



Resident Handbook



"We Put Our Hearts in Your Home"

WELCOME HOME

Dear Resident,

*It is our pleasure to welcome you into your new home at **The Metropolitan of Baltimore Apartments** and to express our thanks for the opportunity to serve you. Our staff has been selected for their professionalism and knowledge of property management and we believe you will find that they will measure up to your standards.*

We are constantly striving to keep your community in excellent repair. Should you notice something that needs attention in a building, on the grounds, or you have a need for service in your new home, please contact the staff at the Resident Service Center and we will be happy to respond to your request.

In our effort to make The Metropolitan of Baltimore Apartments an attractive and pleasant place in which to live, we ask that you take the time to read the Resident Handbook so that you are aware of the policies and procedures of your community.

If you have any questions at all, please don't hesitate to call or stop by the Resident Service Center. We will be happy to help you.

Sincerely,

The Metropolitan of Baltimore Staff

COMMUNITY PHONE DIRECTORY

EMERGENCY NUMBERS

POLICE, FIRE & RESCUE	911
Metropolitan of Baltimore Resident Services	(410) 435-1400
Metropolitan of Baltimore Leasing Services	(410) 435-5600
Emergency Maintenance	1-866-285-5057

USEFUL NUMBERS

BALTIMORE CITY NON-EMERGENCY	311
Baltimore-Washington International Airport	(410) 859-7111
Baltimore City General Information	(410) 396-3100
BG & E Emergency Number	(800) 685-0123
Cable Service (Comcast)	(410) 649-9000
Vision Wrecker Towing 5250 Fairlawn Ave., Baltimore, Md. 2115	(443) 548-3995
Vision Wrecker Towing 7517 Belair Rd., Nottingham, MD. 21236	(410) 814-0254
Mass Transit Authority (Bus, Metro/Subway, MARC & Light Rail information)	(410) 539-5000
Motor Vehicle Administration	800-950-1682
Poison Control	1 800 222-1222
Post Office (Northwood Branch)	(410) 323-8896
Schools – General Information	(410) 396-8700
State Tax - General Information	(410) 260-7701
Telephone Service (Verizon)	(410) 954-6260

Idlewood Area Public Schools

Leithwalk Elementary School #245	(410) 396-6380
Pre-K through 8 th grade	
1235 Sherwood Ave.	

Yorkwood Elementary School #219	(410) 396-6364
Pre-K through 5 th grade	
5931 Yorkwood Road	

Winston Middle School #209	(410) 396-6356
Grades 6 through 8	
1101 Winston Avenue	

W.E.B. DuBois High School #418 & Reginald Lewis School of Bus. & Law	(410) 396-6435 – W.E.B.
Grades 9 through 12	(410) 545-1746 or 1783

**Leasing Office & Resident Service
Center Hours:**

Monday – Friday **8:30 a.m. –
5:00 p.m.**
Saturday **10:00 a.m. – 5:00
p.m.**
Sunday **Closed**



Residents wishing to speak privately with the Community Manager may do so by calling ahead for an appointment which are conducted on **Tuesday & Thursday 10 AM – 3 PM. Office hours are subject to change.**

Leasing Office & Resident Service Center Mailing Address, Phone, and E-mail

The Metropolitan of Baltimore
6101 Loch Raven Boulevard
Baltimore, MD 21239

Email
themetropolitan@rocksco.com

(410) 435-1400 – Resident
Services
(410) 435-5600 – Leasing Center
(410) 435-5951 - Fax



Office Services

For your convenience, copy service and fax services are available for residents.



Rent Payment Policy

Due Date: First Day of Each Month



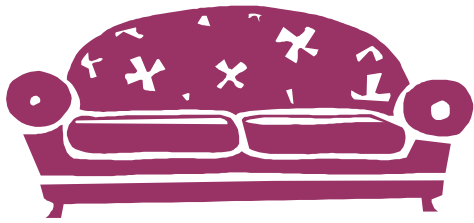
Collection Location:

The Metropolitan of Baltimore
6101 Loch Raven Boulevard
Baltimore, MD 21239

Note: If the office is closed, payments may be placed in the collection box – white mailbox by the Resident Service office.

- Rent is due and payable on the first day of the month. Payment must be in the form of a personal check, money order or certified check. **Cash will not be accepted. Third party checks will not be accepted.**
- If a Tenant's check is returned for insufficient funds, a **\$35.00** processing fee will be assessed, and the Tenant will no longer be permitted, for a twelve (12) month period, to pay with a personal check. Thereafter, rent must be paid by money order or certified check. Upon receipt of an NSF check, collection proceeding will immediately be instituted in Rent Court and the Tenant will be responsible for all associated charges.
- Rent is late after the 1st day of the month. Tenant agrees to pay, as additional rent, a charge of five (5%) percent of the amount of rent due as a late charge if a Tenant fails to pay, both while occupying the Premises and after vacating the Premises, an installment of the rent for a period of ten (10) days beyond the date on which it became due and payable. If, however, a Tenant receives regularly scheduled government benefits, and the Tenant has previously provided Landlord with written notice stating the day of the month the government benefit is normally issued or mailed (if later than the first of the month), the late charge will not be charged until an installment of rent is not paid for a period of ten (10) days after that date. **If any checks are received after the 10th day of the month, they will be returned via certified mail. Unless otherwise required by law, all payments made after the 10th day of the month, MUST be in the form of a money order or cashier's check. No personal checks will be accepted.**
- Rental payments not received by 5:00 p.m. on the **10th** day of the month will result in filing the Tenant in Rent Court on the **11th** day of the month. The cost of the first filing is **\$30.00**. If rent, late fees and first filing fees are not received within one week of a Judgment being entered by the Court, a second filing will occur at a cost of an additional **\$50.00**. Partial payments will not be accepted. **Unless otherwise required by law, once an account is filed in Court, payment must be made by money order or certified check. *Note: Filing Fees are subject to change at any time.**
- The Landlord reserves the right to revise these policies. If an established date falls within a weekend or a calendar holiday, the specified event will occur on the next business day. It is the Tenant's responsibility to see that rent is paid in a timely fashion.

Please make sure that your name and address are noted on your rental payments. This is very helpful when processing your payment and helps prevent monies being posted to the wrong Tenant's account.



Protect your belongings with Renter's Insurance

The community provides insurance coverage for the **physical structures** of the interior and exterior of each apartment home. Therefore, as **required** in the Lease Agreement, **every resident** is required to obtain the protection afforded by Renter's Insurance. Similar to homeowner's insurance policies, Renter's Insurance protects your personal belongings in the event of fire, flood, water damage, theft or other damaging events or acts of nature. In addition liability coverage is also provided in the event you are responsible for any damages to the property or to another person.

Important Tips to know about Renter's Insurance:

- For the protection provided, renter's insurance is relatively inexpensive. Different insurance companies and policies offer varied coverage's. Some will protect the belongings in your apartment from damage or theft. Other policies offer the added protection of theft from your car, no matter where it is parked when the theft occurs. Credit card theft is also protected by some policies.
- If you already have Renter's Insurance, make sure that your coverage corresponds to your current possessions. If you've purchased a new piece of furniture or valuable item, you'll want to make sure that your insurance covers all of your possessions in the event of loss. In addition, contact your insurance company if you move to keep your policy up to date.
- Keep an inventory of your personal belongings with your Renter's Insurance policy. You can use pictures or a list or both. This material should be kept with relatives or in a safe deposit box and will increase your protection in the event that you need to use your coverage.

Pets

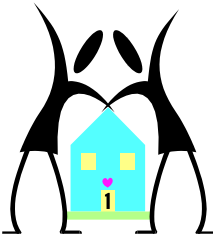


The Metropolitan of Baltimore Apartments has **NO PET POLICY**, this includes “visiting” pets.

Your adherence to these policies is appreciated by all of your neighbors.

Additional Occupants

Only those persons whose names appear on the lease may occupy your apartment. Please notify the office if you have a visitor that will be staying for longer than a week. Residents that wish to add additional occupant(s) to the lease must contact the management office. New occupants 18 years of age and older will be required to complete an application, pay an application fee, and qualify for residency.



Vacate Notices

Written notices to vacate must be completed and submitted at least 60 days prior to your moving date to the leasing office. If you are on a month-to-month rental agreement, written notice must be received 60 days prior to your moving date. **Should the written notice be improper, you will be financially responsible for any and all rent which may be due in accordance with your lease.** Once you submit your written notice, this is considered to be your permission for Management to rent your apartment and may not be rescinded or extended without the express written consent of management. You will receive a vacate acknowledgment letter that will explain what must be done prior to vacating the apartment. An appointment will then be made with you to do your preliminary and final walk-through inspections.

Service Requests



To schedule a prompt response to your service request please use any of the following methods:

- ❖ Deliver a written request to the Resident Service Center
- ❖ Telephone the Resident Service Center at (410) 435-1400.
- ❖ You can e-mail your request at themetropolitan@rockSCO.com or utilize the resident portal.

Please, do not give your service request to any of our service staff. All requests must be scheduled through the Resident Service Center.

NOTE – LOSS OF POWER in one area of your apartment home may be caused by a tripped breaker. Check the breaker box located in the kitchen. If a breaker has tripped, you will notice that one of the breaker switches shows “off”. Reset the breaker by pushing the switch all the way down and then up. If it will not stay on or the problem is not corrected, call the Resident Service Center.

RESPONSE TIME: Every effort is made to respond to service requests within twenty-four hours. However, if we receive a large number of requests on the same day, priority will be given to the most critical needs. Please phone in your request early in the day – especially if it is urgent.

EMERGENCY SERVICE DURING NON-BUSINESS HOURS: Our service team is ready to respond after hours, weekends, and holiday’s seven days a week for emergency situations by calling (1-866-285-5057). The following are examples of emergency needs:

- **FIRE – call 911**
- Water leak – backup in toilet, sink or tub
- No heat
- Strong smell of gas
- Air conditioning problems are considered an emergency only if a doctor’s note is on file

LOCK OUT - Go to the Leasing Office during regular business hours. If the Leasing Office is closed, please dial 1-866-285-5057. **A \$50.00 lock out fee is charged for each lockout and is charged to residents’ account.** Proper identification, including apartment address, must be presented; otherwise, police will be called, and the officer will accompany resident and service technician to the apartment. **The apartment door will be open for leaseholders and occupants only.**

Please **DO NOT** use the Emergency Service number to report routine maintenance problems.

If you see something in the common area of a building, please Contact the Leasing Center immediately.



Yes, burned light bulbs in the light fixtures supplied with your apartment will be replaced at no charge. Please submit a service request.

Community and Building Entry System



The Metropolitan of Baltimore is a gated community. There are two entrances, however, only one (1) for vehicular traffic to the community. The main entrance gate off Meridene Drive is the only entrance that is equipped with the proximity card reader and should be used by all residents to enter and exit the community. Simply position your key access card in front of the card reader and the arm will be raised to allow entry. The arm will only remain in the up position until your vehicle passes the arm.

To avoid any possibility of damage to your vehicle, please proceed past the arm as soon as the arm is raised.

Do not try to follow a vehicle into the community. Always wait till the car in front of you is clear of the area and then use your key fob to raise the arm.

Pedestrian Gates

There are Pedestrian Gates located at each entrance to the community. Please use these gates when leaving and entering the community. Place your key fob in front of the proximity reader and the gate will be released. Please be sure the gate is closed before leaving the area.

Building Entrances

The proximity card reader also controls the entry door to your building. Place your key fob in front of the card reader to open the door. If you are having trouble entering the community or your building during regular business hours, please contact the Resident Service Center for assistance. If it is after hours or on the weekend contact the emergency answering service.

Visitors

Visitors will use the Directory and Entry System provided at the Main Entrance on Meridene Drive, the Pedestrian Gate at either entrance, and at each building to contact you for access to the community or your building. If you do not authorize access, the visitor cannot enter. You control who enters the community and your building. Please do not let anyone follow you into the community or into your building. If this should occur, and you do not recognize this person as a resident of The Metropolitan of Baltimore, contact Resident Service Center if the incident occurs during regular business hours. If the incident should occur after regular business hours **dial 911**.

All visitors are welcome 24/7. Please note that all visitors must have a **Guest Parking Pass** after 5pm on Weekdays & Weekends. **Visitors who violate this policy will be towed at their expense.**

A limited number of visitor parking spaces are available at each entrance to the community. Visitors may contact you at the pedestrian gate directory to gain access to the community.

Valet Trash Service



- We have provided you with the convenience of a waste removal company.
- Trash collection times are as follows: **Sun-Thurs begin at 8pm**. Please use the trash can provided to you outside of your apartment door between **6pm-8pm**. Please bring your container in by 9am the following morning.
- We have also provided bins outside Building 1700 near the compactor for the **days there is no service (Fri/Sat)**
- Please make sure your items are bagged securely, no loose trash acceptable, no bags over 25lbs, no broken glass/sharp objects.
- **Do not set mattresses, furniture or other bulk items outside near compactor. You are responsible for having these items disposed.**

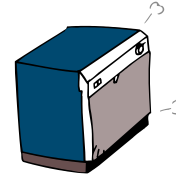
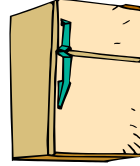
Anyone found in violation of these rules will be fined.

Cable, Antennas & Satellite Dishes



Our community is serviced by Comcast Cable. You may contact Comcast directly to initiate cable service. Residents must contact the Resident Service Center if they are interested in installing a satellite dish.

A p p l i a n c e s



Stove / Oven:

The top of the stove lifts for cleaning purposes. Do not use any harsh cleaners on the interior surface of the oven. Do not cover the racks with any material. The surface burners and grates should be removed and cleaned on a regular basis. Use mild soap to clean the exterior surfaces.

Microwave:

Your microwave oven is designed to make your cooking experience as enjoyable and productive as possible. Cooking in metal containers not designed for microwave use will damage the oven, as will containers with hidden metal (twist-ties, foil lining, staples, metallic glaze or trim). **Interior cleaning** – wash often with warm sudsy water and a sponge or soft cloth. **Exterior/Control Panel** – use a soft cloth with spray glass cleaner; do not spray directly on the oven. Abrasive cleaners, steel wool pads, gritty wash cloths, some paper towels, etc. can damage the control panel and exterior surfaces.

Garbage Disposal:

DO NOT put any bones, vegetable peels, pits, rice, egg shells, or hard solid objects in your garbage disposal. Always run cold water when using the disposal.

Dishwasher:

It is necessary to rinse your dishes to some extent before putting the through a washing cycle. This will insure a thorough cleaning. Be careful not to cover up the round area in the center of the bottom, as it must be clear in order for the dishwasher to operate properly. Only use detergent specifically designed for dishwashers **DO NOT USE DISHWASHING LIQUID.**

Refrigerator:

Temperature knobs are set at the factory before the refrigerator is delivered to the property. Our maintenance technicians set the refrigerator to the factory settings when they are preparing an apartment for a new resident; therefore, for optimal operation the settings should not be changed.

Freezer with Icemaker:

Care should be taken not to overfill the freezer and block the back panel which covers the fan in the freezer. This will interfere with the operation of the fan and disrupt the proper functioning of the freezer. To turn your icemaker **ON** lower the wire to the “down position”. To turn your icemaker **OFF** raise the wire until it clicks and locks in the “up position”.

Heating and Air Conditioning

Please do not block the utility room door on your patio or balcony. Our Service Technician will need access to service your heating and air conditioning unit as necessary. In addition, your furnace has a disposable filter that will be changed by our service team on a routine basis.



Thermostat Settings

The thermostat controls the heat and air conditioning in your apartment.

The lever on the left controls the Fan as follows:

- AUTO: The fan will cycle on and off with Heat or Air Conditioning.
- ON: The fan will run continuously.

Along the right side of the thermostat, you will find the lever for setting the temperature. **It is recommended that temperature be set at 73 degrees when turning on either heat or air conditioning.** You can then adjust the setting after the system has run for about an hour.

Clothes Care Centers



The Metropolitan of Baltimore Apartments provides a twenty-four-hour Clothes Care Center on the first floor of each building. Each Clothes Care Center door is operable with your key-fob. You will find ample washers and dryers, a utility sink, vending machines, a folding table and a comfortable waiting/reading area for your convenience in each center. The Clothes Care Center is open 7 days a week, 24 hours a day.

Elevators & Scheduling Moves

- ✦ Each building contains two elevators. Emergency telephones are located inside each elevator which facilitates calling for help when necessary.
- ✦ SCHEDULING MOVES (IN OR OUT) - All moves must be scheduled in advance at the Resident Service Center and may occur Monday through Friday beginning at 8:30 am and ending at 5:00 pm or Saturday beginning at 10:00 am and ending at 4:00 pm. Moving is not permitted on Sunday. Moves must be scheduled in advance.
- ✦ Building entrances are always locked and either community personnel or courtesy patrol officers will monitor the entry doorways during non-business hours. **If you are discovered moving at an unauthorized time, either community personnel or a courtesy patrol officer will monitor the entry door while the move is completed. You will then be charged at the current hourly rate for the time spent by personnel monitoring the entry door during your unauthorized move.**



Personal Items

We ask your cooperation regarding bicycles, and miscellaneous toys, as well as all other personal articles. Such articles, when not in use, must be stored within your apartment home. Items left outside will be collected by our service personnel. We hope you realize that this is not an attempt to inconvenience anyone but is in accordance with the terms of your lease. This helps give patios and balconies and lawns an attractive appearance and prevents injuries to you, your family, and/or your guests.



Apartment Home Cleanliness: As a resident, you have the responsibility of maintaining your apartment home in a clean and habitable condition. This includes a minimum of regular floor care, cleaning the kitchen cabinets, cleaning major appliances, vacuuming the carpet, cleaning the bathrooms, and cleaning fixtures, doors, and windows on a regular basis.

Alterations to Apartment Home: Any alterations or improvements that you wish to make to your home must first be approved by Management in writing.

Patios & Balconies: Residents are required to maintain patios and balconies in a uniform and attractive appearance. We ask that you display only plants and a reasonable amount of patio style furniture on your balcony or patio. In addition, please do not hang towels, sheets, or clothing on the balcony railing.



****To help prevent unwanted pests in or around your apartment home, please do not store trash on your patio/balcony or feed the wildlife.***

Waterbeds or Water-Filled Furniture



Waterbeds or water-filled furniture are not permitted in our community.

Pest Control

This service is free and available weekly. If you have a pest problem, please call the Resident Service Center immediately to be put on the schedule for treatment. You should be able to avoid unwanted visitors provided you keep your kitchen clean and remove your garbage daily. Please note that it is not wise to keep old newspapers and bags stacked in your apartment home, as these items make fine hiding places for pests. The use of shelf paper in your cabinets should be limited to non-adhesive paper. This will help prevent the possibility of insects invading your apartment home.



Protecting Your Home

Criminals are opportunists. They take advantage of unlocked doors and windows. Therefore, to protect yourself and your belongings, you must take precautions such as keeping doors and windows locked and belongings put away. Apartment living requires vigilance on the part of everyone since you are not only looking out for yourself, but for your neighbors as well.

- Identify the person at the door before you open the door for anyone.
- SOLICITORS ARE NOT PERMITTED ON THE PROPERTY AT ANY TIME.
- Do not hesitate to call 911 if you see or hear anything suspicious.
- **You must have written permission from Management to install an alarm system.**

Outdoor Cooking

As stated in the terms of your lease agreement, grilling or outdoor cooking on the patio or balcony is prohibited. Storage of grills on the patio or balcony is not permitted.

PROHIBITED STORAGE ITEMS

Absolutely no storage of combustible fluids or materials, propane tanks, vehicle batteries, or gasoline-operated equipment including motorcycles, or mopeds.

SMOKE ALARM

Landlord has installed at least one smoke alarm in the Premises and that alarm(s) is in good condition and proper working order as of the beginning of the Lease term. Landlord is responsible for the installation, repair, maintenance, and replacement of smoke alarms required by law. Tenant is responsible for the regular testing of all smoke alarms in the Premises. Tenant must notify Landlord in writing of the failure or malfunction of a smoke alarm, which must be delivered to Landlord by certified mail, return receipt requested, or by hand delivery to Landlord, or Landlord's agent, at the address used for the payment of rent. Landlord will provide Tenant with a written receipt of any notification of a failure or malfunction of a smoke alarm that is delivered by hand. Landlord must provide written acknowledgement of the notification and must repair or replace the smoke alarm within 5 calendar days after receiving the notification. Tenant assumes all liability to test the alarm(s) and hereby waive and exonerate Landlord from any and all liability resulting from any defective alarm(s) which Tenant did not specifically report to Landlord in accordance with this Section.

Tenant agrees not to obstruct, remove or tamper with any smoke alarm or otherwise render the smoke alarm inoperative, or permit the alarm(s) to be obstructed, removed, tampered with, or otherwise rendered inoperative.

CARBON MONOXIDE ALARMS

Landlord has supplied and installed one or more carbon monoxide alarms ("Alarm") in a central location outside of, and audible in, each sleeping area in the Premises and has provided to Tenant written information on alarm testing and maintenance, which written information Tenant acknowledges having received. Tenant agrees that Tenant is able to, and will, test and maintain the Alarm according to the manufacturer's guidelines and replace batteries as needed. Except as needed for repair or routine maintenance, Tenant agrees not to remove or disconnect any Alarm or remove batteries (except to replace the batteries) and will not render any Alarm inoperative. Tenant must immediately notify Landlord, by certified mail, of any malfunction or other problem with the Alarm.

FIRE PREVENTION

Things to remember about fire prevention:

- Keep matches and lighters out of reach and away from children.
- **DO NOT** wear loose fitting or easily ignitable garments when cooking.
- **DO NOT** let grease build up on your stove, oven, or vent filter.
- **DO NOT** leave cooking food unattended.

PACKAGE DELIVERIES

Residents are responsible for all their deliveries.
The Leasing Office **does not** accept packages.



VEHICLE PARKING / TOWING

Tenant will obey all parking and speed regulations which Landlord may post and park only properly tagged and functioning passenger motor vehicles whose appearance, in Landlord's sole opinion, does not detract from the apartment community, in designated parking areas and will not permit nor maintain any commercial vehicles, trucks, trailers, campers or boats in or about the apartment community. Tenant shall not use any parking area on Landlord's property for the storage or repair of any motor vehicle or other property and will remove any unauthorized vehicles or other property from said parking areas promptly at the request of Landlord. If Tenant shall fail to do so, Tenant agrees to pay Landlord, at the rate of \$7.00 per day, for the use of said parking area and does hereby grant to Landlord a lien on said unauthorized vehicles or other property for the payment of parking rent, which lien may be enforced by Landlord in the same manner as such liens may be enforced by garage keepers under the applicable laws of the City/County and State in which the parking area is located and/or Landlord, at its option, may have said unauthorized vehicles or other property towed away, or otherwise removed, and stored at Tenant's risk and expense. Tenant does hereby further irrevocably constitute and appoint Landlord as Tenant's attorney in fact to remove any unauthorized vehicles or other property parked or stored in violation of this Lease, and to store the same at the expense of Tenant in such place or places as Landlord, in its sole discretion, may deem proper. Any vehicle or other property parked or stored, so as to block or inhibit access to any dumpster or fire lane, will be towed, or otherwise removed, at its owner's risk and expense.

Also, refer to **THE METROPOLITAN OF BALTIMORE SUPPLEMENTAL PARKING RULES AND REGULATIONS** for additional information.

Community Lounge



The Community Lounge has been designed to provide a relaxing environment for residents to meet and enjoy the company of other residents. The facility is open daily to all residents between the hours of 9:00 am and 9:00 pm. **Hours are subject to change.**

Residents may gain access to the Lounge by passing their key fob in front of the proximity reader located next to the door. The key fob has been programmed for each resident. When the key fob is placed in front of the card reader, it will scan the fob and release the lock. If you are unable to open the door, please contact the Resident Service Center.

Please be considerate of others who are using the room by not playing music. The lounge is equipped with a special sound system that is controlled by management.

We have provided a variety of games, puzzles, and books and appreciate your taking care of these items as if they were your own. You are welcome to bring in beverages and snacks. We ask that you discard trash and clean room when you leave the Community Lounge.

If you notice any damage to the facility, or witness anyone misusing the facility, please contact the Resident Service Center.

We appreciate your cooperation and hope you enjoy relaxing and meeting fellow residents in our Community Lounge.

Fitness Center



We are pleased to provide our residents with our new state-of-the-art fitness center. Our facility was designed and equipped by Fitness Resource and includes a variety of exercise equipment to give you a well-rounded work out.

The Fitness Center is for our residents only. No guests or visitors are allowed to use the facility.

Residents will need to use their key fob to gain access to the Fitness Center. The key fob has been programmed for each authorized resident/occupant. When placed in front of the special reading device next to the entry door, it will scan key fob and release the lock. Please enter the fitness center and be sure the door closes behind you. Please do not allow anyone access to the fitness center.

This card reader will only allow entry during the times the facility is open. The current hours of operation are from 6:00 a.m. to 11:00 p.m. daily. **Hours subject to change.**

We ask for your assistance by doing the following:

1. Do not provide access to the Fitness Center to any other person.
2. If you notice anyone misusing the exercise equipment, please contact Resident Services Center.
3. As a precautionary measure, you should obtain the approval of a physician before utilizing the exercise equipment or beginning any exercise program.
4. If you suffer from physical conditions such as heart condition, bad back or pregnancy you should refrain from using equipment without the prior approval of your physician.
5. Weightlifting and other exercise can cause injury such as pulled muscles, strained backs, or injury to joints which are not the result of any fault on the part of the exercise equipment, but which are an inherent risk of the activity of exercise. Using equipment in moderation, and in the manner in which it was designed, reduces the likelihood of injury. If you feel a strain, other than that commonly associated with fatigue from exercise, you should immediately discontinue use of equipment.
- 6. If you note a defect in the equipment, do not use the equipment and immediately report it to the Resident Services Center.**
7. No instructor or supervision is provided by The Metropolitan of Baltimore. Therefore, if you are unclear as to how to use a piece of equipment, you should refrain from using it.
- 8. Resident's use of the Fitness Center is at their own risk.**
9. Children under age 16 should not enter or be brought into the Fitness Center.
10. Failure to comply with all rules and regulations applicable to the use and operations of the Fitness Center could result in revocations of your right to use the Fitness Center.

Mold Information and Prevention Guidelines

Please note: It is our goal to maintain a quality living environment for our residents. To help achieve this goal, it is important to work together to minimize any mold growth in your dwelling. That is why these guidelines contain important information for you, and responsibilities for both you and us.

1. ABOUT MOLD Mold is found virtually everywhere in our environment both indoors and outdoors and in both new and old structures. Molds are naturally occurring microscopic organisms, which reproduce by spores and have existed practically from the beginning of time. All of us have lived with mold spores all our lives. Without molds, we would all be struggling with large amounts of dead organic matter. Mold breaks down organic matter in the environment and uses the end product for its food. Mold spores (like plant pollen) spread through the air and are commonly transported by shoes, clothing and other materials. When excess moisture is present inside a dwelling, mold can grow. There is conflicting scientific evidence as to what constitutes a sufficient accumulation of mold, which could lead to adverse health effects. Nonetheless, appropriate precautions need to be taken.

2. PREVENTING MOLD BEGINS WITH YOU. In order to minimize the potential for mold growth in your dwelling, you must do the following:

- *Keep your dwelling clean* – particularly the kitchen, the bathroom(s), carpets and floors. Regular vacuuming, mopping and using a household cleaner to clean hard surfaces is important to remove the household dirt and debris that harbor mold or food for mold. Immediately throw away moldy food.

- *Remove visible moisture accumulation on windows, walls, ceilings, floors and other surfaces as soon as reasonably possible.* Look for leaks in washing machine hoses and discharge lines – especially if the leak is large enough for water to infiltrate into nearby walls. When showering, be sure to keep the shower curtain inside the tub or fully close the shower doors. Also, the experts recommend that after taking a shower or bath, you: (1) wipe moisture off of shower walls, shower doors, the bathtub and the bathroom floor; (2) leave the bathroom door open until all moisture on the mirrors and bathroom walls and tile surfaces has dissipated; and (3) hang up your towels and bath mats so they will completely dry out. Turn on any exhaust fans in the bathroom and kitchen before you start showering or cooking with open pots.

- *Promptly notify us in writing about any air conditioning or heating system problems you discover.* Follow our rules, if any, regarding replacement of air filters. Also, it is recommended that you periodically open windows and doors on days when the outdoor weather is dry (i.e., humidity is below 50 percent) to help humid areas of your dwelling dry out.

- *Promptly notify us in writing about any signs of water leaks, water infiltration or mold.* We will respond in accordance with state law and the Lease Agreement to repair or remedy the situation, as necessary.

3. IN ORDER TO AVOID MOLD GROWTH, it is important to prevent excessive moisture buildup in your dwelling. Failure to promptly pay attention to leaks and moisture that might accumulate on dwelling surfaces that might get inside walls or ceilings can encourage mold growth. Prolonged moisture can result from a wide variety of sources, such as:

- rainwater leaking from roofs, windows, doors and outside walls, as well as flood waters rising above floor level:

- overflows from showers, bathtubs, toilets, lavatories, sinks, washing machines, dehumidifiers, refrigerator or a/c drip condensation lines;

- leaks from plumbing lines or fixtures and leaks into walls from bad or missing grouting/caulking around showers, tubs or sinks;

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Mold Information and Prevention Guidelines continued

- washing machine hose leaks, plant watering overflows, pet urine, cooking spills, beverage spills and steam from excessive open pot cooking.
- leaks from clothes dryer discharge vents (which can put lots of moisture into the air); and Insufficient drying of carpets, carpet pads, shower walls and bathroom floors.

4. IF SMALL AREAS OF MOLD HAVE ALREADY OCCURRED ON NON-POROUS SURFACES (such as ceramic tile, formica, vinyl flooring, metal, wood or plastic), the federal Environmental Protection Agency (EPA) recommends that you first clean the areas with soap (or detergent) and water, let the surface dry, and then within 24 hours apply a pre-mixed, spray – on type household biocide, such as Lysol Disinfectant®, Pine-Sol Disinfectant® (original pine-scented), Tilex Mildew Remover®, or Clorox Cleanup®. (Note: Only a few of the common household cleaners will actually kill mold.) Tilex and Clorox contain bleach, which can discolor, or stain. Be sure to follow the instructions on the container. Applying biocides without first cleaning away the dirt and oils from the surface is like painting over old paint without first cleaning and preparing the surface.

Always clean and apply a biocide to an area 5 or 6 times larger than any visible mold because mold may be adjacent in quantities not yet visible to the naked eye. A vacuum cleaner with a high-efficiency particulate air (HEPA) filter can be used to help remove non-visible mold products from *porous* items such as fibers in sofas, chairs, drapes and carpets – provided the fibers are completely dry. Machine washing or dry cleaning will remove mold from clothes.

5. DO NOT CLEAN OR APPLY HOUSEHOLD BIOCIDES TO: (1) visible mold on *porous surfaces* such as sheetrock walls or ceilings, or (2) *large areas* of visible mold on *non-porous* surfaces. Instead, notify us in writing, and we will take appropriate action in compliance with applicable law.

6. COMPLIANCE Complying with this addendum will help prevent mold growth in your dwelling; and both you and we will be able to respond correctly if problems develop that could lead to mold growth. If you have questions regarding this addendum, please contact us at the management office or phone number shown in your Lease Agreement.