

POLICIES & PROCEDURES HANDBOOK 2020



Manufactured Housing Enterprises, Inc.

Thank you for selecting a Manufactured Housing Enterprises, Inc. property as your new home! We are very pleased you will be living with us. We hope that the information provided here will be helpful to you as you enjoy your new surroundings. Please remember the policies contained in the manual are part of your Lease Agreement and should be reviewed carefully.

We welcome any questions you may have regarding this manual and ask that you direct questions or concerns to your Property Manager who is eager to serve you.

As a Resident of a Virginia rental property you are required to abide by the provisions of each of the following:

- a. The Virginia Residential Landlord Tenant Act
- b. The Virginia Manufactured Home Lot Rental Act
- c. The Lease signed with the management company
- d. The policies and regulations governing your property as stated herein (Policies are subject to change. If change occurs, written notice will be delivered to you.)

Policies and Regulations are made for your protection, to assist you in avoiding charges and penalties, and to continue to make your property attractive and comfortable.

Si usted no entiende Inglés, entonces usted debe encontrar alguien traducir este documento para usted. Muchas Gracias.



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Professionally Managed By:

Manufactured Housing Enterprises, Inc.

P.O. Box 5306

Charlottesville, VA 22905

Phone: 434-975-5087

Fax: 866-829-9413

Email: nhebbe@mhe-inc.com

www.livewithmhe.com

Management Office Hours are subject to change during peak and slow business seasons – please call ahead of time.

Our office does close to observe specific holidays during the year such as, Memorial Day, July 4th, Labor Day, Thanksgiving (and the day after), Christmas Eve, Christmas Day and New Year's Day. Please contact our office in advance of any major holiday to assure the office will be open. Emergency Maintenance service is always available.

Lease Information

1.1 MOVE IN CONDITION REPORTS

Please carefully review your Move-In Condition Report, which will be given to you upon move-in. This list itemizes permanent imperfections that will not be repaired or billed to you since they existed prior to your taking the lot and/or MHE rental home. Any changes or additions to the Condition Report must be completed and returned to the Management Office within **5 days** after the date your lease contract begins.

1.2 RENT

During office hours, you may pay rent at our office located at 246 Augusta Woods Drive, Staunton, VA, 24401. MHE is not able to accept cash payments at this location. After office hours please use the night drop boxes.

If mailing rent, please remit to:
Augusta Woods Homes
246 Augusta Woods Drive
Staunton, VA 24401

For your convenience, you may also pay online. Visit our website at www.augusta-woods.com for more details.

If you are looking for another way to make your rent payment automatically every month, we suggest you contact your banking institution to make those arrangements. Most banks now offer free online bill paying and you can setup an automatic payment to MHE for your rent. Be sure a memo or note is setup to include your home's address or account number, which is **12376**. Please keep in mind that your bank will be mailing us a physical check and payment is considered paid when received by our office. You will need to make your request for automatic payments prior to the first of the month to ensure it is received on time.

Rent is considered paid when received by the office, regardless of the postmark date. Rent is due on the 1st day of each month for that month (i.e. January rent is due on January 1.) A late fee is automatically charged on the 6th of the month. Please allow extra time for holiday and weekend mail delivery. Please note that any balance (for example late fees, extra vehicle fees, trash service fees, etc.) past due is considered rent and will be subject to late fees on the 6th of the month.

In accordance with the terms of the Lease Agreement, we suggest that payment be made with only **one check**. ***Only persons listed on the Lease can make rent payments. If paying by check, be sure to write your home address on the check. Please remember that non-residents are not allowed to make payment unless prior arrangements are made with your Property Manager.***

ANY PAYMENT RETURNED FOR NON-PAYMENT WILL NOT BE RE-DEPOSITED. **If a payment is declined (or reversed), a processing fee and late fee will be applied to your account in accordance with the Lease. Your account will be considered delinquent until all rent and fees have been collected. You must submit money order or cashier's check for payment for any declined payment. If (2) payments are declined due to insufficient funds or banking problems you will be required to pay, from that point forward, by money order or cashier's check.**

Before dropping off or mailing your check, please make certain that the amount is written correctly, the check has been signed and your address is clearly written. These delays in payment will add late fees to your account as stated in your Lease.

We will make every effort to hold post-dated checks if they are made obvious (i.e. attach a sticky note to it, include note stating payment is post-dated, etc.). We cannot guarantee that a post-dated check will be held and assume no responsibility to credit any fees you may incur if a payment is not held.

1.3 MAIL

Please refer to the Property Specific Policies at the back of this manual for mailbox locations.

The Management Office does not accept packages or other mail for our Residents. Please make sure to hold your mail if you will be gone for an extended period. Also, when vacating the Premises, be sure to provide the Post Office with your forwarding address so that your mail will go to the correct location. MHE will not forward any mail to Residents after they have vacated.

1.4 COMMON AREA USAGE

The area surrounding your manufactured home lot, sidewalks, and any other free space inside the community are to be enjoyed with consideration of your neighbors. Personal items left in the common areas will be removed and disposed of without notice, at the expense of the Resident. These areas must be kept free of litter such as cigarettes, trash, bottles, etc. **Please refer to policies particular to your property at the back of this manual.**

1.5 OPERATION OF A BUSINESS

Residents who choose to operate a business out of their home are required to provide Management with copies of all licenses as required by the city, county or state. There may be no signs of the business visible from the exterior of the home, such as signs, tools or equipment. The operation of the business must occur completely inside the home. The operation of a business may not violate the terms and conditions of quiet enjoyment contained herein. Landlord makes no representation that the operation of a business within the community is not improper pursuant to local, county, state, or other applicable laws.

1.6 UTILITIES

Electricity must be connected in your name from the day the Lease begins and must remain connected throughout the entire Lease period. Any electrical service, which is not covered under your service account during the Lease term may be billed to you by MHE to recover our costs for electric service to your manufactured home, including connection fees. **If MHE pays an electric bill for service in your manufactured home due to the service not being connected in the Resident's name, you will be billed an additional \$50 for each bill received.**

Water/Sewer services are provided by the property and are individually submetered with Resident billed for the amount used. Water/Sewer service must remain connected throughout the entire Lease period.

The property owner does not maintain telephone and cable lines to your manufactured home. *Phone line Maintenance insurance, which should cover any or most repairs is available through the phone company and is highly recommended.* Problems with phone or cable lines should be reported to your phone or cable provider.

MHE Home Rentals

MHE will assure a working land-line phone jack and cable jack is functional within the home only. Alterations or additions such as phone jacks may be installed only with your Property Manager's approval and at your expense. **All phone and cable wires must be secured along the baseboard or doorjams and cannot cross thresholds, traffic areas, hallways or any common area in the unit.** Please contact your Property Manager should you have any questions about this matter.

Please refer to the property specific policies at the end of this handbook for more detail on the utilities at your community.

1.7 ANTENNA / SATELLITE DISH / FENCING

Under certain restrictions, the installation of an individual antenna/satellite dish or fencing on the Premises is permitted. Before installation, you must contact your Property Manager to review the restrictions and sign the appropriate addendum to your Lease Agreement. Failure to do so could result in removal and an assessment of a **\$100.00** fee in addition to any necessary repair costs.

1.8 TRASH DISPOSAL

Some properties offer dumpsters or other containers for trash service. This service is provided **for disposal of household trash only**. Do not dispose of furniture, boxes, moving debris, cardboard, clothing, etc. in these containers. Please do not sit trash outside of the trash receptacles on the ground, as animals will tear the bags and spread the trash. The City/County and State Fire Codes prohibit the placing of trash at entrances or on steps or landings of buildings. **The cost associated with the removal of any trash from your home's entrance will be billed to the Resident.** This includes cigarette butts and any other debris

thrown from porches. **Please refer to policies specific to your property at the back of this manual for trash collection information where you live.**

1.9 SAFETY AND SERVICES

No dangerous or flammable fluids are to be kept inside a home at any time. Where applicable, stored items should be placed at least 3 feet from furnaces and hot water heaters.

Patios, decks and porches are always to be kept neat and orderly. Conventional patio furniture, bicycles, and plants are permitted. Indoor furniture, appliances, trash, laundry, towels, blankets, clothes, etc. may not be stored in these areas. If clean-up of these areas is necessary due to your failure to maintain them, you will be billed for the time and disposal fees.

MHE Home Rentals: Broken windows and doors will be replaced immediately by MHE, at the Residents' expense. If screens are torn or pulled from the home, Residents are charged for the cost of repair or replacement. Do not try to enter the home through the screened windows. Damaged screens look like easy access to your home to people driving or walking by. Please report them promptly to Management. Replacing interior and exterior light bulbs is the responsibility of the Resident.

Should you notice any common area lights that need replacing, please call Management at (540)885-5330.

1.10 HOMEOWNERS INSURANCE

Your personal property is not covered by the Landlord's Insurance policy. You will be required to obtain: (1) a manufactured home comprehensive insurance policy insuring the home against loss or damage due to fire, storm or other hazards; and (2) a liability insurance policy for personal injuries which may occur on the lot or within the manufactured home. This helps provide a broad level of protection for you and your home. It protects your home's structure and personal property, as well as offering liability coverage to help protect against lawsuits. Coverage can include comprehensive, liability, additional living expenses, debris removal, credit card and check forgery, fire, food spoilage, personal injury and locksmith coverage in addition to options for water damage from sewer and drains, earthquake, trip coverage (when moving your home), scheduled personal property replacement cost, and all perils coverage for tools. Your manufactured home may be the largest investment you will make. It is important to protect your investment! Common insurers for manufactured housing include:

- Foremost Insurance (www.foremost.com)
- Assurant Mobile Home Insurance (www.assurantmobilehomeinsurance.com)
- State Farm (www.statefarm.com)
- Farmers Insurance (www.farmers.com)

Each insurance policy must name Landlord as an additional insured—a copy of which must be provided to the Management Office each year.

1.11 RENTERS INSURANCE

For those who rent their home and lot, a Renters Insurance policy is strongly recommended as your Landlord is not responsible for your personal belongings should a leak, fire or other damage occur in your rental home? Accidents happen! If equipment failure or an accident occurs and your personal property is damaged in any way, MHE is not responsible for replacing it or compensating you in any way. Renters Insurance is inexpensive!

1.12 RENEWALS

We appreciate long-term Residents and encourage renewals. We will be contacting you well in advance of your Lease end date to determine if you will be staying in our community for an additional year. You will be asked to respond to us by a specified date in order for us to reserve your lot and remove it from our availability. It is particularly important that we hear from you by the deadline provided, as demand for lots is very high.

Should one resident renew, and others decide to vacate, the security deposit remains with the renewing lease. There are no security deposit reimbursements when a lease renews. If you have further questions regarding the renewal process, please contact your Property Manager.

1.13 TAKEOVERS, SUBLETS AND SUBSTITUTIONS

Because of your personal liability and our obligation to act in accordance with The Fair Housing Laws, no advertisement for Lease-takeovers or sublets and no agreement to take over a Lease or sublet are to be done without the written permission of the Management.

Lease Takeovers

Residents cannot engage in re-rents or Lease-takeovers without prior written permission from the Landlord. Please contact the Management Office for the current policy details if you wish to pursue a Lease-takeover or re-rent.

Subleases

Subleases will be signed for homeowners wishing to vacate and opt to rent their home. Renter must undergo the application process to include proof of identity and criminal records search prior to homeowners permitting renters to occupy the home. Once the Sublease terms are determined, MHE will sign the necessary paperwork and complete the transaction to ensure that the new Resident has proper access to all of our services. Please contact the Management Office for the current policy details.

Any Resident found to have subleased their unit without notifying MHE of a subtenant and completing the necessary paperwork will be charged a fee of \$500.00.

Name Addition/Deletion

Name additions and deletions are allowed during the lease term following policy and rental criteria. Fees may be incurred. Please discuss this process with the Management Office.

1.14 VACATING

Upon termination of the Lease, all Residents shall completely vacate the premises, including the removal of all personal property and furniture at or before **12:00 NOON**. Resident shall turn over to the Landlord the premises and all its fixtures and equipment in good and substantial repair, reasonable wear and tear expected. Resident(s) may request to be present at the time the Landlord inspects the premises to verify its condition and its content.

Each Resident, upon returning their keys and parking permits (including Visitor permits), relinquishes all rights and privileges granted under the Lease and returns possession to the Landlord for any and all purposes. These rights include, but are not limited to, parking, use of property amenities, and right of entry onto the lot. Each Resident will be asked to sign a Key Return Form at the time keys are returned and will also be asked to indicate whether or not the lot and/or home has been fully vacated. The Landlord may assume that the condition of the lot at the time keys are returned is the condition in which the Resident intended to leave it. In the event that all keys have not been returned by **12:00 NOON** of the termination date of your Lease Agreement, and the lot has been vacated, possession of the premises will return to the Landlord, and charges for re-keying the mailbox will become the Resident's responsibility.

No right of storage is given to Residents after the Lease Agreement ends, and Landlord has no duty to protect the Resident's possessions against loss. Residents will be charged for all costs to remove or dispose of abandoned trash and/or property once the Lease has ended. Any abandoned property will be handled in accordance with the Virginia Residential Landlord Tenant Act, § 55-248 38.1. Please see your Property Manager for more specific details of this procedure.

MHE Home Renters

Residents shall prepare their home for inspection according to the Home Renters Guide in this manual. All keys, including knob lock, deadbolt, access door and shed, as applicable, must be returned to the Management Office. Upon notice from any Resident that the home is no longer occupied, Landlord will assume the right of possession.

1.15 SECURITY DEPOSIT RETURNS

Please review carefully your Move-In Condition Report, which is given to you upon move-in. This list may itemize permanent imperfections on the lot and/or in the home that will not be repaired or considered your responsibility at move-out. The guidelines that are presented in this manual represent your responsibilities during your Lease Agreement and at move-out. Deductions from your security deposit will unfortunately result when you fail to meet these requirements.

Management reserves the right to assess the quality of the work you have done, or contracted professionally, at move-out; and deductions may occur as a result of poor cleaning or other work performed by the Resident for move-out.

Pursuant to the Virginia Resident Landlord and Tenant Act, the return of the security deposit will be issued by one check payable to all Residents or otherwise designated in Section **5** of your Home Lease and section

6 of your Lot Lease Agreement, if a forwarding address is provided. Therefore, it is the responsibility of the Residents to provide us with a forwarding address of the person that will distribute the funds appropriately between the parties.

Deductions will be made for damages existing at the time of move-out. These damages include, but are not limited to:

Rental Lots

1. Holes in lawn
2. Unkempt lawn
3. Damage to grass, shrubbery or trees
4. Anchors not removed with home
5. Damage to concrete pad
6. Damage to fencing

Rental Homes

1. Holes in walls or wallpaper damage in excess of normal wear and tear, including, but not limited to, damage resulting from adhesives, nail holes, masking tape, hooks, etc.
2. Painting walls back to the original color
3. Missing or damaged screens or blinds
4. Damage to doors and windows
5. Carpet stains, rips, and tears
6. Damage to linoleum or laminate floors
7. Additional/excessive cleaning

1.16 CONDUCT AND NOISE COMPLAINTS

Living in a community requires consideration of others, especially where noise is concerned. Residents and their guests are expected to extend common courtesy to their neighbors.

Most noise complaints result from boisterous behavior, loud stereo systems and pets. If you encounter noise problems, we suggest that you first talk to your neighbors about the problem. Often Residents do not realize how clearly sound travels.

There is a noise ordinance in Augusta County. **Please refer to policies specific to your property at the back of this manual for the ordinance details.** Please contact the local police if you are experiencing a serious problem after our regular office hours. Also notify your Property Manager the following business day with the address of the offending Resident and the details surrounding the complaint. Please be advised that repeated noise complaints may result in warnings and possible eviction, should the problem continue.

You are responsible for the actions and damages of your guests and any uninvited guests who may enter our property as a result of your party or gathering, whether you are aware of their actions or not. **All costs incurred by the Landlord as a result of a party or gathering will be your responsibility**, so plan your parties well and avoid large crowds which may get out of control.

1.17 PRIVACY

Soliciting is prohibited on the property. This includes door-to-door sales. Solicitors (with some exceptions) are required register with the Augusta County Sheriff's Department. **Refer to policies specific to your property at the back of this manual.** Please report any unauthorized solicitors to the police and the Management Office.

Passage through another mobile home lot is prohibited. Loitering on the property in the common areas is prohibited. Please contact the Property Manager if this is a problem.

1.18 LOCK OUT SERVICE

Mailboxes

Residents are supplied two keys. In the event they are misplaced during regular business hours, a key may be borrowed from the Management Office located at 246 Augusta Woods Drive. This key may be used free of charge but must be returned by 5 PM on the day the key was borrowed. Failure to return this key will result in a charge for lock replacement costs. Copies of keys will be charged at a rate of **\$10.00**. Lock changes will be charged at a rate of **\$25.00**.

MHE Home Rentals

During regular business hours, a key may be borrowed from the Management Office located at 246 Augusta Woods Drive. This key may be used free of charge but must be returned by 5 PM on the day the key was borrowed. Failure to return this key will result in a charge for lock replacement costs. After business hours, it is necessary to call the Management Office at (540)885-5330 and select the proper after-hours emergency options. You must provide a name, phone number and address when calling to request after-hours lockout service. A lockout service fee of **\$82.00** will be charged when lockout service is requested. This service is provided to Residents as a convenience only. We want to assist you, but we cannot guarantee that we will be able to give you access at all times. **Attempting to gain entry through windows or by other means is prohibited.** Damage occurring as a result of attempting to gain entry by windows or any other means will be billed to the Resident. For your safety, it is important that you secure all locks to your manufactured home at all times. You should carry all keys with you at all times. **MHE staff members are required to secure all locks when leaving manufactured home in the rental fleet.** Please note that locks are not changed when there are name additions/deletions or renewals, subleases, etc. to the Lease Agreement. **We are happy to provide this service upon the request of the Resident and at the Resident's expense.**

Only Residents on the Lease may request lockout service. Positive identification will be required when MHE provides the key.

1.19 VEHICLES

MHE properties require a permit to be displayed authorizing the vehicle to be parked on the premises.

Please drive carefully on the property. **Park in marked spaces only, never in fire or traffic lanes.** In order to obtain a parking permit, you must provide a valid registration and valid driver's license. Have your parking permit always displayed clearly on the backside of your rear view mirror. Temporary permits must be clearly displayed on either the front or rear dashboards. If your permit is damaged or vehicle has changed, bring your old permit to the Management Office located at 246 Augusta Woods Drive for a substitute permit. **You must return your damaged permit. If you do not you will be required to pay a permit replacement fee of \$30.00.**

In order to protect all Residents, towing is unfortunately necessary to keep fire and traffic lanes clear. **Any vehicle parked illegally, even with a permit, can be towed at any time, without notice, at your expense including those parked on lawns, sidewalks, or in such a manner to block other vehicles or walkways.**

Recovering your vehicle promptly will help keep your cost at a minimum. **Refer to parking policies and towing service provider information specific to your property at the back of this manual.**

Any vehicle leaking fluid must be immediately repaired. Any leaked fluid, including but not limited to oil and antifreeze, that has been leaked onto parking space must be immediately cleaned by you at your own expense. Repairs due to damage to asphalt or concrete or ground penetration in gravel areas will be billed to you and will become due with the next installment of rent.

1.20 ALTERNATIVE VEHICLES

Bicycles, mopeds, or golf carts must be stored on your manufactured home lot. If found in a parking area, road, ditch or recreation area (unattended), it will be immediately removed, without notice. MHE is not responsible for any damage or theft of any bicycle(s), moped(s), or golf cart(s).

Only those motorcycles licensed for public roads are permitted in the community. Motorcycles must be kept in the parking lot. Motorcycles should obtain a parking permit and should be parked in the same space as your vehicle. This is extremely important on properties with limited parking. **Motorcycles can never be put inside a rental home. All-Terrain Vehicles (ATVs) and Utility Task Vehicles (UTVs) are not permitted on the Premises.**

1.21 PETS

Please see the property specific policies at the back of this manual pertaining to pets. **Please note that any unregistered pet found on the premises will result in a \$500.00 fee that will be applied to your rental account.**

1.22 GRILLS/FIRE PITS

Use of personal grills and enclosed fire pits vary depending on the property. **Refer to specific policies for your property at the back of this manual.**

1.23 POSTED ADDRESS

Emergency service providers need clear labeling on each manufactured home to find someone in case of an emergency. The street side of your home must be clearly marked with your 911 address in numerals at least four (4") inches in height and clearly visible from the street.

1.24 WINDOW COVERINGS

All windows and glass doors must be covered with lined draperies, blinds, or shades.

1.25 FLAGS

Notwithstanding any provision in the Code of Virginia, as amended, Landlord reserves the right to reasonably restrict the size, type, time, place and manner of flag displays that are visible from the road and/or common areas.

1.26 LAWN CARE

Residents are responsible for the care and upkeep of their manufactured home lot lawn area. This includes entry stairs, decks, porches, fences, lawn area, shrubbery and all grounds. Necessary care includes, but is not limited to, mowing/trimming grass, weeding flower beds, and clearing leaves from their leased lot.

1.27 SNOW

Residents are responsible for clearing snow away from their vehicles and parking spaces. As conditions permit, we will strive to clear sidewalks of snow and ice; however, please use caution whenever there is inclement weather.

1.28 SMOKE DETECTORS

You are responsible for maintaining your smoke detector during your occupancy of the premises. Smoke detector alarms are important in that they give you early warning of dangerous smoke. *Do not disconnect* your smoke detector. Please help us utilize this safety feature to its maximum potential by keeping it in good working order at all times. If you have a battery-operated detector, an intermittent beeping means that the battery is running low and you should replace them.

MHE Home Rentals

Smoke detectors have been installed. Upon move-in, you are provided with a certification stating that your alarm has been tested and is in good working order. Most of our properties' smoke detectors are equipped with a lithium 9-volt battery. Due to its long life, these batteries are more expensive than other 9-volt batteries. If the battery should fail during your occupancy, please immediately notify our Maintenance department. Please be advised that if this battery is removed from your smoke alarm at any time during your residency, or if the battery is missing at the time of your move-out inspection, you will be billed for the replacement of the battery, which is approximately **\$25.00**. Please test your smoke detector periodically. This is for your own safety and that of your neighbors in the event of a fire. Should you disconnect your smoke detector, you could be held liable for unhooking it during your residency. Please contact Management for battery replacement should your smoke detector make an intermittent beeping sound.

1.29 NO FLUSH LIST

Clogged sewer lines and plumbing should be handled carefully. Do not dispose of medical waste, diapers/wipes, cleaning wipes, paper towels, cloth, rags, towels, trash, plastic bags, dental floss, kitty litter, chemicals, solvents, butane lighters, cigarettes, feminine hygiene products, coffee grinds, grease, fats, oils or other heavy materials. Dispose of these items in your garbage or in other refuse containers.

Repairs made necessary by the following (but not limited to) will be billed to the Resident:

- Obstructions or improper disposal of waste not appropriate for sewer or septic systems
- Failure to report a water leak
- Failure to properly maintain any personally owned equipment

1.30 ENERGY SAVINGS

Planning ahead can save you money and alleviate frustration with high utility bills. Here are some tips to help protect your hard-earned dollars:

- Remove window air conditioners for the winter and close the window. If the air conditioner cannot be removed, weatherize it with a properly fitting air conditioning cover.
- Keep all air vents free from debris and remove any items, such as furniture, that may block the flow of air.
- Replace screens with storm (glass) windows in winter months. If you do not have storm windows, use clear plastic, tightly sealed on the inside of the windows.
- Replace or clean air/heat filters regularly—check the manufacturer's recommendation. Some filters need to be changed every 30 days whereas others every 4 months. Just keep in mind that dirty filters block air flow.
- Save 10% on energy costs when you install weather stripping or caulk leaky doors and windows and install gaskets behind outlet covers.
- Set your thermostat at one temperature and leave it alone when running the air conditioning. It takes more energy to heat or cool an area than it does to maintain a constant temperature.
- In winter, set your thermostat at about 68°. For every degree you lower your heat, you save up to 5% in heating costs. Wear warmer clothing during the day if you feel a bit chilly.
- Open window coverings in the daytime to let the sun heat your home and close them at sundown to insulate.
- Keep doors and windows closed to keep the central air/heat inside.
- Rearrange your furniture so that you are sitting by interior walls. The temperature is more constant on interior walls.

- Close doors to other parts of the home that are not in use and turn down the thermostat when using a fireplace.
- Remember that fireplaces use up to 8% of your energy. Keep the damper closed when not in use.
- Use as much natural light as possible. Replace incandescent light bulbs with compact fluorescent or LED bulbs. They use 75% less energy.
- Turn kitchen and bathroom ventilating fans off after cooking.
- Vacuum the coils of your refrigerator several times a year and leave enough room behind and on the sides of the unit for air to circulate.
- Only use your oven's self-cleaning feature when your oven is already hot.
- Over 2/3 of your water heating costs are from showers. Cutting your shower time in half will reduce your costs by up to 33%.
- Save up to 11% of your water heating costs by lowering the temperature to "normal" setting (or 120°) on your water heater.
- Drain a bucketful of water from the water heater several times a year to prevent mineral build up.
- Insulate the first 5 feet of pipe coming out of the top of your water heater.
- Only run full loads of dishes or laundry in your appliances.
- Use only cold water in the garbage disposal.

1.31 EMERGENCY MAINTENANCE SERVICE

MHE Rental Homes

If you experience the following types of emergencies, call (540)885-5330 and LISTEN TO THE ENTIRE VOICE MAIL MENU INSTRUCTIONS.

For emergencies, our technician or vendor will respond as quickly as possible:

- Total loss of electrical power (call utility provider first)
- Loss of heat
- Burst plumbing or flowing water from inside or under the manufactured home
- Sewer back up
- Heavy rainwater leak
- Security problems (broken lock, broken glass, broken doors, burned-out exterior lights)
- Anything with the potential to cause damage or harm to the manufactured home or the Premises
- Clogged commode if only one commode is in the home (please attempt to plunge before calling)

For semi-emergencies, our technician or vendor will respond to the request during normal hours on weekdays. If a call comes in between Friday 5 PM and Sunday 5 PM, they will respond within 24 hours. Semi-emergencies include:

- Loss of hot water
- Inoperable refrigerator
- Inoperable range or pilot light
- Clogged commode (2 or more commodes; Resident please plunge first)
- Stopped-up sink
- Stopped-up tub
- Loss of A/C (emergency response will be at the discretion of management)

For non-emergencies, repairs will be performed by technician/vendor during normal weekday business hours. Non-emergencies include, but are not limited to the following:

- Inoperable dishwasher

- Inoperable garbage disposal
- Inoperable washer/dryer (if furnished with the rental home)

Homeowners

If you experience the following types of emergencies, call (540)885-5330 and LISTEN TO THE ENTIRE VOICE MAIL MENU INSTRUCTIONS.

For emergencies, our technician or vendor will respond as quickly as possible:

- Total loss of electrical power (call utility provider first)
- Burst plumbing or flowing water from under the manufactured home
- Sewer back up
- Anything with the potential to cause damage or harm to the Premises

For non-emergencies, repairs will be performed by technician/vendor during normal weekday business hours. Non-emergencies include, but are not limited to the following:

- Damage to sidewalks, concrete, or asphalt
- Damage to manufactured home lot

HOMEOWNERS GUIDE

2.1 MAINTENANCE

1. All mobile homes are to be underpinned or skirted in a neat fashion within 30 days of entering the property. All exposed hitches must be removed and stored under the home or neatly and attractively enclosed with skirting, pressure treated wood, stone, or some other material pre-approved in composition and color by Management.
2. You are responsible for cleaning the exterior of your home, decks, and sheds as needed. You must maintain these structures in good working order and paint/stain any unsightly structures as a part of their routine care and maintenance.
3. Repair or replace torn or missing roof shingles (or where permitted, reseal and recoat metal roofs as needed).
4. Damaged or broken windows or blinds must be repaired or replaced.
5. You must replace damaged or unsightly skirting/underpinning. Landlord must pre-approve composition and color which shall be neutral or natural in color and blend well with surrounding homes.

2.2 HOME MAINTENANCE RECOMMEDATIONS

Maintenance is very important to retain the value of manufactured homes. Most manufactured homes are designed to make use of small spaces. While that saves money when building or buying them, it can mean that a small maintenance problem can quickly affect a large percentage of the home's assets.

Yearly Inspections

- Check underbelly wrap for sagging or bulging
- Check skirting for damage
- Check crawlspace for excess moisture which could indicate a leak
- Check water shut off valves to ensure they are functioning properly

Spring Inspections

- Check for broken glass and damaged screens
- Lubricate window hardware
- Check weather stripping for damage and tightness of fit
- Check caulking at doors, windows, and other openings and joints
- Check home's exterior surfaces for algae growth or paint failure
- Check metal roofing for signs of damage or rusting and recoat as needed
- Check for shingled roofs for damaged or loose shingles and for blisters
- Check for damaged flashing around chimney and vents
- Clean gutters, downspouts, and strainers
- Turn off heat tape
- Check condition of appliance cords and plugs
- Check smoke detectors

- Clean or change any air filters
- Clean dust and dirt from around HVAC registers
- Check interior and exterior plumbing lines for evidence of leak, damage or corrosion.
- Assess hot water heater for leaks and properly functioning pressure release valve
- Check interior floors for wet spots, buckles, or soft spots

Fall Inspections

- Check for broken glass and damaged screens
- Lubricate window hardware
- Check weather stripping for damage and tightness of fit
- Check caulking at doors, windows, and other openings and joints
- Check home's exterior surfaces for algae growth or paint failure
- Check metal roofing for signs of damage or rusting and recoat as needed
- Check for shingled roofs for damaged or loose shingles and for blisters
- Check for damaged flashing around chimney and vents
- Clean gutters, downspouts and strainers
- Turn off heat tape
- Check condition of appliance cords and plugs
- Check smoke detectors
- Clean or change any air filters
- Remove window air conditioners for winter or put weatherproof covers on them
- Take down window screens, clean and store them for winter
- Clean dust and dirt from around HVAC registers
- Check interior and exterior plumbing lines for evidence of leak, damage, or corrosion.
- Assess hot water heater for leaks and properly functioning pressure release valve
- Check interior floors for wet spots, buckles, or soft spots

Maintaining your home not only improves the curb appeal of your community but it helps ensure the value of your home at resale. All residents are responsible for power washing their homes, sheds and decks as needed. In addition, from time-to-time, residents may need to repaint their home. Keep in mind that the Management reserves the right to approve paint color. Metal roofs need to be recoated as needed and lots need to be kept neat and tidy.

2.3 PLUMBING MAINTENANCE

Water leaks, disconnected or clogged sewer lines, or other service issues must be immediately reported to Management. Wastewater cannot be discharged on the property.

Residents must install insulation and heat tape on water supply pipes. Residents will be responsible for their own above ground frozen water lines. Damage to Lessor's property or equipment as the result of lessee's failure to comply with this regulation will be the Resident's responsibility.

Resident must install, routinely test, and maintain an operable backflow valve on the hot water tank supply line to prevent water from draining out of the tank in the event the water is shut off, which can cause damage to the appliance.

Resident must install, routinely test, and maintain an operable water shut-off valve on their supply line. In some homes, shut-off valves are installed in the laundry area. Otherwise, the shut-off valve must be on the supply line extending from the home prior to its connection to the water supply line exiting the ground. The

property owner is responsible for the supply line prior to its connection to the Resident's supply line, the water meter, laterals, and main water lines throughout the community.



2.4 PARTS & SUPPLIES

Are you looking to repair a cracked bathtub, replace a stripped window crank, or install a new storm door? You are likely to find that the local hardware stores do not have the necessary parts or supplies for your manufactured home. Specialized parts store in Virginia are as follows:

Northern Region

Graningers (Fredericksburg)
(540) 898-8461

Northern Neck Region

Island Mobile Home & Camper (Chincoteague)
(757) 336-3397

Central Region

Snead's Mobile Home Services (Charlottesville)
(434) 973-4654

West Central Region

Lawson Mobile Home Supply (Christiansburg)
540-381-8011

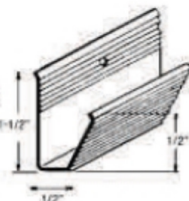



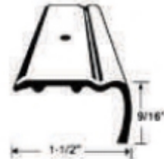
Mid Atlantic Mobile Home Supply (Lynchburg)
(434) 821-1429

Hampton Roads Region

Norris's Mobile Home Parts (Hays)
(804) 642-3400

Titan Mobile Home Supplies (Carrollton)
(757) 238-5336

Alternatively, the Management Office can order the parts and supplies you need using our Blevins and/or StyleCrest accounts. Their parts catalog is available online at www.blevinsinc.com and <https://www.stylecrestinc.com>.

<h3>Aluminum Molding Drip Rail</h3> <p>Serrated face 1-1/2" standard 1-1/2" rail 14' length. Punched, 4" centers.</p> <p>0265503 25/Ctn.</p> 	<h3>Drip Cap</h3>  <p>Install over doors and windows to channel away rain and snow. Steel with white finish.</p> <p>0212011 For 32" or less door 0212012 For 34" door 0212013 For 36" door 0212014 For 48" door 0212018 For 53" door 0210949 For 60" door 0212009 For 72" door</p>	<h3>4" Tub/Shower Diverter</h3> <p>Brass underbody with brass stems. CSA & IAPCO approved.</p>  <p>0378817 Faucet, White, w/smoked crystal handles; 12/Ctn. 0378818 Faucet, Chrome; 12/Ctn. 0374409 Stem & Bonnet; Pair 0374410 Seat; Pair 0375915 Unica Adapter</p> 
<h3>Roof Edge</h3> <p>Extra soft, heavy-gauge standard edge. 14' length. Punched with 4" centers.</p> <p>0265501 25/Ctn.</p> 		

Simply make a list of the part numbers you want to order and contact the Management Office for pricing.

Orders must be prepaid and will be delivered to the office. You will be contacted when your order arrives.

2.5 MODIFICATIONS/INSTALLATIONS

In order to make any modifications to the exterior of the home or Premises, you must notify the Landlord and obtain their written permission prior to starting such modifications. You will be charged a review fee in the amount of **\$100.00** to cover the administrative costs associated with reviewing plans, permits and associated documentation, ensuring setback requirements are met, and building permit assistance.

1. Landlord must pre-approve all paint colors which shall be neutral or natural in color and blend well with surrounding homes.
2. All homes are required to have access as required by local building codes. Decks and steps must remain within lot lines and county-imposed setbacks. Residents wishing to install a deck or entry larger than 4'x4' must obtain written permission from Management. Conditional approval will be issued provided the following criteria are met:
 - a. Resident submits a detailed site plan including description of materials/paint to be used and a drawing with setback measurements clearly indicated.
 - b. A building permit, in accordance with the local jurisdiction policies and regulations, is issued to the Resident (at their own expense).
 - c. A copy of the Building Permit is provided to Management, at which time a final written approval will be issued.
3. Installation of a storage shed requires Management approval via written pre-authorization. Sheds larger 10'x10' will only be approved under special circumstances. A detailed drawing showing the location of the shed with distances to any nearby homes and jurisdictional and utility setbacks is required for approval.

4. Installation of enclosed additions to the manufactured home must be pre-approved in writing by Management. Conditional approval may be issued provided the following criteria are met:
 - a. Resident submits a detailed site plan including description of materials/paint to be used and a drawing with setback measurements clearly indicated.
 - b. A building permit, in accordance with the local jurisdiction policies and regulations, is issued to the Resident (at their own expense).
 - c. A copy of the Building Permit is provided to Management, at which time a final written approval will be issued.
5. Installation of fences must be pre-approved in writing by Management. The type of fences permitted in this community include: **chain-link and privacy fencing (wooden or vinyl)**. Conditional approval will be issued providing the following criteria are met:
 - a. Management marks the setbacks for the lot.
 - b. Resident whose fence will connect to adjacent fences will be required to supply Management with written authorization from the adjacent fence owner, agreeing to the connection.
 - c. Resident contacts MISS UTILITY (811) prior to digging to have utility lines marked.

HOME RENTERS GUIDE

3.1 APPLIANCES/PLUMBING

Appliances

No washer, dryer, portable dishwasher, locks, or other equipment may be installed in any MHE home without written permission of the Landlord. You are responsible for any misuse or abuse of the appliances and equipment in the home. Please keep all appliances and fixtures clean and in good working order. Grease and food spills should be cleaned from the oven, stovetop, and apron underneath on a regular basis. Please report any malfunctions in any appliance. If you have questions regarding the operation of your appliances, please call your Property Manager at (540)885-5330.

Air Conditioning

If applicable, set the thermostat to “COOL” and “AUTOMATIC” at the desired temperature. Run your air conditioner for an adequate amount of time before reporting unit inefficiency. For increased efficiency and lower utility bills, set the thermostat no lower than 10 degrees below outside temperature.

Shower Stalls/Tubs

Do not clean with any abrasive cleaners that will scratch the surface of your tub and surrounding walls. We recommend *Liquid Mr. Clean™* or *Liquid Spic-n- Span™*. Never use Bleach. Always close your shower curtain fully during use to prevent leakage and use a heavy bathmat on the floor. You will be responsible for water damage to the subflooring. Mold and mildew can be kept to a minimum if you regularly clean and keep your bathroom ventilated. If you discover that the caulk or grout around your shower/tub is deteriorating, please request maintenance.

Toilets and Drains

Please use a plunger to try to clear a clogged toilet. If this attempt is not successful, call for assistance. Consult the “No Flush List” (Section 1.30). There may be a charge for removal of any foreign objects as well as any resulting damages. In the event that you report a clogged toilet and the Maintenance department is able to clear the clog by simply plunging the toilet, you will be billed the cost.

Washers and Dryers (where applicable)

If your home is equipped with a washing machine and dryer provided by the Landlord, the Landlord agrees to maintain the machines. It is the responsibility of the Resident to clean and maintain the drain and lint screens on their washer/dryer units. The Resident will be responsible for service, repairs, and any subsequent damage caused by Resident abuse or neglect. Resident(s) will also be responsible for any damage caused by overflow due to improperly loading or overloading the washing machine. **If your unit home has a front-loading washer, you must use only low sudsing detergent such as Tide HE™ or Wisk HE™ in powder or liquid form.** Repair needs should be reported to your Property Manager.

Dryer Vents (where applicable)

At any time that you find your dryer vent detached please call to request maintenance.

Ice Makers (where applicable)

The lever on the icemaker determines if it makes ice or not. If the lever is pulled all the way up, it will not make ice. Please keep plastic bags away from the icemaker.

Microwaves (where applicable)

For model-specific instructions, please contact your Property Manager for directions on its use. Please do not use steel wool to clean microwave doors.

Dishwashers (where applicable)

For model-specific instructions, please contact your Property Manager for directions on its use. Use only dishwasher detergent in the machine, never hand soap or dish soap, as this will cause the dishwasher not to operate properly and may result in a flood. Do not put anything in the Jet Dry™ dispenser that is not a Jet Dry™ product, as this will cause your dishwasher to operate improperly.

Garbage Disposals (where applicable)

Garbage disposals are for food waste disposal only. **Service required as a result of foreign objects in the disposal will be billed to the resident.** Heavy or fibrous food waste, such as cornhusks or cobs, seeds, onionskins, rice, and bones, should not be placed in the disposal. For proper operation, turn on cold water, let it flow a few seconds prior to turning on the disposal, and feed waste slowly into disposal. Let water continue to flow for several seconds after the disposal has completely cleared. In the event your disposal shuts off while in operation, turn the switch to “off” and attempt to reset the disposal by depressing the “reset” button that is typically located on the side or underside of the disposal unit. If resetting does not solve the problem, call the Maintenance Department for repair. **NEVER put your hands or fingers inside the disposal!**

Furnace Closet/Hot Water Heater Closet

Do not place any items in this closet. This space is designed to hold only your hot water heater and/or furnace. The potential for a fire hazard is great if items are stored in this area. You may be billed for the removal of items from this area.

Energy Savers

Keeping your blinds/draperies closed will help insulate your windows. Conserve water by promptly reporting running toilets, leaking faucets, faulty showerheads, etc. to your Property Manager at (540)885-5330. When the shower is in use, no water should come out of the tub spout at the same time. Report this to your Property Manager if you notice this happening.

Electricity Outages

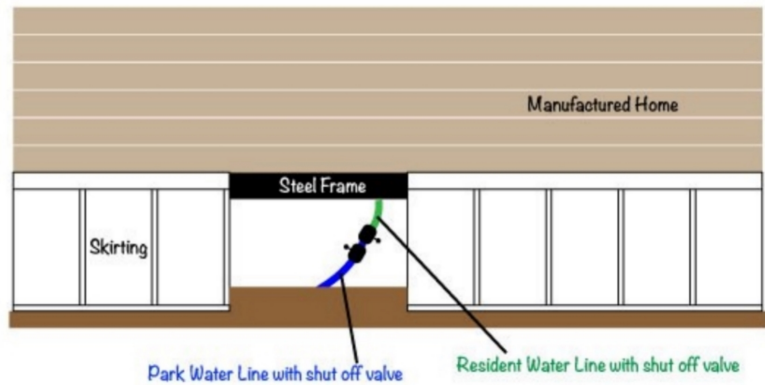
If you experience a loss of power, check your breakers before calling your local utility provider (see property-specific information for contact info) or your Property Manager.

Heat

During cold winter months you must maintain your heat at no less than 60 degrees to prevent pipes from freezing and bursting.

3.2 EMERGENCY SHUT-OFFS

These are located under toilets and sinks. There is also a whole home water shut off valve either in the laundry area or under your home where the underground water line connects with your home. Familiarize yourself with each shut off location so that you can turn it off if there is ever a leak. Always report any plumbing problems to Maintenance.



3.3 ALTERATIONS

As a Resident, you are prohibited from making alterations, installations (including installation of additional locks or chain latches), repairs or redecoration of any kind to the premises without the prior written consent of the management. This includes painting your home. MHE does not intend to unreasonably withhold consent but may require you to return the premises to its original condition when the Lease term is completed. No signs, lights, satellite dishes, or antenna wires may be installed on the exterior premises or in the windows.

3.4 FLOOR CARE

Residents of homes with wood laminate floors are responsible for the care and upkeep of the flooring. The floors should be kept clean of all dirt and debris. For daily cleaning, the floors can be swept and damp mopped. When cleaning the floors, use warm water and a mild detergent. **DO NOT** put any type of wax product on these floors. Using area rugs will help to reduce noise transference and to protect the floors from wear and tear. It is also recommended that you use casters on all furniture to prevent scratching of the flooring. When vacating, please sweep and damp mop the wood laminate floors, **DO NOT wax and buff.**

3.5 WATERBEDS

Because of the potential for extensive water damage and because of the enormous weight of a waterbed, prior permission must be obtained from your Property Manager before a waterbed will be allowed in the home. Proof of insurance is mandatory if permission is granted. **Please refer to the policies particular to your property at the rear of this manual for additional information.**

3.6 EXTERMINATION

MHE provides extermination services at the expense of the MHE Home Renters. If you would like to have your home exterminated at any time during the year, please call your Property Manager at (540)885-5330 to discuss the charges and to schedule the service. Should you ever experience bites from fleas, bed bugs or any other insect, you must notify your Property Manager immediately. Left untreated, these types of insects can spread rapidly and therefore need immediate attention. You may be found accountable for all costs associated with treatment if proper notice is not given to your Property Manager. Your home will be

considered bed bug free if you do not report a problem immediately after your lease begins.

3.7 HOVERBOARDS ARE NOT PERMITTED

Due to continuing reports highlighting the safety risks (injury to self, others and fire risk) of self-balancing electric wheeled boards (Hoverboards), the use, possession, charging and/or storage of these devices is prohibited at the property. These devices are commonly referred to as “Hoverboards,” but may also be referred to as *Swagways*, *IO Hawks*, and *Skywalkers*. The devices’ batteries can burst into flame, especially while being charged, resulting in a metal fire that can burn with intense heat.

POLICIES PARTICULAR TO AUGUSTA WOODS

4.1 GRILLS AND FIRE PITS

The use of grills, fire pits or any object containing combustible fuel, such as torches, insect repelling lights, etc. are permitted at Augusta Woods Manufactured Housing Community, provided they are used while under direct supervision. Fire pits must be self-contained. You are solely responsible for damages caused by grills and fire pits. **Burning of leaves or trash is prohibited.**

4.2 MAILBOXES

Mailboxes are located in the Mail Center on the right in the large overflow area prior to entering the community. Two mailbox keys are provided to each Resident.

4.3 UNIT CHANGES

MHE home renters who request to transfer to another home will incur a non-refundable \$250 unit transfer fee.

4.4 OCCUPANCY

In accordance with § 36-105.4 of the Code of Virginia (as amended), Management has developed occupancy standards restricting the maximum number of occupants permitted to occupy a residential dwelling to two persons per bedroom plus one. Under the statewide Building Code, these areas shall contain at least 50 square feet of floor area for each occupant. In the event that damage or harm should occur as a result of failure to observe this policy, the Resident will be held liable.

4.5 PARKING

Residents of Augusta Woods MHC who have obtained a valid parking permit are allowed to park in their assigned parking area and in designated overflow parking areas throughout the community. Two permits per resident is provided at no cost. Additional parking permits are available at a cost of **\$50** per vehicle per month. Extra vehicles must be parked in designated overflow areas throughout the community. **Resident vehicles are prohibited from parking in designated Visitor spaces.** One Visitor permit is issued per

household. Additional permits are available from the Management Office at 246 Augusta Woods Drive during posted business hours. *Extra vehicle and Visitor permits are issued on a limited basis, dependent on the space available.* Lost permits have a \$30 replacement fee.

Visitor permits CANNOT be used for any one vehicle for more than 7 consecutive days or more than 10 days in a calendar month. Any visitor vehicle that remains in the park for more than the periods stated above, must be registered with the Management Office. If the vehicle is registered as belonging to the resident, a pass may be issued and is subject to the monthly \$50 extra vehicle fee if there are already two vehicles registered. If the vehicle is registered as belonging to a visitor who has exceeded the occupancy periods stated above, a permit may only be issued if the visitor completes the application process to be listed as an approved occupant on the resident's lease (criminal background search required).

4.6 TOWING

In order to protect all Residents, towing is necessary to keep fire and traffic lanes clear and ensure regulations are being adhered to. Vehicles are subject to a 48-hour tow ticket, and if not resolved within that time frame, will be towed at the vehicle owner's expense, if found to be in the following condition(s):

1. Flat tires, in an unsightly state of repair, raised up on supports, inoperable or has not been moved in a 6-month period
2. Does not bear any required state or county licenses or permits.

Vehicles that improperly park, as outlined below, are subject to be towed immediately at the vehicle owner's expense, without the standard 48-hour notice. This includes, but is not limited to:

1. Any unpaved access road into the park as well as any access road to uninhabited areas of the property
2. Parked in traffic lanes or outside of paved parking areas or designated overflow areas (fully or partially with no more than one tire length outside the area)
3. Parked in front of Mail Center or fire hydrants
4. Parked in such a manner to block other vehicles, walkways, or entries

Towing services are provided by: **Staunton Wrecking Company** located at **133 National Ave, Staunton, VA 24401** who can be reached at **(540) 886-5970**. Towing rates are set by the towing provider and all fees are due to them directly to reclaim any vehicle removed from the park. Towing rates are posted in the Management Office.

PLEASE NOTE THAT NEITHER THE MANAGEMENT OFFICE, MANUFACTURED HOUSING ENTERPRISES, INC., OWNERS NOR ANY OF THEIR EMPLOYEES RECEIVE ANY COMPENSATION FOR THE TOWING SERVICES PROVIDED.

4.7 SPEED LIMIT

For the protection of all Residents, please drive carefully on the property, adhering to the posted 15 MPH speed limit.

4.8 PETS

Augusta Woods is a pet-friendly community. **Please contact the Management Office prior to obtaining a pet to provide breed/vaccination information and to sign the necessary paperwork. Any unregistered pet found on the premises will result in a \$500.00 fee that will be applied to your rental account.** Management reserves the right to restrict the breed, type, and number of pets.

Upon registering your pet(s), the following fees will apply:

1. \$15.00 for the first pet per month
2. \$10.00 for each additional pet per month
3. \$25.00 charge for failure to remove pet waste from commons area per incident

These fees cover the cost to repair any damages caused by the pet to the lot. These fees will not be refunded to the Lessee at any time.

The following dog breeds (full or part) are prohibited in Augusta Woods:

1. Rottweiler
2. German Shepherd
3. Presna Canario
4. Chow-Chow
5. Doberman Pinscher
6. Akita
7. Wolf-Hybrid
8. Mastiff
9. Cane Corso
10. Great Dane
11. Alaskan Malamute
12. Siberian Huskey
13. Pit Bulls (including American Pit Bull Terrier, American Staffordshire Terrier, Staffordshire Bull Terrier or any other breed classified as a pit bull by the American Society for the Prevention of Cruelty to Animals, "ASPCA")
14. Any other breed deemed dangerous by management or has a bite history

DOGS MUST ALWAYS BE LEASHED AND IN THE PRESENCE OF THEIR OWNER

WHEN IN THE COMMUNITY. There are waste receptacles located in several areas throughout the community. Always walk dogs away from the Management Office, homes and recreation areas—cleaning up after your pet. If you fail to clean up after your pet, it will result in a fine per incident.

Per § 3.2-6500 of the Code of Virginia, as amended, owners of companion animals are required to provide adequate:

- Food
- Water
- Shelter that is properly cleaned
- Space in the primary enclosure
- Exercise
- Care, treatment, and transportation
- Veterinary care to prevent suffering or disease transmission

Effective July 1, 2020, it is illegal to tether dogs outdoors in temperatures below 32 degrees or above 85 degrees (Fahrenheit). The Code of Virginia now mandates tethers must be 15 feet in length and shelters must be shaded, do not conduct heat, and feature a wind break at its entrance with bedding material sufficient to protect the animal from the cold.

At Augusta Woods, animals may not be tethered to contain them on the manufactured home lot, porches, patios or common areas. Pets may be contained within a fenced area in so much as they are provided adequate shelter as listed. Owner shall prevent their pet from becoming an annoyance to, or source of discomfort or complaints from, other tenants of the community, or neighbors. Owner must prevent the pet from doing any damage to any rental unit or common area. Pets shall not be fed outdoors to prevent attracting wild animals. Owner shall not permit the infestation any rental unit by fleas or other vermin caused by maintaining a pet.

Small caged animals such as hamsters, gerbils, small reptiles, birds, and guinea pigs do not require a Pet Addendum or payment of any fees or deposits.

4.10 TRASH/LEAF COLLECTION

One trash bin is assigned to each household and are to be located out of sight on your lot. Weekly trash service is provided on **Monday**. Please make sure trash bins are rolled curbside Sunday evening. Bins must be returned to your lot by Monday evening. Any bins left curbside Tuesday morning will be returned by Management and a **\$10.00** fee will be charged to your account.

Please put bagged trash IN the bin and keep lid closed. If your bin is full, do not place trash outside of the bin on the ground as animals will tear the bags and spread trash. From time to time, it is necessary to clean your trash bin. This can be easily accomplished by hosing the bin out and using a non-abrasive cleaner like Pinesol™. Please plan to clean your bin as often as is necessary to prevent foul odors.

Burning trash is strictly prohibited in this community. Overflow trash, bulky waste, or spring mattresses (if larger than twin size, they must be folded and secured) must be taken by the Resident to the **Augusta/Staunton Landfill** located at **749 Christians Creek Rd., Staunton, VA 24401** (6.1 miles from the community).

This convenience center is open Monday - Saturday from 8:00 AM – 4:15 PM except for the following holidays:

- New Year's Day (January 1st)
- Lee – Jackson Day (January 17th)
- Martin Luther King, Jr. Day (January 20th)
- Memorial Day
- Independence Day (July 4th)
- Labor Day
- Thanksgiving Day
- Christmas Eve (December 24th)
- Christmas Day (December 25th)

For information on the county's Solid Waste Disposal Regulations, please visit:

<https://www.acsawater.com/landfill>

Recycling services are not offered at this time. Those who wish to recycle are encouraged to take cardboard, paper, plastic, aluminum, and glass recyclables as well as oil, oil filters, antifreeze, gasoline, solvents, and automobile fluids to the **Augusta/Staunton Landfill**. Have items you are ready to part with but are too good to throw away? Consider donating these items to Salvation Army, Goodwill or other such charity organizations or selling them to a second-hand or used furniture business.

You are responsible for keeping your manufactured home lot free of trash, clutter, and debris. This includes any sidewalk or ditch that is adjacent to the lot, which should be free of sticks, rocks, toys, cigarette butts, etc. If it is necessary for us to remove such items, your account will be billed and will be due in full with the next installment of rent.

Augusta Woods provides landscaping services for the office and common areas throughout the park. If you are in need of lawncare services for your lot, please contact the Management Office.

4.11 IMPORTANT CONTACT INFORMATION

UTILITIES:	SCHOOLS:
<i>Dominion Energy 2 Technology Dr Staunton, VA 24401 866-366-4357</i>	<i>Wilson Elementary School 127 Woodrow Wilson Ave. Fishersville, VA 22939 540-245-5040</i>
<i>Shenandoah Valley Electric Co-Op 10 International Lane Staunton, VA 24401-4909 540-213-0022 Comcast/Xfinity 1-800-934-6489 www.xfinity.com</i>	<i>Wilson Middle School 232 Hornet Road Fishersville, VA 22939 540-245-5185</i>
<i>Verizon 850 Statler Blvd. Suite 106 Staunton, VA 24401 540-886-7666</i>	<i>Wilson Memorial High School 189 Hornet Road Fishersville, VA 22939 540-885-4286</i>
COUNTY OFFICES:	
<i>Augusta County Animal Control 18 Government Center Lane Verona, VA 24482 540-245-5635 Augusta County Parks & Recreation 18 Government Center Lane Verona, VA 24482 540-245-5727</i>	<i>Augusta County Commissioner of Revenue 18 Government Center Lane Verona, VA 24482 540-245-5640 Augusta County Dept. of Social Services 68 Dick Huff Lane Verona, VA 24482 540-245-5800</i>
EMERGENCY SERVICES:	
<i>Augusta County Sheriff's Office 127 Lee Hwy Verona, VA 24482 540-245-5333</i>	<i>Augusta County Fire-Rescue 18 Government Center Lane Verona, VA 24482 540-245-5624</i>
<i>Poison Control Center 1-800-222-122</i>	<i>Augusta Health 78 Medical Center Drive Fishersville, VA 22939 540-332-4000</i>
PUBLIC LIBRARY:	
<i>Augusta County Parks & Recreation 18 Government Center Lane Verona, VA 24482 540-245-5727</i>	

4.12 NO SOLICITATION POLICY

The entrance to our community is marked with “No Solicitation” signage. We do not permit door-to-door sales of products or services in our community. In Augusta County, all door-to-door salespeople are required to register with the sheriff of the county except those offering for sale newspapers or fresh farm products, enrolled as students in the county, licensed insurance salespersons, census takers, political canvassers, religious groups, and non-profit organizations. You do have the right to ask those who are not required to register (as outlined above) to leave. NOTE: If a non-profit group attempts to sell you a product or service in support of their organization, this does require registration.

If a salesperson comes to your door, please ask to see their registration with the Sheriff’s Department. If they state they do not have to have one, inform them that they are required to have one to do business in the county and ask them to leave. Immediately shut and lock your door and report the solicitation to the Management Office. Please be prepared to provide information about the physical description of the individual--hair, eye and skin color; approximate height and weight; and type/color of clothing.

Please note that political or non-profit agencies are NOT required to carry a Solicitor’s Permit. This includes church groups.

4.13 NOISE ORDINANCE

The county ordinance prohibits any person from permitting, operating, or causing any source of sound from leisure and recreational activities that create a sound level during the hours between 12:00 PM and 6:00 AM in excess of 65 dBA when measured at or outside the property boundary.

Residents disturbed by such noises are asked to speak with their neighbor about the situation. Should that not solve the issue, Resident may opt to call the non-emergency line at (540) 245-5333 and then notify Management.

4.14 COST CHART FOR DAMAGES

This list is provided at move-in and move-out so you are aware of the average cost of property damages, and so you can avoid these expenses being deducted from your deposit. Repair prices may vary according to the amount and type of damage. This is a non-inclusive list.

NOTHING HEREIN WILL BE CONSTRUED AS A LIMITATION ON MANAGEMENT’S RIGHT TO PURSUE RESIDENT FOR DAMAGES NOT SPECIFICALLY LISTED HEREIN.

Except for normal wear and tear, the following specific deductions or damages shall be charged against Tenant for any damages to the rental unit (home or lot). **Labor billed at \$35/ hour with minimum charge one hour and materials at cost, including tax and shipping (if applicable). Invoice amount is the material and labor cost charged by a vendor.**

REMOVAL

- | | | | |
|----------|----------|--------------|------------|
| • Trash: | \$20/bag | • Appliance: | \$100 each |
|----------|----------|--------------|------------|

- Furniture: \$75/piece

REMEDICATION

- | | | | |
|-------------------------|-------------|---------------------|-------------|
| • Extermination: | Invoice Amt | • Weeding: | \$35/hour |
| • Exterior Pet Waste: | \$35/hour | • Leaf Removal: | \$35/hour |
| • Lawnmowing: | \$50 | • Fill/Seed Holes: | \$25 each |
| • Shrubbery Trim/Prune: | \$35/hour | • Turf Restoration: | Invoice Amt |

REPAIR

- | | | | |
|-------------------------|-------------|---------------------|-------------|
| • Clear Drain Blockage: | Invoice Amt | • Concrete/Asphalt: | Cost +Labor |
| • Repair Frozen Lines: | Invoice Amt | • Fencing: | \$40/foot |

REPLACE

- | | | | |
|----------------|-----------|---------------------|------|
| • Mailbox Key: | \$10 each | • Mailbox New Lock: | \$25 |
|----------------|-----------|---------------------|------|