handbook supersedes your lease.</i>	\$500
<b>Transfer Fee</b> <i>From exclusive space to another exclusive space within the same unit</i>	\$150 (within the same unit) \$300 (to a different unit)
<b>Package Concierge Registration Fee</b> <i>Mandatory one time registration fee for our package locker system.</i>	\$5
<b>Deterring Roommates</b> <i>Fee assessed for preventing a new roommate to move into a vacant bedspace. This includes intimidation, usurping adjacent bed spaces and common areas or other "scare tactics" to discourage an incoming roommate.</i>	\$1,000
<b>Unauthorized Pet Fee</b> <i>First offense and any subsequent offense, including all additional legal action which is hereby expressly reserved.</i>	\$500
<b>Holdover Fee</b> <i>Fee assessed when you occupy the Lorenzo past the Ending Date of your Lease.</i>	<i>See your Lease Agreement</i>
<b>Trash Fines</b> <i>Any trash not properly disposed in the designated areas.</i>	\$25 per bag or item improperly disposed
<b>Miscellaneous Fees</b> <i>As identified per onsite signage and electronic notification.</i>	<i>Will be assessed accordingly for damages, cleaning and lease violations.</i>

<b>Lock Out Fee (after hours)</b> <i>As a courtesy lock outs are free during normal Resident Services business hours.</i>	\$75
<b>Key and Tag Replacement</b>	Parking Tag \$50 Key Fob (apartment/bedroom door) \$75 Mailbox Key \$35 Wristband \$25
<b>Amenity Equipment</b> <i>All amenity equipment must be signed out at the courtesy patrol console with a valid photo ID. If item is not returned the same business day, it will be considered lost and replacement fees assessed.</i>	Lorenzo Basketball \$50 Lorenzo Volleyball \$50 Lorenzo Bum-a-bike \$150 Sewing Room Equipment \$50-\$200 Misc. Items-at managements discretion
<b>Unlawful Lodging</b> <i>Taking over a vacant bedroom or bed space, with such fine being in addition to all other legal remedies all of which are expressly reserved.</i>	\$500 per person

### **3. Utilities:**



The Lorenzo agrees to furnish water, sewer, gas, electric, trash, basic cable television and Internet for the apartment, but you and all other residents of the apartment must separately pay and provide required deposits for any other utilities, city services, city fees, charges for local and long distance phone service, additional or private lines, and information (the “Utilities”). Except for utilities provided by Lorenzo, 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. The Lorenzo is not responsible for any loss, discomfort, inconvenience or damage of any kind caused by the interruption or failure of any services regardless of whether the Lorenzo is financially responsible for the same as such Utilities may be unavailable for various amounts of time and from time-to-time. Further, the Lorenzo 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 and may not and be reproduced in any form. All entry devices are to be returned at move-out. You are prohibited from changing locks or in any way denying Management legal entry into your unit. In the event a key is lost or stolen, resident will be billed a

minimum of \$75.00 each. A 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 they need to have their keys reprogrammed to become active again. In the event a lock-out occurs as a result of new keys causing others to be deactivated, all lock-out fees still apply. Keys can only be reprogrammed/updated when they are currently assigned to your specific bed space. If you attempt to reprogram/update a key assigned to a different bed space, it will be confiscated. Installation of additional lock devices are not allowed unless specifically permitted by management in writing.

**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) may be assessed rental charges from the date of the last inspection until the date we discover 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 may pursue criminal and civil 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 Lorenzo 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;
- Resident is present and consents to entry at the time of entry; or
- As otherwise provided by law or contract.

## **6. Roommates:**

### **MEDIATION**

An internal conflict between you and your roommate(s) is not grounds to terminate your 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 available, you may explore relet options (see section on relets). If the conflict involves more than just personal disagreements (such as any illegal activities, etc.), law enforcement personnel should be involved to the extent needed. Onsite staff are not law enforcement officers



and cannot resolve such matters.

## **RELETTING**

You cannot sublease any part of your unit to another person. If you desire to relet your unit please contact the Resident Services department for all relevant requirements. You will still be liable for all lease obligations until you have completed the relet process. In the event you procure a new resident without our assistance, and we may accept such new resident subject to our rental criteria and you will be liable for a reletting charge as designated above. Additionally, you must complete a Relet and Release

Acknowledgement form and comply with all of its provisions. The reletting charge is not a cancellation or buyout fee and does not release you from your obligations under your 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.

## **ASSIGNMENT**

Management has the right to assign anyone to any vacant exclusive bed space in the unit before or during the term of the resident's lease without notice. Management will make every effort to give as much notice as possible so you can make necessary preparations. You are required to cooperate with us 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 from the personal space a 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 reassignment based on any lawfully protected class of individuals.

## **7. Guests:**

Provided all guests have registered as required, 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. 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. No guest may interfere with the enjoyment of any other

resident for any period of time. 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 sticker to their guests or any other person for any reason as these are non-transferable and for 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, these requirements, 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 and property damage that may occur at the community. Residents are responsible for filing any claims directly through their insurance carrier. A personal safe is provided for Lorenzo residents in each closet for use to secure jewelry, electronics, or other valuables; however, the Lorenzo takes no responsibility for the security of the same.

You must provide management with a copy of your insurance certificate, including all subsequent renewals.

### **9. Network Access Policy**

Internet access is provided to the Lorenzo by a separate company ("Provider") that may, from time to time, supply content, software or information service to the Lorenzo 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 your 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 your 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 your 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 any 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. 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.
17. 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 subject to local laws, 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 your 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:**

You are prohibited from obstructing your apartment's windows and doors. Doors and windows are considered fire escape routes and are essential for safety because they may be passable in case of emergency. Do not remove the blinds already installed in your apartment. If you alter the appearance of your windows subject to our express written approval (i.e. draperies, curtains, or blinds), you must restore them to their original state prior to the end of your lease. You will be liable for any damages or expenses resulting from any 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, etc.). You are responsible for any damages caused by leaving your windows or doors open.

### **3. Exterior Decorations and Alterations:**

Except as provided herein, you are prohibited from making any structural changes or additions to the exterior of your apartment, which includes balconies and/or patio.

### **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. Furniture is never to be removed from the apartment for any reason. This includes placing Lorenzo Furniture in storage to bring in personal furniture as a replacement.

### **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, discoloration, 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. 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. Placing trash or other recyclables outside of proper chutes or receptacles is expressly prohibited.

## **8. Annually/Quarterly Inspections:**

Management may make quarterly apartment inspections in each and every apartment home for quality, safety and preventative maintenance purposes. Your cooperation is greatly appreciated and needed to facilitate this process. Please note that if damages beyond normal wear and tear are found as a result of abuse or neglect, the resident(s) may be charged for damages (including labor and materials). Payment for such charges are due within 30 days of receipt of a bill/invoice from Management.

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(s). 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 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 your apartment or any surrounding apartments, you will be responsible for all damages incurred. This is including, but not limited to parts, labor, or 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.

## **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 Resident Services 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 Resident Service 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 Resident Service 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.
- DO NOT saturate floors with water instead use floor wipes or a damp mop.

## *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 filters are changed annually by the Service Technician. Residents should call the Resident Service Office if they feel the filter needs to be changed.

### **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. Keep the unit temperature at 72 degrees.
- 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 55 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:

- 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 at (213) 234-

5680. 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 or television related requests, please send a service ticket to [IThelp@TheLorenzo.com](mailto:IThelp@TheLorenzo.com).
- If it is regarding your cable service or television, please call 1-877-446-7462.
- If it is regarding internet service, please call 1-855-446-7462.

### **15. Emergency Unit Response Service:**

All communities offer a 24-hour emergency maintenance report service. The phone number for emergency maintenance services is: 213-234-5680. 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. Charges may apply.
- If an elevator malfunctions while you are in it, push the help button with the phone icon and emergency assistance will be dispatched as soon as possible. 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 your 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 Leasing and Resident Services Offices. The office operates according to standard business hours and honors most holidays.

All resident concerns and roommate conflicts are to be scheduled by going online to <http://thelorenzo.gettimely.com> and scheduling an appointment with your Resident Life Manager Monday-Friday between 11:00am-7:00pm.

#### **Hours of Operation by Department:**

- **Resident Services:** 11:00am – 8:00pm (Mon. – Fri.)
  - *(Last appointment available at 7:00pm)*
- **Leasing:** 10:00am – 8:00 pm (Mon. – Fri.)  
11:00am – 8:00 pm (Sat. – Sun.)
- **Package:** 11:00am – 8:00 pm (open seven days a week)
- **Parking (is part of RS):** 11:00am – 8:00pm (Mon. – Fri.)
- **Accounting:** 11:00am – 8:00pm (Mon. – Fri.)
- **Tech Direct:** 12:00pm – 8:00pm (Mon.)  
1:00pm – 5:00pm (Wed.)  
12:00pm – 8:00pm (Fri.)
- **Maintenance:** 9:00am – 5:00pm
  - *(With the exception of emergency on calls)*

#### **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. Packages delivered through Package Concierge will begin accruing a fee of \$5 per day after 3 days of storage. Further, you are required to pick-up any mail or packages accepted on your behalf within three 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 Resident Service 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 or go online at the portal. 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](http://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 penalties at management's discretion, 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.

#### **Amenity Operating Hours & Guest Policies**

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
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	8:00am – 11:00pm (Mon.-Fri.) 9:00am – 11:00pm (Sat. & Sun.)	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 wrist band 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 any time.**
- 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 Resident Life Manager.

- 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 Courtesy Patrol Desk.
- 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 government issued 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 available to residents 24 hours a day.
- **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, 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 any time 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.
  - a. **(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 you would like and select ok.
  - a. 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.  
**(Please do not select save password if prompted)**
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.
  - a. **(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.
  - a. 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.  
**(Please do not select save password if prompted)**
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.

#### **4. Parking**

As a general rule, the community's parking lot is reserved for motor vehicles belonging to residents only. Parking trailers, boats, and other unusually large or situational use vehicles in the community parking lot is expressly prohibited. We are not responsible for any damage that occurs to you or your guest's vehicles while parked at the community regardless of fault. Be aware of any specific parking restrictions, such as 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 or your 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 and requires the display of the designated parking placard at all times. Parking tags are non-transferrable and are not to be given out to guests and/or family members for use. Retail parking off 23<sup>rd</sup> street is available to guests at the current rate. Overflow parking may be 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' or your expense.

#### **5. Drugs and Alcohol**

You or your guests will not engage in or permit your apartment to be used for any criminal activity, including drug-related criminal activity and will not engage in the manufacturing, sale, or distribution, or use 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 guest is engaged in illegal activities.

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

tenancy. A termination does not necessarily release you from your financial obligations under your lease.

Smoking is strictly prohibited in common areas, amenities, and within the unit unless expressly permitted by all residents as nonsmoker rights prevail.. Cigarette butts must be disposed of in a proper receptacle and not left on the ground or disposed of from your balcony. 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 refrain from undue, excessively loud noise levels that may disturb other residents. We will investigate 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 Patrol Desk. 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 may be taken if warranted. Violation of the noise policy by others is not a valid reason for you to cancel your lease. If the issue is excessive, please visit Resident Services to explore your options.

## **7. Party Policy**

Social gatherings are permitted subject to the policies set forth herein. Further, 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.
- No social gatherings are to be held during exam periods.
- If you wish to use any common area for a planned event, you can request the reservation in Active Building. 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.



**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. The Lorenzo is not responsible for delays or periods of unavailable service. Lorenzo 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 to monitor your safety and to make you feel more comfortable. However, in addition to the terms of your lease, the Lorenzo offers no express or implied warranty of security or a guarantee against crime or of a reduced risk of crime. 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 measures at the community. You also 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. City mandated fire-life safety testing is conducted as required. During this time, alarms will be heard throughout the building. Access to all units may be required. All efforts will be made to schedule this testing when building occupancy is at its lowest and during the periods in which there are no midterms and final exams. 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 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.

**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 an 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 Courtesy Patrol Desk 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 Resident Services 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.

**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.

**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 The Resident Services Office or Courtesy Patrol 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 Resident Services if you discover they are malfunctioning. Please report malfunctioning common area light to Resident Services.
- 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 your lease Term, if you have not renewed your 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 12:00 pm on the last day of their lease agreement, lease holdover fees up to a full month's rent will be assessed. After you have moved-out, your unit will be inspected by a member of the management or their staff. You will receive an itemized statement of your security deposit, minus any necessary repairs or cleaning expenses. 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. THANK YOU!**

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 hope 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 [LorenzoListens@ghpmgmt.com](mailto:LorenzoListens@ghpmgmt.com). Welcome Home!

--Team Lorenzo