



## **Mirasol House Rules**

Thank you for choosing the Mirasol Senior Community as your new home. You can be certain our staff will do everything possible to assure your satisfaction. We hope you enjoy living here.

Please take the time to read these policies and feel free to discuss any items you do not fully understand with your Housing Coordinator or Resident Manager. These House Rules pertain to ALL Mirasol renters along with their guests/visitors. Residents will be held responsible for their guest/visitor actions while on premises.

### **DRUG-FREE HOUSING:**

Mirasol Senior Community is committed to preserving a safe environment for the residents. Management will not tolerate the use or sale of illegal drugs or other criminal activity. Drug-related criminal activity means the illegal manufacture, sale, distribution, or use, or possession with the intent to manufacture, sell, distribute, or use a controlled substance.

### **ACTS OF VIOLENCE:**

Tenants, any member of the tenant's household, and/or guests/visitors (invited or not) shall not engage in acts of violence or threats of violence, including, but not limited to, the unlawful discharge of firearms, on or near the properties.

**VIOLATION OF ANY SECTION OF THIS DRUG-FREE PROVISION OR ACTS OF VIOLENCE SHALL BE IN NON-COMPLIANCE WITH THE LEASE AND WILL BE CAUSE FOR TERMINATION OF TENANCY.**

### **ABUSE AND/OR MISUSE OF PROPERTY:**

No tenant or guest/visitor of any tenant shall abuse and/or misuse any part of the property (all tenants will be held responsible for the actions of his/her guests/visitors).

Examples are, but not limited to the following:

- a) Destruction or abuse of the building fixtures, playground equipment, or trash enclosures;
- b) Any item including trash, dirt, snowballs, rocks, etc., being thrown at the buildings, windows, in hallways, etc.;
- c) Absolutely no climbing of trees and/or playing in the shrubs;
- d) Failure to dispose of trash in the proper manner such as cigarette butts, gum/candy wrappers, pop cans, fast-food containers, etc. Tenants are required to sweep porches, patios, or messes made in common areas/hallways;
- e) Defacing any part of the property;
- f) Do not throw trash OVER the enclosures; walk around and throw trash INTO the bin from the enclosure entrance. If the dumpster is full, go to the next dumpster. NO FURNITURE IS TO BE PUT INSIDE OR OUTSIDE OF THE DUMPSTERS for disposal. Tenants must discard furniture at the landfill. No Climbing in, on and around the dumpsters;
- g) Abuse of other tenant's property;
- h) Any damage done to an apartment by a guest/visitor (invited or not) will be the tenant's responsibility.

### **EXCESSIVE NOISE:**

**RESPECT YOUR NEIGHBOR'S RIGHT TO THE QUIET ENJOYMENT OF THEIR APARTMENT AND COMMUNITY.**

## NOISE CURFEW

We will enforce a noise curfew 24-hours a day. No tenants or guests/visitors will be allowed to make or permit noises or acts that will disturb the rights and/or comforts of neighbors. The tenant or guest/visitor shall keep their voice, radio, televisions or musical instruments at a level which will not disturb the neighbors.

Examples are, but not limited to the following:

- a) Loud parties at any time of the day or night;
- b) Abusive language; and
- c) Any fighting by children or adults will result in an automatic violation for both/all parties.

Children playing outside should be reminded that excessive yelling, and screaming is considered noise if the volume is disturbing to other tenants. All residents, guests or visitors will not disturb or interfere with the rights, comforts and convenience of other residents. Please remember that you are in an apartment setting and be considerate to your neighbors.

## SUPERVISION OF CHILDREN:

Children who are out of the apartment in the common areas must be supervised by an adult of the household or a designated adult. It is necessary that the child and the person supervising be in eyesight and in direct contact with one another. Children are not to be left alone without adequate supervision. **The proper authorities (police and/or social services) will be notified if there is a concern.** Children of any age cannot be allowed to play with matches, lighters, sharp objects, firearms or any other objects that would endanger themselves or others. Children will not be allowed to play in the parking lots. **IF THE CHILD HAS DEMONSTRATED UNWILLINGNESS TO ABIDE BY THE HOUSE RULES, STAFF MAY INSIST A CHILD OF ANY AGE BE SUPERVISED BY THE ADULT OF THE HOUSEHOLD WHILE THE CHILD IS OUTSIDE.**

## NON SMOKING RULE:

Smoking is prohibited in any area of the Mirasol Senior Community, including enclosed and outdoor areas within 15 feet of the building. In accordance with the Colorado Clean Indoor Act, for purposes of this lease "smoking" means: the burning of a lighted cigarette, cigar, pipe, or any other matter or substance. This provision applies to residents and guests. It is the responsibility of the resident to inform his/her guests of the no smoking provision of this lease and prohibit smoking by his/her guests in any area of the leased premises is a violation of this lease. A breach of this provision shall be considered a material breach of the lease and grounds for termination of the lease by the Landlord.

## MOLD PREVENTION:

Molds are naturally occurring microscopic organisms, which reproduce by spores. These spores spread through the air. When excess moisture is present inside your home, mold can grow. To minimize the potential for potential mold growth, you must do the following: Keep your residence clean-particularly the kitchen, bathrooms, carpets and floors. Regularly vacuuming, mopping and using household cleaner to clean hard surfaces is important. Promptly remove visible moisture accumulating on windows, walls, ceiling, floors and other surfaces. Prevent any moisture buildup in your residence. If you find mold in your residence please **immediately notify** our maintenance department by requesting a work order. We will check it out and determine what needs to be done.

**PETS: Please refer to the Mirasol Pet Policy**

## VISITOR OR GUEST POLICY:

Tenants are responsible for notifying the Housing Coordinator of guest/visitors staying in their apartments over 48 hours. (Please note that the lease states that no portion of the premises may be occupied by a guest for more than 10 days.) The Coordinator can then document who is on the property. **No Visiting Animals/Pets are Allowed. ALL VISITORS/GUESTS MUST ABIDE BY THE HOUSE RULES. STAFF HAS THE RIGHT TO INSIST THAT A VISITORS/GUEST (INVITED OR NOT) WHO CHOOSE NOT TO ABIDE BY THE HOUSE RULES LEAVE THE PROPERTY IMMEDIATELY. A VISITORS/GUEST (INVITED OR NOT) THAT HAS BEEN ASKED TO LEAVE THE PROPERTY, WILL NEED APPROVAL OF STAFF DEPENDING ON THE SITUATION, BEFORE THEY ENTER INTO ANY BUILDINGS ON THE CAMPUS.**

## **SIGNS & POSTERS:**

Please do not place, attach, affix, post, nail, tack, pin, hang or glue any signs, decals, place cards or advertisements, including but not limited to, messages of a business, or personal nature, on doors, in windows, on walls from patios, balconies or verandas, on lawn or anywhere else in the apartment community or in the common areas. Political signs may be displayed from inside resident windows only. Signs and posters are not allowed in the common areas.

## **BALCONIES AND PATIOS:**

The patio and balconies are NOT intended for storage. Tenants are expected to keep their patios clear from all items except for outdoor furnishings and planters as approved by the Housing Coordinator. Draping anything over the railings, hanging ropes, etc. off the balcony is not allowed at any time. Based on the landscaping of rock beds, residents are discouraged to use their patio doors as a means of exit and entry unless it is an emergency. The rock beds are not designed to walk on and could pose a possible hazard. **Do not block front and back entrance of apartments; these areas need to be clear for fire safety.** No wind chimes are allowed on the patios/balconies. Plants may be planted in pots placed on patios and/or balconies. Residents are not allowed to change (add or delete) the outdoor landscaping provided by the owner/landlord, please respect the community and do not hang anything from trees.

## **SMOKE and CARBON MONOXIDE DETECTORS:**

As required by state laws, management will be able to gain access to your apartment by giving proper notification to test and repair smoke detectors, and in some cases, carbon monoxide detectors. Removing a battery from a smoke or carbon monoxide detector is a \$50.00 charge per unit to the tenant. Physically removing a smoke or carbon monoxide detector is a \$100.00 charge per unit to the tenant. Removing either of these safety devices could result in an eviction.

## **SATELLITE DISHES:**

The LHA Maintenance Department must approve plans for a satellite dish and the Satellite Dish Policy must be executed by both the tenant and the maintenance personnel. Of course, a signed lease agreement must be executed before installation begins. Once approved, you may install one satellite dish or antenna within the premises leased to you. Tenants are also required to purchase liability insurance to protect them from insurance claims. This can be purchased through an insurance company. **FOR MORE DETAILS, CONTACT YOUR HOUSING COORDINATOR FOR SATELLITE POLICY.**

## **GRILLS:**

The City of Loveland's Fire Code regulates the use of grills in multi-family housing. Propane grills, charcoal grills, hibachis, and other open flame cooking appliances are not allowed on the apartment patios/balconies. An approved propane grill can only be used at the single family rental homes. Electric grills may be used on patios and balconies at the apartments. Any cost to repair damages caused by misuse of a grill will be billed to the tenant. Please consult with your Housing Coordinator for more details.

## **WINDOWS AND INTERIOR WALLS:**

Draperies and blinds may not be removed or replaced without the consent of management. Awnings, screens, doors, shutter, window tints, shades and aluminum foil are not allowed on windows. All window coverings (drapes/blinds) need to be hung properly, hemmed, and have white, beige, or cream backing.

## **APPLIANCES:**

Please read your operational manuals carefully for instructions on use and care, if available. Remember to use cold running water when operating the garbage disposal. Abrasive cleaners ruin the finish of appliances and fiberglass tubs. Please, only use liquid cleaners such as dishwashing or laundry detergents (Ivory, Joy, Wisk, Dynamo, etc.). If unfamiliar with any appliance, such as self-cleaning ovens, please contact the Resident Manager for proper operating instructions. Please refer to instructions left in your apartment upon move-in.

The self-cleaning oven is not to be used to clean the oven racks, broiler pan, drip pans or chrome rings on the range. If these items are placed in the self-cleaning oven, they will become discolored and damaged. Do not store anything in the oven when not in use.

**ALUMINUM FOIL MAY NOT BE USED TO COVER DRIP PANS ON YOUR STOVE. IT IS A FIRE HAZARD!!!!**

## **DRAINS:**

Tenants are requested not to dispose of feminine products, disposable diapers, paper towels, wet wipes, toys or other small objects in the toilet bowl. These items will clog the drainage system, creating a great deal of inconvenience, not only for you, but for other tenants. **THE COST OF FIXING A STOPPAGE DUE TO RESIDENT NEGLIGENCE WILL BE CHARGED TO THE RESIDENT!!** Do not use commercial drain openers; refer all stoppage problems to the Maintenance Department. Please do not put celery, banana peels, potato skins, rice, artichokes, cantaloupe/watermelon rinds or any other foods that may cause a backup in your garbage disposal.

## **RESIDENT LOSSES AND THE NEED FOR INSURANCE:**

Management strongly encourages all tenants obtain individual renters' insurance for their personal property. These policies are readily available through most major insurance carriers. The landlord's insurance does not cover the resident's property or vehicles from theft, water damage, or fire anywhere on the premises.

## **PARKING:**

Parking is on a first come first served basis. **There is not assigned parking at Mirasol Senior Community.** Please honor the visitor and handicap spaces. Common courtesy to your neighbors is suggested for those residents who leave the community for several days to move their vehicles to a back spot in order to allow everyone equal access to front loaded parking spots. Thank You!

\*Vehicles must be parked within the lines, utilizing not more than one parking space.

\*There will be no parking behind another vehicle as this blocks the roadway for other cars.

Bumpers should not extend over the sidewalk as it interferes with snow removal and/or adequate walking space.

\*Vehicles are not to be parked in the FIRE LANES, designated NO PARKING AREAS or IN FRONT OF THE HANDICAP RAMPS.

You can park in a handicap area ONLY IF YOU HAVE A VALID HANDICAP STICKER OR LICENSE PLATE. Violators will be towed at owner's expense.

\*Vehicles are not allowed to be on the grass and are not allowed to jump the curb at anytime.

\*Trucks, campers, trailers, and boats may not be stored on the premises.

\*The Loveland Housing Authority is not responsible for theft, damage, or loss of vehicles.

## **TENANT'S VEHICLES:**

All vehicles parked on the property must have a current license plate and a valid emission control sticker. Any vehicle without the above will be ticketed and towed at the owner's expense.

### **ONLY OPERABLE VEHICLES WILL BE PERMITTED ON THE PREMISES.**

If a resident starts to repair a vehicle, all items must be cleaned up and the vehicle must be in order, operating by 5:00 p.m. of the same day. No one is permitted to do any repair work on their vehicles that will create a mess while the car is parked on the property. Garages are not to be used as a repair shop.

A vehicle must never be left unattended while under repair.

Oil and batteries are considered hazardous materials and must be disposed of properly. These fluids may not be disposed of in the dumpster. Cars leaking of any fluid MUST be parked off the property. Any damages caused by the car leaking fluid on the property are the responsibility of the tenant. Any damages will be charged to the tenant. NO washing of vehicles is permitted on the premises.

## **MOTORCYCLES:**

Motorcycles are to be operated as quietly as possible while entering or exiting the community, and are **NEVER** to be brought in to the apartments or onto the patios.

## **SPEED LIMIT:**

There is a speed limit of 5 mph for the Mirasol campus. This is a "crawl" speed and is **ENFORCED** for the safety of all. This speed limit is in place for electric scooters as well and should be applied to both indoor and outdoor use. Thank you!

## **BICYCLES/CHILDREN VEHICLES:**

Examples are, but not limited to the following:

- a) Bikes
- b) Tricycles
- c) Scooters
- d) Big Wheels
- e) Skateboards
- f) Rollerblades
- g) Roller-skates
- h) Other forms of transportation.
- i)

These are not to be ridden on handicap ramps where this applies. Bicycles are to be parked in designated bike racks only. They may not be kept on balconies, stairways, or entryways. Bikes stored in the bike racks must be operable. Bikes with missing parts, flat tires or in any condition that makes them inoperable will be posted with a seventy-two hour notice. If they are not repaired or removed, inoperable bikes will be removed from the bike racks.

## **INTENT TO MOVE:**

If you plan on moving when your lease is up, you must give a 30-Day written notice to your Housing Coordinator. Schedule a move out inspection with your Resident Manager to return the keys. You will be charged rent for each day that your keys are not returned. It is a good idea to arrange to be present for the move out inspection.

## **WRITE UPS:**

Any Three (3) Written Warnings in a Head of Households file, for any reason, may be grounds for eviction.

## **DECEASED RESIDENT PROCEDURE:**

LHA has a policy for when a resident passes away. Please see your Housing Coordinator for the full policy.

## **SUGGESTIONS FOR APARTMENT CARE**

Most spots that occur on the carpet, such as coffee, milk, carbonated beverages and alcohol, can easily be removed if immediately sponged off with a damp cloth. Spots that are large and cannot be removed with a damp cloth should be professionally removed. Most stains can be removed by a professional cleaner if the fabric has not been damaged by household cleaners.

The carpet will retain its fluffy appearance if vacuumed regularly, at least once a week.

Pictures and wall decorations may be hung in your apartment if done in accordance with management guidelines. Under no circumstances are adhesive picture hangers or "molly bolts" to be used. Please use small finish nails. If you have any questions on how to hang your wall décor, please contact the Housing Coordinator.

The counter top is manufactured to withstand only a small amount of heat. Removing a hot pan from the stove burner and placing it onto the counter top will scorch the counter top. Please be aware, repairing a counter top is very costly.

## **APARTMENT MAINTENANCE:**

Any repairs that need to be done in your apartment need to be handled by the maintenance staff. It is your responsibility to report any problem(s) in your residence to the Maintenance Department. Maintenance staff will enter your unit to do

the repair work required. In case of emergency and/or with prior notice to the tenant, management will enter your apartment and make repairs and/or inspect apartment. In addition, we may do periodic inspections to determine the condition of maintenance and upkeep of the residence. Inspections will be conducted annually and/or more frequently when warranted by management. Maintenance charges for any repairs that are the fault of the tenant will be charged to the tenant.

#### **STORAGE UNITS:**

Storage Units are available for additional rental fees at both apartment complexes . Residents may use their own personal locks to secure their rented bins. Any items left in the storage room that are not placed in paid for (rented) proper bins will be removed by management. Please see your Housing Coordinator for the signed storage unit agreement.

#### **COMMON AREAS:**

Both apartment complexes host common areas which may be used and reserved by residents to host private parties. Please note that these rooms **MUST** be reserved and a cleaning deposit paid (\$100) in order to secure private use. Food left in the common area appliances or counters after an event will be disposed of immediately by management. Management will return deposits or any portion of within seven (7) business days along with a written statement of any portion used for cleaning. Please remember to reserve these areas by contacting Mirasol Housing Coordinator.

#### **SAFETY TIPS:**

Do NOT prop the fire/security doors open for any reason to the outdoors of the buildings.

Never admit strangers into your apartment/building. Keep your lock fastened and refer sales representatives, solicitors, and information seekers to management. Develop a buddy system with your neighbors.

Be alert for suspicious looking strangers loitering in parking areas or around your community. If you feel the situation is suspicious, notify the police and staff. Avoid questionable areas until cleared by the proper authority.

Keep few valuables in your apartment. Money, jewelry, furs, and other valuables should be kept in a storage vault or safe deposit box.

Keep your mailbox empty. If you are away, arrange with a neighbor or Post Office to have your mail taken out of the box.

Leave a light on and a radio playing quietly when you go out in the evening to give the impression someone is home.

Report any lights that are broken or burned out in the hallways, parking lots and other community areas to the Maintenance Department.

#### **ICE AND SNOW CONDITIONS:**

During inclement weather, we recommend you take safety precautions. When outside, proceed slowly and with caution. Wear rubber soled shoes and avoid high heels until indoors. Steps, sidewalks, and driveway areas may be slippery. Although our staff makes every attempt to clear these areas, your caution and common sense is advised. We cannot assure that all areas will remain free of ice and snow at all times. Any snow accumulation under 3 to 4 inches, we do not remove. Please remember to park your car 6 to 8 inches away from the curb for proper snow removal.

**SEVERE COLD WEATHER:** The following recommendations are being made to increase your comfort and prevent inconveniences that might occur during severely cold weather.

Leave the heat on at a comfortable setting of 65 degrees or higher during the hours you are away from your apartment. Please move any obstructions from the front of heat vents and/or baseboards. Examples are pulling your sofa out to allow radiant heat to enter the room, or moving a bookcase away from the baseboard. Do not cover return air vents.

Immediately notify the Maintenance Department of lack of water coming from faucets. This could be an indication of frozen pipes. Close blinds in your apartment to prevent any drafts. Management will attempt to put out a freeze warning when these conditions are likely to occur.

**IF A FIRE OCCURS IN YOUR APARTMENT: GET OUT!!!**

Dial 911 as soon as possible from a safe location. Then get in touch with any Mirasol Staff member or Maintenance Department and provide as much information as possible about the fire.

**PLEASE CALL 911 IF THERE IS A FIRE, MEDICAL, OR POLICE EMERGENCY**

**CLEANLINESS:** Tenants shall keep and maintain their apartments, patios, or balconies and furnishings in a clean and sanitary condition at all times. If at any time management suspects an issue with housekeeping, we will post a 24-hour housekeeping inspection on the door. If there is an ongoing issue with housekeeping, you could be subject to weekly or monthly housekeeping inspections.

Personnel are on-call and available for emergencies at all times. Examples of maintenance emergencies are lack of heat, water, damaging the premises, locked out or any situation that could be harmful to tenants or the community. We appreciate you taking the time to read these House Rules, and again, want to welcome you to your new home and thank you for choosing the Mirasol Senior Community.

**Mirasol Senior Community**

**I (We) have received a copy of the House Rules. I understand the policies and further understand to request further information or answers to any questions from the Mirasol Housing Coordinator in regards to these rules.**

\_\_\_\_\_  
**Tenant**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Tenant**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Housing Coordinator**

\_\_\_\_\_  
**Date**

