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## 1. ANIMALS

- Pets and/or animals of any kind may not be on the premises unless prior written consent is obtained from the Management Office.
- Lake Carlton Arms' pet policy requires that all pets weigh under 50 pounds at full maturity.
- Pet owners and their pets are subject to certain rules and regulations as specified in the pet addendum.
- Resident agrees that when the pet (dog and/or cat) is not inside the apartment, it will be on a leash, accompanied and under control at all times. Dogs and cats are not allowed to roam free outside.
- Temporary and/or visiting pets are not allowed.
- We accept only dogs, cats, birds and fish. No exotic pets, rodents, reptiles, etc. allowed.
- Two animal limit per apartment.
- **Breed restrictions apply.**
- Assistance/service animals are welcome after written documentation for all reasonable accommodations requests for such animal has been completed. Fair Housing laws allow for landlords to request third party verification of such requests.

## 2. APARTMENT CARE

### A. AIR CONDITIONING AND HEATING

- The fan should be set to the AUTO position for the most economical and even temperature results.
- Thermostat should be set on automatic and heat or cool, as desired.
- Do not block supply registers or return air grills.
- Do not place anything on or around the A/C condensing unit on the patio or balcony; allow 12" clearance all around the unit.
- When turning on the heater for the first time at the beginning of cooler weather, you may detect a burning odor. This is caused by the build-up of dust on the coils. This odor will dissipate after a short time.

- We recommend that the a/c filter be changed regularly. LCA maintenance will change the filters twice a year. Please contact the office if you would like additional filter changes.

## **B. APPLIANCES**

### **1. Dishwasher**

- ALWAYS scrape dishes before loading into the machine.
- Use only automatic dishwasher soap.

### **2. Garbage Disposal**

- Disposals should be used for wet garbage only.
- Do not place bones, rinds, metals, potato skins, coffee grounds, etc. down the disposal.
- Do not overload the unit.
- Keep COLD water running before, during, and after the operation of the unit.
- Do not use a drain cleaner down the disposal.
- If the unit jams, turn the operating switch on and off several times in rapid succession.
- Should the disposal fail to start, press the RESET button located on the base of the disposal, under the sink.

### **3. Stove/Oven**

- When cleaning the stove, do not use steel wool, abrasives, acids, or commercial oven cleaners on the metal, glass, or painted surfaces.
- Please use care when using your stove. Leaving a pot or pan unattended for even a very brief period of time can quickly result in a grease fire that can cause major damage.

### **4. Washers/Dryers**

- If you have a washer/dryer in your apartment, please clean the dryer lint trap after every use. This practice will result in more efficient operation of the machine, and lower your electricity usage.

## **C. BATHROOM FACILITIES**

Clogged up drains and sewer back-ups can be prevented by carefully following the guidelines below:

- NEVER dispose of sanitary napkins, tampons or applicators, paper towels, toilet wipes, diapers, Q-tips, chewing gum, cigarettes or cat litter, etc. in toilets.
- If the toilet does overflow, IMMEDIATELY turn off the water at the shut off valve located behind the fixture.
- If unable to clear the clog with the use of a plunger, call the office for assistance.
- Help control unnecessary water loss by monitoring your plumbing fixtures for leaky faucets, faulty flappers and flush valves.
- If you notice a toilet running constantly or cycling on and off when not in use, please report it immediately so maintenance can make repairs.

## **D. CARPET CARE**

Simple remedies and techniques for removing stains from carpeting include:

- Scrape, blot or absorb the excess immediately, use a spoon or the back of a knife for semi-solids or greasy substances. For liquids, blot with an absorbent cloth or paper towel.
- Prepare a solution of (3) parts lukewarm water to (1) part white vinegar and blot. Avoid excessive rubbing and wetting of the carpet.
- Do not place furniture on wet carpet.
- Do not place potted plants directly on the carpet without protection.
- To remove dirt and keep pile erect, carpets should be vacuumed routinely. High traffic areas may require more frequent vacuuming.
- Never use bleach or products containing bleach to clean your carpet. These products will cause permanent damage for which you will be held responsible.

## **E. COUNTERTOPS**

- To protect the surface of the countertop, please do not use it as a cutting board.
- Do not place hot pots or containers directly on the countertop, as it will permanently mar the surface.
- Do not use bleach or abrasives on the countertops.

## **F. ELECTRICAL SYSTEMS**

- Circuit breakers are safety devices and should not be turned ON and OFF unless there is a problem.
- A circuit breaker controls each electrical circuit in your apartment.
- Should an appliance or lamp fail, unplug it from the electrical outlet. Check the breaker panel to determine whether a breaker switch has tripped to the OFF position. If so, flip the switch to the ON position. If this procedure does not restore the power or the breaker trips again, please call the office.
- Light fixtures in your apartment have a maximum UL rating of 60 watts. When replacing bulbs, do not use bulbs that exceed the 60-watts.

## **G. FIRE EXTINGUISHERS**

- Every apartment is to be supplied with a fire extinguisher.
- Immediately upon move-in, please make yourself familiar with the location, keeping it quickly accessible should it be needed in an emergency.
- Notify the office immediately, if your extinguisher is missing.
- To operate, pull out the locking pin, aim at the base of the flames, squeeze the handle and sweep from side to side until the flames have been extinguished.
- When moving out, leave the fire extinguisher in the apartment. Do not bring it to the office.

## H. FLOORING: VINYL

- With normal household use, floors may be washed with a solution of warm water and vinegar or a multi-surface cleaner and a sponge mop.
- Never use highly abrasive scrubbers or steel wool. Scuff marks can be removed using some WD-40 lubricant. Clean thoroughly with the vinegar and water solution to remove any traces of lubrication.
- Do not use detergents, abrasive cleaning or ammonia-based cleaning solutions or any harsh chemicals or waxes containing these solvents.
- Do not apply varnish, lacquer or shellac to the flooring.

## 3. BALCONIES AND PATIOS

- Balconies and patios are designed for your fun and relaxation. Using them for unsightly storage or workspace is not only annoying to your neighbors, but also detracts from the overall appearance of the community.
- Residents are responsible for maintaining their patio or balcony area in a neat and tidy condition, not to be used as a storage area.
- Residents are encouraged to plant small low-growing shrubs, plants and flowers in the patio soil.
- Planting of trees is prohibited as their root systems create problems for patio foundations and sidewalks.
- LCA residents are responsible for weeding and cleaning their own patios.
- Planting outside the patio fences or around the buildings is prohibited. These areas are maintained by LCA grounds maintenance staff.
- Clotheslines, dryer racks, or hanging of clothing, (laundry) towels, rugs, on/over balcony railings, or fencing is prohibited. Prior written consent is required if you desire to mount a shade screen or awning on your patio or balcony.

- Due to safety concerns, the use of all outdoor fireplaces/pits is prohibited on all patios and balconies.
- No motorcycles, motor scooters, boat motors, appliances (including hot tubs), indoor furniture, or gas containers of any kind may be stored on the balcony/patio.

## **NO PROPANE OR CHARCOAL BBQ GRILLS ARE ALLOWED ON THE BALCONIES AT ANY TIME.**

### **4. CAR REPAIRS/WASH**

To preserve the environment of our conservation areas and lakes, all vehicle repairs and washing are strictly prohibited.

### **5. CARPORTS**

- Carports are available on a monthly rental basis.
- Please contact the office for current availability and rates.
- All vehicles, motorcycles or boats parked in a carport must have current registration and tags and must fit within the space and not encroach on the next carport.
- Boats cannot exceed 19 feet in length including the trailer.
- No other items may be stored in the carport area without written permission from LCA Management.

### **6. CLUBHOUSES**

- The Clubhouses are available for socializing, cards, TV viewing, etc. for residents and their guests. **ALL GUESTS MUST BE IN THE COMPANY OF A RESIDENT.**

- The Clubhouses may be reserved by a resident for a private party upon receipt and approval of a Clubhouse reservation agreement. There is no charge for the use of the Clubhouse. However, a deposit of \$100 (check preferred) is required with the reservation agreement.
- Reservations for wedding receptions must be approved by LCA management. The bride/groom or parents must be residents of LCA. There is a \$500 deposit required for all wedding reservations. This deposit will be returned if, upon inspection, the Clubhouse is found to be in good, clean condition.
- Residents must be in attendance at all times. Functions will be monitored by LCA Management.
- LCA reserves the right to close any function that is determined to be disruptive or in violation of the reservation agreement.
- Private use of the Clubhouse is subject to certain terms as specified in the Clubhouse reservation agreement.
- **NO POOL PARTIES ARE PERMITTED.**
- No BBQ grills are allowed in the pool area.
- Anyone under the age of 16 years must be under adult supervision to utilize the Clubhouse facilities, including the fitness room. No one under the age of 16 years old is allowed to use the fitness equipment.

## **7. COMMON USAGE AREAS**

- Lawns, sidewalks, entrances, hallways and stairways must not be obstructed or used for any purpose other than entry and exit.
- These areas must be kept clear of lawn furniture, bicycles, strollers, etc. These items must be kept inside the apartment or patio/balcony.
- Common entryway closets are not to be used for any type of personal storage.
- Common hallways are smoke-free.
- Please help keep our community clean. Do not discard beverage cans, bottles, or refuse of any type on lawns, streets or other common areas.



## **8. CONSIDERATION OF NEIGHBORS**

- Sound carries easily in an apartment setting, especially in common areas, such as hallways.
- Please conduct your activities in and around the buildings in a manner so as not to interfere with the rights, comforts, or convenience of other residents.
- Musical instruments, televisions, stereos, power tools, etc. should not be operated in a manner that is disturbing or annoying to other residents.

## **9. DECORATING**

### Window Treatments

In order to maintain a uniform appearance of our community, standard blinds and verticals are provided in all apartments.

- Standard window treatments are required on all windows and sliding glass doors. The use of sheets, towels, blankets, flags, aluminum foil, etc. is not acceptable.
- If a resident would like a window tint installed on the sliding glass door, it is at their own expense. Smoky gray is the only tint allowed. There may be a charge incurred upon vacating the apartment for the removal of damaged film.

### Paint/Wallpaper

- Painting or hanging wallpaper or borders must be pre-approved by Management.

## **10. EXTERMINATING**

- All apartments are treated bi-monthly on a scheduled basis. Please review the monthly newsletter for the schedule.
- Please contact the office for any problems requiring additional treatment. The exterminators are on property every Wednesday.
- Good housekeeping practices are the best defense against bugs.

## 11. FITNESS CENTERS

### Hours Open

**Clubhouse 1: 5am - 11pm**

**Clubhouse 4: 5am - 9pm**

- Access by a key provided by the Management Office.
- Only Carlton Arms residents over the age of 16 **who are actually using the fitness equipment** are allowed in the Fitness Room.
- Attendants are not provided.
- Pets are not allowed.
- No wet clothing allowed in the fitness center.
- Keep body clear of weights and other moving parts when using fitness equipment.
- Do not make repairs on fitness equipment. Report needed repairs immediately to management.
- Do not use, adjust or operate fitness equipment beyond your physical limitations.
- Please report vandalism and unauthorized users.
- Do not remove equipment from the fitness center.
- Do not leave personal items in the fitness center.
- Respect others by keeping noise to a minimum and by disposing of trash properly.
- We recommend exercising with a partner.
- Please wipe down the fitness equipment with a clean towel once you are done.
- No smoking or alcoholic beverages are allowed in the Fitness Center.
- **USE AT YOUR OWN RISK – WE ARE NOT LIABLE FOR INJURY**
- Please consult your physician prior to using this fitness center.

## 12. GRILLS

- State Fire Codes strictly prohibit all charcoal and propane gas grills on balconies at any time.
- No gas or gas tanks, of any kind, may be stored on balconies or inside apartments.

- Grilling on downstairs patios should be done in the open area of the patio away from the building structure, fencing, and windows.

### **13. GUEST ACCOMMODATIONS**

- LCA has guest accommodations available for visiting family members, friends, or guests of residents.
- Reservations are on a first-come, first-serve basis.
- These accommodations are completely furnished
- Maid service and telephone are not included.
- These accommodations are smoke-free.
- No pets are permitted in the guest units.
- Inquire at the leasing office for rental rates, deposits, availability, and other specific details.

### **14. INSURANCE**

We encourage all residents to obtain a “Renter’s Policy”. There are a variety of these programs available at a nominal cost that provide coverage for liability as well as personal property. LCA Management’s insurance does not cover loss of or damage to your personal property. Please consult your insurance agent.

### **15. KEYS**

- Residents may not alter or install a new lock on any door on the premise without prior consent from Management.
- Lock changes must be approved through the office and may incur a nominal charge.
- Additional keys are available, for a small charge, through the office.

### **16. LAKES & WILDLIFE**

- Do not feed the wildlife or stray animals, birds, ducks, and raccoons.
- Feeding of alligators is prohibited by Florida Fish & Wildlife.

- No swimming or wading allowed in any of the LCA lakes or ponds.
- No speedboats or any type of gasoline-powered engines are allowed on any of our lakes. Small trolling motors only.
- Small fishing boats, small sailboats, canoes, kayaks and paddleboards are allowed on any of the lakes.
- Canoe/kayak racks are provided for LCA residents at no cost for storage. Most of these racks have storage space on top and below the wooden structures. Resident must provide a chain and lock to secure your watercraft to the eyehooks on the storage racks.
- LCA Management is not responsible or liable for any loss and/or damages that may occur to residents' personal property while stored on LCA property.
- Fishing is permitted only from the banks and on the lakes; no fishing allowed from the footbridge.

## **17. LAUNDRY CENTERS**

### **Hours Open: 24/7**

- Located at each of the pool areas, they are air-conditioned and smoke-free facilities.
- FREE WIFI available; contact the Management office for more information.
- Remove your laundry promptly on completion of cycles; allow machines to be available for other residents.
- Use of dyes is not permitted in the machines.
- Management is not responsible for damages or lost or stolen items.
- Please stay with your laundry at all times.
- Laundry machines do not accept cash. All machines require a SmartCard for service.
- LCA provides the first SmartCard to each resident with no fee.
- Replacement SmartCards cost \$3 each. There are no refunds for any funds on the lost cards.
- SmartCards are available for purchase at the Management office.

- There is a computer chip on each SmartCard. Each resident is responsible for maintaining each card. Keep away from sun and magnets. Do not scratch or damage the SmartCard.
- SmartCard machine is located in the Management office. Cash only is accepted in denominations of \$5, \$10 and \$20. No change is provided.
- Laundry machines in Clubhouse 2 and 3 offer the option of utilizing your personal credit card to add value to your SmartCard via phone or internet. To set up an account go to [www.lakecarltonarms.com](http://www.lakecarltonarms.com), click on Resident Services then load your SmartCard.
- Upon move-out, all SmartCards must be returned to the Management office with the apartment keys and car sticker(s). Each roommate is required to return each SmartCard.
- Washers and/or dryers of any type are not permitted in your apartment unless provided by Lake Carlton Arms.

## 18. LOCK OUTS

### During Office Hours

Residents on the lease may obtain a key. Valid ID will be required.

### After Office Hours

Contact the Resident Services Staff at the entrance pavilion. After occupancy records have been verified and valid ID presented, Resident Services Staff will unlock your apartment door.

## 19. MAINTENANCE REQUESTS

- During office hours, contact the office for maintenance work requests.
- You may call the office or submit your request online.
- Do not make requests directly to maintenance personnel.

- Requests are scheduled through the office and performed in the order in which they are received, except emergencies.
- After-hours maintenance on-call staff will be contacted for emergencies only.
- There is no charge for routine maintenance, however there may be a charge incurred to repair/replace damage caused by residents or their guests.

## 20. PARKING

- All LCA residents' vehicles MUST display a LCA car sticker issued by the Management Office. This sticker must be exhibited on the driver's side of the windshield.
- Anyone entering the complex without a LCA car sticker is requested to stop at the entry pavilion and provide information as to whom they are visiting.
- Parking space is available for residents within the parking areas on a first come, first serve basis. All guests must park in overflow parking, which is any space not directly in front of a building.
- Disabled parking spaces require specific documentation and permits. Inquire at the office for requirements.
- Vehicles are not permitted on the grass areas, sidewalks, or other common usage areas other than the designated parking areas.
- All vehicles are to be parked between the markers or in carports.
- Carports and garages may be leased through the office.
- **ONLY CURRENTLY LICENSED, OPERABLE VEHICLES** may be parked in the community.
- Motorcycles are required to park in a carport. Please check with the office for rental information.
- Large vans, commercial trucks, campers, boats and/or trailers and other recreational vehicles may not be parked in front of the apartments.

- Prior written consent by Management must be obtained before any vehicle in these categories can be parked in the assigned parking areas.
- Boats, boat trailers and RVs are permitted on the premises only with prior written permission from the Management Office.
- All boats, trailers, RVs, other trailered vehicles and/or equipment that do not fit into a carport must be parked in the designated lot. Contact the office for current rates and availability.
- LCA is not responsible or liable for any damages that may occur while vehicles, motorcycles, boats, trailers or recreational vehicles are parked on the premises.
- Apartments designated as efficiency or studio are allowed one car per unit. 2 Vehicle maximum for all apartments, except as designated above. All other vehicles in excess of these limits must utilize a leased carport. Contact the office for details.

## **21. PLAYGROUNDS**

**Hours: 8am - Dusk**

**Ages: 5 - 12**

- Adult supervision required at all times.
- No rough playing or yelling.
- No jumping off equipment.
- No glass or bottles permitted in playground area.
- No pets allowed.
- Use at own risk.

## **22. RENTAL PAYMENTS**

- Rent is due on or before the FIRST of each month. It is considered late on the 2nd.
- We do not send statements for rent obligations.
- Payments should be made online or by ACH, personal check, cashier's check or money order for the exact amount due.
- Personal checks must be drawn on an account in the name of the resident.

- Drop box is available at the office for payment before or after office hours.
- Late rent payments require payment in guaranteed funds: cashier's check or money order after the 10th of the month.
- LCA prefers not to accept cash payments.
- LCA cannot cash checks or accept checks for more than the amount of the rent to be paid.

## **23. RESIDENT BUSINESS SERVICES**

- Residents may send/receive faxes at 813.968.3027 during office hours.
- Computer and printer are available in the clubhouse during office hours.

## **24. RESIDENT SERVICES STAFF**

Lake Carlton Arms is a dual entry apartment community during the daytime hours. At evening it becomes a single entry apartment community when the back gate on Ramblewood Road is closed.

Located at the main entrance on Van Dyke Road, the Entrance Pavilion is normally staffed by an attendant who is a member of our Resident Services Staff (RSS). Attendants' duties are to attempt to log in all non-resident vehicles entering the community grounds, give directions to visitors and guide emergency responders. After normal business hours and on holidays, the attendant responds to residents' questions and complaints and notifies emergency maintenance personnel in the event a resident has an emergency maintenance problem.

In addition to the attendant at the entrance pavilion, there are also members of the RSS who periodically circulate throughout the property to, among other duties, assure that the facilities are being properly utilized, report any rule violations, direct traffic, respond to residents' nuisance calls, inspect and flag non-functioning exterior



lights, deliver notices from management to residents, guide and assist delivery trucks and moving vans, and give access to and accompany authorized contractors and inspectors to residents' dwellings.

Please remind your guests and/or delivery people that they need to inform the RSS attendant at the entry pavilion of your name and full address upon entry.

Members of the RSS are NOT Security Officers. In the event of an emergency other than a maintenance problem, call 911 or Hillsborough County Sheriff's Office.

## 25. SAFETY

- Get to know your neighbors.
- Follow basic safety practices that will help you protect yourself, your apartment, and the overall community.
- Lock deadbolts at all times. Close and lock all doors and windows when you leave or retire for the night.
- Do not rely on auxiliary locks that leave window/doors partially open.
- Do not leave your patio door or screen door unlocked when you are not at home.
- Do not open the door without knowing who is at the door and what they want.
- Leave your patio/balcony light "ON" at night.
- Keep your patio/balcony free of clutter.
- Keep your vehicle locked and do not leave items of value in plain sight. These items will be more secure when locked in your trunk.
- Burglar bars or special locks requiring a tool or key to open from inside the apartment are prohibited.
- No one is authorized to solicit at LCA without written permission from the Management Office. If someone is soliciting without LCA permission, please call and report it immediately.
- ***YOU ARE RESPONSIBLE FOR YOUR OWN SAFETY.***
- Should you experience a crime problem, call the police **first** and the office/Residence Services Staff afterwards.

## **26. SATELLITE DISHES**

Satellite dishes or any other type of antenna system that are FCC compliant may be erected on any part of the premises **ONLY** with prior written consent by management.

- Please check with the office for requirements.

## **27. SKATEBOARDS, ROLLER BLADES, ROLLERSKATES, SCOOTERS, HOVER BOARDS**

Out of concern for the safety of all residents, the use of skateboards, roller blades, roller skates, scooters and hover boards is not permitted anywhere on Lake Carlton Arms' property, including electric or gas powered scooters.

## **28. SPEED LIMIT**

- **The posted speed limit on the property is 15 mph.**
- Vehicles should be operated with care within the community.
- Traffic signs and speed limits are for everyone's safety.
- Speed limit is governed by street conditions, never to exceed 15 mph.

## **29. SPORTS COURTS**

**Hours: 6am - 9pm**

- Play is limited to residents and 2 guests.
- Guests must be accompanied by a Resident.
- Tennis/basketball shoes only are permitted on the courts.
- To ensure all residents have a chance to play: singles playing time is limited to 30 minutes; doubles playing time to 45 minutes.
- Resident Services Staff will unlock the tennis courts upon residents' request.