



**Welcome to**

**Terra Creek Apartment Homes**

The entire staff at Terra Creek Apartments wishes to extend a warm welcome to you and your family. We are delighted that you have chosen our community for your new home and want you to know we offer First Class Service and operate Terra Creek Apartments with the intent to be the most outstanding residential community in Rockford, Illinois.

This Resident Handbook is part of your lease and should be read carefully. The purpose of this Handbook is to present information and policies that reflect the responsibilities of management and residents. We would also like to familiarize you with the many conveniences offered by Terra Creek Apartments.

Please keep this Handbook in a convenient location for easy reference. If you have any questions about this Handbook or your lease, please do not hesitate to contact the management office.

Office/Community Building  
375 Bienterra Trail  
Phone (815) 397-3320  
Fax (815) 397-3380

**IMPORTANT PHONE NUMBERS**

FIRE	Emergency	911
	Non-Emergency	815-966-2900
POLICE	Emergency	911
	Non-Emergency	815-987-5800

**HOSPITALS**

ROCKFORD MEMORIAL HOSPITAL	815-971-5000
ST. ANTHONY'S HOSPITAL (OSF)	815-226-2000
SWEDISH AMERICAN HOSPITAL	815-968-4400

**UTILITIES**

A T & T PHONE COMPANY	800-244-4444
COMED ELECTRIC COMPANY	800-334-7661
NICOR GAS COMPANY	888-642-6748
COMCAST CABLE COMPANY (PAT O'BRIEN)	815-243-0402

**ROCKFORD SCHOOL DISTRICT**

PARENT INFORMATION CENTER DISTRICT 205	815-967-8070
--	--------------

**COMMUNITY SERVICES**

POST OFFICE	800-275-8777
DMV – 3702 E STATE STREET	815-394-0179
LIBRARY – 6685 E STATE STREET	815-226-1533
CITY HALL	815-987-5600
CHAMBER OF COMMERCE	815-987-8100

**Office - Maintenance  
All Calls (815) 397-3320**

**Office Hours: Monday – Friday 9:00 a.m. – 6:00 p.m.  
Saturday 9:00 a.m. – 5:00 p.m. Sunday 12:00 noon – 5:00 p.m.**

## TABLE OF CONTENTS

Occupancy Standards	1
Fair Housing Statement	1
Resident Responsibilities	1
Appliances	1
Balconies/Patios	1
Carpet Care	2
Clubhouse Rental	2
Conduct	2
Decorating	3
Drug-Free Housing	3
Explosives	3
Fire	3
Fitness Center	4
Garbage/Dumpsters	4
Guests	4
Insurance	4
Lawn Maintenance	4
Littering	4
Locks and Keys	5
Lock Outs	5
Mail/Package Deliveries	5
Maintenance	5
Moving In/Out	6
Parking Vehicles	6
Pets	6
Referrals	6
Rent	7
Rental Policies	7
Satellite Dish	8
Smokers	8
Smoke & Carbon Monoxide Detectors	8
Snow Removal	9
Suggestions/Problems	9
Swimming Pool	9
Telephones	10
Utilities	10

## **OCCUPANCY STANDARDS**

In compliance with local, state and federal regulations, Terra Creek Apartments will enforce the following occupancy standards:

- Each apartment may be occupied by two persons per bedroom.

It is your responsibility to inform the management of Terra Creek of any change in your household composition. Management must be notified whenever you will be entertaining guests for a visit of more than 2 weeks.

## **FAIR HOUSING STATEMENT**

Our community is committed to compliance with all Federal, State and Local fair housing laws. The Terra Creek staff has a legal obligation to treat each individual in a consistent manner. Please do not request any exceptions to our written policies. Our policies are designed to provide for consistent and fair treatment of all residents in the spirit of these laws.

## **RESIDENT RESPONSIBILITIES**

- Pay your rent on time each month.
- Maintain your apartment in a decent, safe & sanitary manner.
- Be responsible for the actions of your family members and guests.
- Be considerate of your neighbors at all times and help us maintain a quiet, clean community environment.
- Inform the management office of any irregular actions or activities.

### In addition:

- Lock changes or extra locks are not permitted.
- No solicitation or distribution of materials is permitted in our buildings. Contact the management office if you are disturbed by any such person and we will do our best to discourage future visits.

## **APPLIANCES**

If an appliance is not working correctly, please call the management office at (815) 397-3320 to request service. Please use a cutting board when chopping or cutting on the kitchen countertops.

Garbage Disposals: Please remember to run cold water before starting your disposal. To help keep your disposal in good working condition, do not grind bones, rinds or stringy foods and NEVER pour coffee grounds or grease down your disposal. If your disposal should stop, press the "reset" button on the outside of the disposal. If this does not resolve the problem, call the management office.

Dishwasher: Use only detergents designed for automatic dishwashers. Turn the sink water on until it gets hot and then turn on your dishwasher. Run your dishwasher occasionally to prevent the seals and hoses from cracking.

Microwave: Do not use harsh detergents or scrub pads to clean the microwave door and control panel as they will cause surface scratches. We suggest that you use a sponge when cleaning these surfaces.

## **BALCONIES/PATIOS**

Balconies and patios are never to be used as storage areas. Balconies are to be occupied by no more than eight persons at any one time. Patio furniture specifically designed for outdoor use and maintained in an acceptable manner is permitted. Towels, clothing, sheets, blankets, etc., are not to be hung or dried on balconies or patios.

We ask that you refrain from placing bird feeders on your balconies. Birds can be a nuisance to the residents below you. By discouraging their presence, we can avoid the mess that they make and prevent them from building nests in our dryer vents.

## **CARPET CARE**

Various chemicals have been found that can permanently stain your carpet. These stains cannot be removed and the carpeting will need to be replaced. Following is a list of some of these chemicals:

- Acid and toilet bowl cleaners will dissolve the nylon.
- Acne medications that contain benzoyl will destroy most carpet dye. These spots begin as orange and turn to yellow.
- Bleaches and chlorine (sodium hypochlorite and oxygen bleach) will cause bleaching of the carpet.
- Dimethylsulfoxide, DMSO, used for muscular aches, causes color loss.
- Plant foods contain oxidation spots.
- Drain cleaners (sodium hydroxide) cause staining.

The following items have been found to cause permanent stains:

- Citric acid based drinks
- Coffee, Tea, Kool-Aid, Hawaiian Punch, and Fruit based soft drinks
- Jell-O
- Mustard
- Popsicles
- Shoe polish
- Tang breakfast drinks
- Other foods containing food coloring

You are responsible for the maintenance of your carpet. This includes:

- Vacuuming
- Shampooing as needed

Continuous exposure to the sun's rays can cause your carpet to fade. Please close your blinds periodically to avoid this. The carpeting in your apartment has a 10-year warranty. By following the above guidelines, you can avoid replacement charges upon your move-out.

## **CLUBHOUSE RENTAL**

Our community room is for the exclusive use of Terra Creek residents and their guests. Contact the management office to request a reservation. We will explain the rental fee, damage deposit, room size limitations and other policies regarding the use of the clubhouse and/or cleaning expense required. The deposit and usage fee is payable upon reservation.

## **CONDUCT**

Residents are responsible for the conduct of all family members and their guests. Playing in the parking areas or anywhere in or around any building where someone could endanger themselves or unnecessarily disturb other residents is not permitted. Do not leave bicycles, tricycles, skates, skateboards, roller blades or toys on the lawns, sidewalks, parking areas or any other common areas of Terra Creek Apartments.

A responsible person designated by the parents must adequately supervise household members when the parents are away from home. They must also be provided with access to their apartment at all times. The management office cannot provide apartment access to your minor household members. It is of the utmost importance that young residents are supervised and do not present a disciplinary problem for other residents or the management. Parents/guardians of children who do malicious damage to our property will be held directly responsible for any and all damages.

Social gatherings of residents and their guests are welcomed and encouraged, providing they do not become boisterous, obscene or generally objectionable to the other residents. The public consumption of alcoholic beverages, illegal drugs or other chemical substances is strictly prohibited on the property of Terra Creek Apartments.

We will not tolerate any acts of intimidation, harassment, verbal abuse, physical threat, violence or social misconduct to other residents. Verbal abuse, harassment, physical threats or violence against any agent of Terra Creek Apartments or others will be investigated and may lead to termination of your lease agreement.

Stereos, televisions, radios and other electronic device volumes are to be kept at a minimum sound level so as not to violate your neighbors' right to peaceful and quiet enjoyment of their home. Every effort by each household member should be directed towards minimizing any noisy, disturbing, offensive or otherwise objectionable activity during all hours of the day, with special attention given between 10:00 p.m. and 8:00 a.m.

### **DECORATING**

Modification of apartment walls is strictly prohibited. Wallpaper, contact paper, cork, mirror tiles, etc. are not allowed. You may hang pictures, mirrors, etc. using picture hangers or small tacks. Do not use tape or any other materials that adhere to the wall. Removal of these substances can cause damage to the drywall.

Violation of the decorating policy, will result in appropriate charges being deducted from your security deposit upon your move out.

To maintain a uniform appearance, blinds are provided and must remain on your windows at all times. You will be charged for any damaged or missing blinds upon your move out.

### **DRUG-FREE HOUSING**

Terra Creek Apartments is committed to a drug-free community. Any resident, member of their household, guest or other person under the resident's control shall not engage in criminal activity, including drug-related criminal activity, on or near the premises.

Drug-related criminal activity means the illegal manufacture, sale, distribution, use or possession of a controlled substance, with intent to manufacture, sell, distribute or use a controlled substance.

Residents or members of the household or persons under the control of the resident, shall not permit the dwelling unit to be used for, or to facilitate criminal activity, nor shall they engage in acts of violence, including but not limited to, the unlawful display or discharge of firearms or any other device which can be construed as a weapon, on or near the premises.

Violation of any of the above provisions shall be considered a material violation of your Lease Agreement and good cause for termination of your Lease Agreement. A single violation shall be deemed a serious violation and material non-compliance of your Lease Agreement.

Unless otherwise provided by law, proof of violation shall not require criminal convictions, but shall be a preponderance of the evidence.

## **“Just Say NO”**

### **EXPLOSIVES**

Flammable oils or fluids, such as gasoline, kerosene, naphtha, benzene or other explosive materials that are deemed hazardous to life, limb or property, are not allowed on the premises or in the buildings at any time.

### **FIRE**

Most fires are caused by carelessness. Please make sure that matches, lighters, etc. are kept out of reach of young, curious children. Never leave while your kitchen stove is on, or leave candles unattended. Terra Creek management is required to investigate all fires on its premises. When neglect or disregard of safe practices is indicated, by you or your guests, you will be asked to terminate your tenancy and you will be held responsible for any and all damage restoration fees.

Supplementary heating devices of any kind – electric, propane, gas, etc. are not to be used under any circumstances. The furnace utility area may not be used for storage. Please do not block access to this area as we periodically will be in to change your furnace filter.

## **FITNESS CENTER**

Use of the exercise equipment is at your own risk. If you are not familiar with the equipment, please use extreme caution.

If you are under the age of 18, you must be supervised by a responsible person 18 years of age or over to use the exercise equipment. No food or drinks other than water are allowed in the fitness center.

<b>FITNESS CENTER HOURS</b>
-----------------------------

<b>5:00 a.m. to 10:00 p.m.</b>
--------------------------------

## **GARBAGE/DUMPSTERS**

Please help keep our community clean by using the dumpsters nearest to your building. If the dumpster nearest to your building is full, please use an alternate dumpster. It is imperative that all trash be wrapped or put into plastic bags and securely sealed to avoid charges to your account. Be sure to close the door and or lid after depositing your trash. All refuse must be put inside the dumpster provided, not on the outside or in any public areas. Flammable materials (grease, paint, acids, etc.), batteries, and tires may not be deposited in our dumpsters.

Large boxes and cartons should be crushed flat before being deposited in the containers. You must make arrangements for the removal of large items such as furniture, mattresses, etc., at your expense.

## **GUESTS**

Social gatherings of residents and their guests are welcomed and encouraged, provided they do not become boisterous, physically violent, threatening, intimidating, harassing or generally objectionable to other residents. Noticeable intoxication or drug activity will not be tolerated. Residents are entirely responsible for the conduct of their guests when they are in their apartment and the common areas of our community.

The maximum length a guest may visit is two weeks, after which they will be considered additional occupants of your apartment and they will need to be added to your lease, subject to the same requirements (income, credit checks, criminal background, etc.) of all Terra Creek applicants. Specific regulations on how many persons are allowed to occupy your apartment can be found under "Occupancy Standards" at the beginning of this Handbook.

## **INSURANCE**

Our building insurance does not cover resident's losses resulting from burglary, fire or other emergencies.

Residents are strongly encouraged to secure their own renter's insurance policy to provide coverage for their personal belongings and for shelter if an emergency causes your apartment to become uninhabitable. Resident policies are specifically designed to fit the needs of apartment dwellers. Waterbeds are allowed, but proof of an insurance rider covering the waterbed must be provided prior to installation.

## **LAWN MAINTENANCE**

In order to maintain the landscaping at Terra Creek apartments, we need your cooperation in keeping the lawns free of debris. We also request that you refrain from taking short cuts across the lawns. Use sidewalks to gain access to the parking lots and entry doors. All vehicles are to remain on the paved areas, including bicycles, tricycles, skateboards, etc.

## **LITTERING**

Littering by residents, their family members or their guests on the grounds or common areas, shall be considered damage to the property. Disposal of items including, but not limited to, gum and candy wrappers, soda cans, cigarette butts, furniture, etc., is strictly prohibited. The first offense will result in notification from the management. Subsequent offenses will be deemed good cause for termination of your Lease Agreement and applicable charges will apply.

## **LOCKS AND KEYS**

No resident may alter any lock, nor install any additional locks. Chain bolts are not permitted. If you find a lock change is necessary, please call the management office. Upon approval and payment of the required fees, our maintenance department will change your locks. You are not allowed to change the locks on the apartment doors or duplicate the keys without permission from the management. We will not issue duplicate keys to any person(s) other than the person(s) who executed the Lease Agreement with us.

Keys are not to be issued to any non-resident without the express written consent of management. In such case, the resident will provide a written request to management relieving Terra Creek Apartments and its agents of all liability in the issuance and usage of the requested keys to a relative, friend or guest.

## **LOCK OUTS**

If you lock yourself out of your apartment, proper identification is required to gain admittance. No fee will be charged during normal office hours. If you are locked out at any other time, call emergency maintenance numbers posted on the bulletin board in the front entrance to the main office.

There is a \$10.00 fee for after hour lock outs to 10:00 p.m. The fee is \$20.00 from 10:00 p.m. to 8:00 a.m. This fee is payable in cash at the time of access.

## **MAIL/PACKAGE DELIVERIES**

The U.S. Postal Service will place your mail in your personal, locked mailbox. In-house mail, newsletters, general information, etc., will be placed at your door. Outgoing mail may be dropped in the locked gold box in the front entrance to the office. You may also bring outgoing mail into the office during office hours.

Our office will accept your deliveries (i.e., Federal Express, United Parcel Service, etc.) while you are away. Packages can be held for a maximum of three days, after which they will be returned to the proper carrier.

## **MAINTENANCE**

We will be happy to attend to any problems in your apartment or anywhere else you notice them and will endeavor to correct the condition as rapidly as possible. If you have a maintenance request, you must contact our office to schedule a service call – not the maintenance personnel.

Unless an emergency situation arises, we will not enter your apartment without your permission. Please inform the office at the time of your maintenance request if permission to enter your apartment in your absence is granted. If not, you will need to make arrangements with our office for the work to be performed during our normal business hours in your presence.

We do not charge for repair work resulting from ordinary usage of your apartment and its amenities. However, there will be charges assessed for damages resulting from negligence, which includes failure to notify our office of a problem, or abuse by any occupant of your apartment. You are responsible for any damages occurring that are caused by your guests while on Terra Creek Apartments property.

Remember to report any emergency or potentially dangerous situations immediately.

**For Emergency Maintenance Requests After Hours**

**Call (815) 243-3320**

**Emergency Situations May Include:**

**No Heat – Major Water Leaks – Backed Up Plumbing – Electrical Problems**

## **MOVING IN/OUT**

Moving in or out of your apartment must be between the hours of 8:00 a.m. to 10:00 p.m. to minimize the disturbance to other residents. Please be careful when moving furniture to avoid nicking the walls and doors.

Vehicles must remain in the parking lot – NOT on lawns, walkways or other access areas during the moving process.

Prior to your move-in, we will conduct an inspection of your apartment. The condition of all items, appliances and features in your apartment will be documented. From this point on, it is your responsibility to maintain your apartment and its contents, calling in service requests when needed. Please furnish our office with your new phone number and email as soon as you have it. We must have your number on file in case of an emergency and we will also need an emergency contact name and number on file.

Upon your move out, a final inspection will be scheduled for your apartment. Please have all keys, garage remote, and club card ready to turn in at that time. We urge you to accompany our staff member during the final inspection and sign off on the inspection. Provided your apartment is found in good condition and all terms of your Lease Agreement have been met, we will refund your security deposit in accordance with the law. It is your responsibility to furnish us with a forwarding address for the return of your security deposit.

## **PARKING/VEHICLES**

Parking areas have been designed to comfortably accommodate you and your guests. With the exception of handicapped parking spaces, there is no assigned parking at Terra Creek apartments. Handicapped spaces are clearly marked and are reserved for handicapped drivers that display either special license plates or state-issued placards. The area in front of the dumpsters must remain unobstructed at all times. All vehicles must be parked on asphalt and not on the sidewalk. Please do not park in front of any garage other than the one for your apartment.

All vehicles must be drivable and in good working order. Vehicles cannot have broken windows, excessive body or rust damage, mangled front or rear fenders, or any fluid leaks. Any vehicle with expired license plates, flat tires, bare wheels, on jacks/supports, or otherwise undriveable will be towed from the premises at the vehicle owner's expense.

NO REPAIRS ALLOWED. Due to the damage caused to asphalt and landscaping by fluids and cleaning solvents, vehicle repairs are prohibited in our community.

TOW-AWAY ZONE. Vehicles parked at driveway entrances will be towed at the owner's expense. Entrances must be kept open for emergency vehicles.

## **PETS**

Dogs, cats, and birds are allowed at Terra Creek only if you have entered into a Pet Agreement with the management office and paid the required deposit. Residents having pets without authorization are in violation of their Lease Agreement and will be dealt with accordingly. Please contact the management office to inquire about our pet policy.

Fish and hamsters are acceptable. There is no charge for these pets.

Reptiles are not permitted. This includes any that may wish to visit or which may belong to a guest.

## **REFERRALS**

MAKE AN EXTRA \$100! It's easy, just refer your family, friends or co-workers to Terra Creek Apartments. Once they are approved and sign a 12-month or longer lease and take possession of their apartment, you will receive a check in the amount of \$100.

## RENT

Terra Creek apartments requires direct preauthorized payments from your checking or savings account on the first day of every month. Monthly bills will not be rendered. If you choose not to have payments taken electronically from your account, there will be a monthly charge of \$20 to accept a personal check or money order.

**DELINQUENT RENT.** Rent is considered delinquent if not received by the fifth day of any month. After the fifth day of the month, a late fee of \$40 will be added to your account. There will be an additional \$8.00 per day late fee assessed until the rent is received. A 5-day eviction notice for non-payment will be sent. If this notice is not satisfied, your account will be forwarded to our attorneys for collection. You will then be responsible for all fees that accrue from such action. No exceptions can be made for the late payment charge.

**RETURNED CHECKS.** If rental payment checks are returned to us due to non-sufficient funds, closed accounts, etc., a \$25 fee will be charged. We do not re-deposit returned checks. Additional late charges will also be assessed accordingly from the day your rent was due. A certified check, cashiers check or a money order must replace returned checks. After two returned checks, all future rent payments will have to be made in the form of a certified check, cashiers check, money order, or electronically.

**DEFAULTS.** Any resident who vacates or abandons the premises at a time when rent is due and unpaid, or fails to pay any amount due management under their Lease, or breaches any provision, condition or covenant of their Lease or fails to comply with any rule or regulation affecting the use and occupancy of the premises promulgated by management, shall no longer have the right to possess the premises. Thereafter, at management's sole election and without notice or demand, the resident shall become a tenant at sufferance and management shall be entitled to, among other things, declare the entire rent for the balance of the remaining term of the Lease, or any part thereof, due and immediately payable.

In addition or alternatively, management may pursue and exercise any other remedies provided by law. The resident shall be obligated and liable to management for all court costs and reasonable attorney's fees incurred by management in the enforcement of the Lease Agreement and the provisions thereof. All rights of management shall be cumulative and management's decision to exercise or pursue any particular remedy shall not operate as a waiver or an exclusion of any other remedy provided under the Lease Agreement, or under law or in equity.

## RENTAL POLICIES

**LEASE RENEWALS.** A lease renewal must be signed and all required documents must be received at least sixty (60) days prior to your lease end date or your lease will automatically renew at the monthly rental rate and lease ending date submitted to you in writing by the Landlord. **A 60 DAY WRITTEN NOTICE TO VACATE IS REQUIRED.** If you will not be renewing your lease, you must provide management with a written notice of intent to vacate at least sixty (60) days prior to your lease expiration. The notice will be effective on the first day of the month, provided 60 days has elapsed since you gave notice, otherwise, it will be effective the first day of the following month. The notice should state a definite move out date and a forwarding address. It is imperative that you vacate your apartment on or before the date of your notice. Based on the date provided, we schedule all necessary repair work and provide the next qualified applicant with a move-in date. This notice is required for all residents, there will be NO exceptions.

**FAILURE TO RENEW OR VACATE.** Any resident that fails to return their lease renewal will be automatically renewed. Any resident who does not vacate on the date promised, will be considered a "holdover" resident and will be assessed the monthly rent.

**APARTMENT TRANSFERS.** You are welcome to request a transfer to a different apartment if you have been in your current unit for a period of at least twelve (12) months. Please check with the management office 60 to 90 days in advance for availability. You will be required to enter into a new one-year lease at the time of your transfer. The current market rate will be charged for the unit you are transferring to.

**YOUR SECURITY DEPOSIT IS NOT TO BE USED IN LIEU OF OR TOWARDS YOUR LAST MONTHS RENT. THE FINAL MONTHS RENT MUST BE PAID.**

SECURITY DEPOSITS. Your security deposit will be refunded within 45 days, provided your apartment is left in good condition and all terms and conditions of your lease have been fulfilled. It is your responsibility to provide us with a forwarding address in order to return your security deposit. To avoid application of your security deposit, following is a list of some of the items which we charge for the replacement or correction thereof:

- Nicks, burns or stains in either the kitchen or bathroom vanity countertops or floors
- Burns, stains or extraordinary carpet cleaning
- Holes in walls, doors, etc.
- Re-keying of locks if you fail to return keys
- Damage to light fixtures, screens, smoke and carbon monoxide detectors, blinds, etc.
- Appliances that are not clean or inoperable due to abuse or neglect
- Removal of personal items or trash, including items from balconies
- Kitchen cabinet cleaning – inside or outside
- Cleaning of bathroom fixtures, floor, sinks, etc. ( do not use scrub pads on the tub/shower)
- Excessive cleaning required in any area, and other items recorded during your move-out inspection

At the time of occupancy, we provided you with light bulbs for all your fixtures. Upon your move-out, you are expected to replace any burned out light bulbs or the customary charge will be assessed. If you are physically disabled and cannot change the light bulbs, our maintenance staff will assist you.

### **SATELLITE DISH**

In accordance with the FCC rules and regulations regarding satellite dish installations, residents have a limited right to install a satellite dish or a receiving antenna on leased premises. Residents wishing to install either of these devices must contact the management office prior to installation.

### **SMOKERS**

If you smoke, you must ventilate your apartment to eliminate the risk of creating a health hazard for yourself and smoke damage to the interior of your apartment. If you smoke in your garage, please be aware that your smoke moves to other garages. To be considerate to your neighbors, please consider either opening your garage door while you are smoking, or smoke outside.

THERE IS "NO SMOKING" ALLOWED AT ANY TIME IN THE COMMON AREAS OF TERRA CREEK APARTMENTS.

### **SMOKE/CARBON MONOXIDE DETECTORS**

In accordance with the State of Illinois, each apartment is equipped with smoke and carbon monoxide detectors. The smoke detectors will sound any time there is excess smoke in your apartment. If the smoke is from cooking and no fire is present, open the patio door until the smoke dissipates. If your carbon monoxide detector sounds, open your windows and patio door and call the management office.

During your move-in inspection, it was verified that the smoke and carbon monoxide detectors were in proper operating condition. It is your responsibility to check them weekly and immediately report any malfunctions to the management office.

In the event of an actual fire, report the fire immediately to the Rockford Fire Department. Your apartment smoke detector is not wired directly to the fire department, you must make the call. Do not assume that someone else has called. If you do experience a fire, the management office must be informed.

### **SMOKE/CARBON MONOXIDE ALARM TESTING PROCEDURES**

Test alarms **weekly** by doing the following:

1. Firmly depress the Push to Test button for at least five seconds. The alarm will sound.
2. If the alarm does not sound, contact the management office.

## **SNOW REMOVAL**

We need everyone's cooperation to help keep the parking lots safe and clear whenever it snows. If you would park or move your vehicle(s) to an area that has been cleared, it would allow us to clear the parking areas closest to the sidewalks and prevent you from being snowed in. Please allow enough room between your vehicle and the sidewalk to avoid damage to your vehicle. After this has been done, you may move your vehicle back.

## **SUGGESTIONS/PROBLEMS**

We welcome your suggestions and will try to correct any complaints you may have. Complaints about the services delivered by the management and/or maintenance personnel, should be in writing and signed. You may bring them to our office or submit via U.S. mail or fax.

We ask that if you encounter any problems, such as loud parties or vandalism, and police assistance is required, you also notify the management office so that we might be able to guard against them in the future. Stereos, radios, televisions and other electronic equipment must be kept at minimum levels so that your neighbors are not disturbed.

In consideration of your neighbors, please do not do anything in or around the building that interferes with the rights, comfort or convenience of other residents. Repeated violations will terminate your Lease Agreement with us.

## **SWIMMING POOL**

### **Hours of Operation**

Monday – Sunday  
10:00 a.m. - 10:00 p.m.

Your assistance is needed to make this an enjoyable facility. The following rules and regulations are for the protection and benefit of all to assure safe and sanitary operations of the pool and the pool areas. Failure to comply with these pool rules and regulations shall be considered sufficient cause by the management to suspend any or all pool privileges.

Entrance to the pool area is through the fitness center. The outside gates are for EXIT only. State of Illinois regulations do not permit gates to be propped open. Residents must carry their club card or picture ID for identification when using the pool and hot tub. We reserve the right to request identification. Parents are requested to educate their children on the pool rules and regulations. When using the pool, we request all residents, their children and guests be thoughtful of others and mindful of unnecessary noise, the appearance and cleanliness of the pool, the sun deck and the good name of our community.

The use of the pool and the pool areas by residents, their families and their guests, is at their own risk and neither the Lessor, the Lessor's agent or employees of Terra Creek Apartments are liable for any injury or death relating to the use of the swimming pool or the pool areas.

The Terra Creek Apartments swimming pool is for the exclusive use of our residents and their guests. Each apartment is allowed two guests at any one time. Resident(s) must accompany their guest(s). The pool is primarily for the enjoyment of our residents, therefore, we ask that you refrain from bringing guests if it presents a problem of overcrowding. The protection, health and safety of our residents are our primary concerns. If there is any question regarding the proper conduct while using the pool facilities, contact the management office.

## **TERRA CREEK POOL REGULATIONS**

1. **There is no lifeguard on duty.** All persons using the pool do so at their own risk. No one is allowed to swim alone.
2. The pool will be open from Memorial Day through Labor Day, weather permitting.
3. All swimmers must shower before entering the pool. Additional showers are required to remove any suntan lotion or oil before entering the pool. Suntan lotion or oil may cause the Pool to be closed one day a week for additional cleaning.

4. The pool and Hot Tub are reserved for private use of Terra Creek residents. Guests are limited to two per apartment. Additional guests may be allowed with management approval. Resident must accompany guest at all times.
5. Trespassers will be prosecuted. Please carry your club card pass or picture ID for identification when using the Pool and Hot Tub.
6. Anyone under the age of 16 years must have adult supervision.
7. **No food, alcohol, or glass items allowed in the Pool and Hot Tub area.**
8. **No smoking on the Pool deck or inside the community building.**
9. Proper swimwear must be worn. We require that infants and toddlers wear a swim diaper or plastic pants while in the pool.
10. Absolutely no running, jumping, or diving permitted.
11. Pets are not allowed in the Pool or Hot Tub area.
12. Management reserves the right to deny use of the Pool or Hot Tub to anyone at any time.
13. Loungers or chairs may not be reserved with towels or other belongings hours prior to using the Pool Deck.
14. Music levels must be kept at a respectable volume.
15. Hot Tub insurance recommendations: No one under the age of 16 should use the Hot Tub due to the high temperatures.

#### **NO DIVING ALLOWED**

**We Do Not Have Lifeguards On Duty - Swim At Your Own Risk**

#### **TELEPHONES**

Telephone outlets are installed in all apartments. If you need additional outlets, you will need to obtain written permission from the management office. We encourage all residents to secure their own inside wire maintenance on their phone lines. Remember to provide the management office with your phone number when you move in and again if it should change while residing in our community. Your number will not be given out, but is necessary for emergencies and service request confirmations.

#### **UTILITIES**

Residents are responsible for payment of all utilities (gas, electric, cable, phone, water & sewer) used in their apartment. Contact the management office for the fixed fee for water and sanitary. Each apartment has its own thermostat. One week prior to your move-in date, you will need to contact the utility companies to establish gas and electric service in your name.

Upon your move out, it is your responsibility to transfer the utilities out of your name and back into Terra Creek Apartments name, effective the day of your move out.

#### **Thank You...**

for taking the time to familiarize yourself with the Terra Creek Resident Handbook. We want you to be happy in your new home and proud of your surroundings. This can be accomplished with courtesy and common sense from everyone involved with our apartment community.