



Resident Handbook

We welcome you as a new resident of The Hub! Our community is home to many people and our mission is to promote and encourage general goodwill amongst the neighbors of our community. This handbook was designed as a resource to provide you valuable information about your home and best practices for apartment living that, if disregarded, can disrupt the enjoyment of the neighborhood. It is the responsibility of each resident to maintain a peaceful and clean environment.

Resident Quick References:

Office/Maintenance Phone Number: (270) 904-6009
Signal 88 Security: (402) 682-7656
Spectrum Cable/Internet: (855) 895-5302
Parcel Pending Customer Service: (855) 316-4756

Leasing Office Hours: Monday – Friday: 9am – 6pm
Saturday: 9am – 3 pm
Sunday: Closed

- ❖ **Cable TV & Internet:** Spectrum cable & internet service is included for units at 494 Hub Blvd and 567 Cooksey Lane. For these units, our staff will also will set up Internet service on your behalf and login credentials will be sent via email at the time of move in to allow immediate internet access. The email is sent from “Community Solutions” and may go into a junk/spam folder. **For cable TV services and equipment, residents may call 855-895-5302.** Personal modems, routers, etc. are not permitted, as they may interfere with service for the entire property. The community internet is not designed or intended for commercial or for individuals who require internet to work from home. A dedicated internet connection is recommended for individuals working from home. Spectrum & ATT are available options. For questions related to internet or cable service including disruption of service, please first contact Spectrum at 855-895-5302.

❖ **Hub West Internet & TV Service** – 599 Cooksey Lane residents may choose their own services. Spectrum & ATT are available at all units located at this service address.

❖ **Mail:** A mailbox key is issued by our leasing staff upon move-in.
Should you have any questions regarding your mail, the post office phone number is (270) 796-4035. The address is **5300 Scottsville Rd, Bowling Green KY 42104**. Address changes can be completed at the post office or online at www.usps.com. We advise each resident to make a copy of the mailbox key. The Hub fee for replacement keys is \$75.

❖ **Electricity Transfer:** Contact Warren Rural Electric at 270-842-6541 or visit their website at WRECC.com for options on establishing service in your apartment. A copy of the lease agreement may be requested.

❖ **Water & Sewer:** The Hub Leasing Office provides a water transfer service for select units upon move-in. Bills are mailed to your address monthly by Commercial Water and Energy, Miami, Florida and are the responsibility of the resident. Commercial Water may be contacted at **888-776-3837** with questions. All payments must be made directly to Commercial Water & Energy. We suggest online payments as opposed to mailing payments.

❖ **Trash Compactor:** Trash is not permitted to be left in community breezeways or common areas at any time, even temporarily. Trash that is ready for disposal should be immediately taken to the community trash compactors. Trash Valet services are available for select apartments. There are 2 compactors in the community. Compactors are located on either side of the clubhouse upon entering both the District or Preserve areas of the community. (Near Buildings 13 and 14) The compactor is intended for disposal of basic household trash contained in bags only and is not for disposal of large cardboard, furniture, or large items of any kind. Mattresses and furniture of any kind are not permitted. This area is monitored by video surveillance, and misuse of the compactor may result in lease violations and fees. Always place trash inside the compactor. Trash is not permitted outside of the compactor on the ground. If you see any trash outside of the compactor, please contact the leasing office immediately so we may address the issue as soon as possible. Large items and furniture may be donated to Habitat for Humanity. Call **(270) 444-2060** to schedule pick-up. Other options for large items include Goodwill, St. Vincent DePaul Thrift Store, Facebook Marketplace, etc.

❖ **Pool Hours:** Daily 10:00 AM – 9:00 PM, seasonally

❖ **Fitness Center:** There are 2 Fitness Centers at The Hub including the main clubhouse/leasing

building and the Hub East Clubhouse. Residents have access to the Fitness Center 24 hours per day, 7 days a week. Persons under the age of 18 must be accompanied by an adult.

Mailboxes and Packages

There are separate mail pavilions within The Hub servicing 494 Hub Blvd, 567 Cooksey Lane and 599 Cooksey Lane. Each address contains a resident mailbox and each address contains a Parcel Pending locker system designed to easily receive packages.

The majority of packages shipped to you via UPS, Fedex, Amazon or other couriers will be delivered to residents via the Parcel Pending Package lockers. In order to receive packages, residents must register with Parcel Pending. Package lockers enable packages to be delivered to a secure/locked location. Residents can then retrieve these packages 24-hours per day. Once registration is complete, residents receiving packages will be notified of the delivery via text and will receive a code and instructions on which locker has been assigned. Fees may apply for packages that have not been picked up within 2 days. Please note that The Hub leasing office does not accept packages on behalf of residents and is not responsible for packages. Oversized packages that do not fit in the parcel lockers will be delivered to your door. Please refrain from ordering and shipping packages to The Hub prior to moving to The Hub. Packages will be left unattended.

Hub Pro Tips for Successful Package Ordering and Delivery:

1. Prior to completing an online purchase, consider where you will most likely be at the time the package will be delivered and choose that location as your shipping address.
2. Double check to make sure the shipping address is not an old address or incorrect.
3. Keep track of all notifications including order confirmations, shipping confirmations and tracking information so you know what packages to expect and what courier service is delivering. This will allow you to easily anticipate where to look for the package upon arrival.
4. If you are having trouble locating a package you are expecting or have any other problem with a package, please first check tracking information and contact the courier service that delivered the package OR the retailer/person that sent the package. The Hub office will not typically have access to information regarding packages for residents. Please see below for helpful contact information for most common couriers:

United States Postal Service (USPS) - 1-800-ASK-USPS® (1-800-275-8777) or usps.com

Amazon – 1-844-370-7615 or email: amzl-address-info@amazon.com

UPS – ups.com

Fedex – 1-800-463-3339 or fedex.com

Parcel Pending Package Locker Registration Information

We are so excited to bring this convenient amenity to The Hub. Package lockers are the newest feature to make receiving packages and shipments as easy as possible. Instead of packages being left outside your door or delivered to the leasing office, packages will be delivered to a secure locker available for you to retrieve 24 hours a day. Residents must register to participate in this service. You will receive a registration email from Parcel Pending prior to your move in.

After account registration has been completed, when your package arrives, you will instantly be notified via email and/or text with an access code. Simply enter your access code into the touchscreen keypad and retrieve your package. It's as easy as using an ATM machine. **Are there fees to use the Parcel Pending lockers?**

- Packages need to be retrieved promptly to ensure lockers will be available for all residents' deliveries. A storage fee of \$3 per day will be charged for packages left in the lockers beyond 3 days. If you'll be out of town for more than 3 days put your account on vacation mode to avoid storage fees (see FAQs for more details).
- A credit card will need to be on file in case you accrue these fees described above.

Holding Deposits

The holding deposit secures the apartment and helps to defer costs to damages that might occur over time. In order to receive full deposit refund, the following requirement should be met:

1. No damage to the property beyond reasonable wear and tear.
2. Lease has been fulfilled.
3. At the time of move out, the apartment should be returned in as similar condition to what it was upon move-in. with the exceptions of reasonable wear and tear. Any strong lingering odors including, but not limited to: pets, pet urine, cigarette smoke, etc. will lead to a minimum charge of \$500 upon move-out.
4. Entire apartment including appliances, (refrigerator, oven, dishwasher, microwave, range, washer and dryer) bathrooms, closets, & cabinets must be cleaned. Carpets should be thoroughly vacuumed.
5. All light bulbs must be in working condition. Charges may be incurred to each burned out bulb (\$10 per bulb).
6. Any change in paint color must be painted to the original color. Fees will apply if original paint has been modified.
7. Stickers, glue-on picture hangers are not permitted. Large scratches or holes and excessive number of holes drilled into the wall may result in fees upon move out.
8. Damage or neglect in care to flooring may result in fees.
9. All key fobs, mailbox keys, parking permits, and garage door openers (if applicable) have been returned to the Leasing Office.
10. Forwarding address left with Leasing Staff.

Any deposit refund will be mailed to the forwarding address provided within 30 days if the conditions above are met. If a partial refund is made, an accounting statement will be furnished detailing all charges.

Rent & Late Payments

Rent payments are due on the 1st of the month and are considered on time until the 5th. On the 6th day of the month, unpaid rent is assessed a late fee of \$75. Rent payments may be submitted by check, money order, through individual online banking, through your resident Appfolio account, or to the community rent drop box located outside the front door of the leasing office. Fees may apply for online credit, debit, and ACH fees. Cash payments are not accepted.

A **\$35.00** Insufficient Funds charge will be imposed on all returned checks.

Maintenance

Standard Maintenance Requests:

Most non-emergency service requests are completed within 48-72 hours. Standard maintenance requests may be submitted by contacting our office Monday-Friday during normal business hours at 270-904-6009. Maintenance requests cannot be accepted via texting.

Emergency Maintenance Requests:

Emergency requests must also call 270-904-6009. A 24-hour answering service will be available to direct your call to the appropriate person. Maintenance emergencies are scenarios in which someone from our maintenance team will be dispatched outside routine business hours to address the emergency. Urgent issues may not result in immediate dispatch, but will be prioritized for the next business day. Emergencies include the following:

1. Air Conditioning: if the ambient temperature is above 80 degrees. Note: For safety reasons, air conditioning units cannot be serviced during inclement weather.
2. Heat: if the ambient temperature is below 55 degrees.
3. Refrigerator: if refrigerator is completely inoperable and may cause food spoilage. This can often be corrected by resetting the breaker.
4. Sewer: Any major sewer backup or toilet stoppage in apartment homes with only one bathroom. For toilet clogs, resident must have first attempted to unclog with plunger before considering a maintenance emergency.
5. Water Leak: Any water leaks that may cause structural damage or cannot be temporarily contained. Leaky faucets, noisy toilets, etc. are not considered an emergency. Weather related water leaks may not be considered an emergency as determined by on-call maintenance technician, but will be prioritized for next business day.
6. Electrical: Mass neighborhood outages are not considered a Hub maintenance emergency and should be directed to WRECC at 270-842-6541. Any outage affecting refrigeration that is not satisfied by resetting breaker will be considered an emergency.
7. Entrance Doors or Windows: Doors- if main entrance door will not lock or unlock or in the event a window becomes completely broken or shattered.
8. Smoke Detector: Replacement of smoke detector batteries is the responsibility of the resident. It is suggested that batteries are replaced every 6 months. Hub maintenance offers this service during normal business hours for a fee. If a smoke detector battery is chirping, battery replacement is needed, but not considered an emergency. A smoke detector that is sounding alarm (not chirping) when no smoke is present may indicate a malfunction and maintenance may be dispatched.
9. Fire: Call 911

Other Maintenance Reminders:

Door Locks -Resident door locks are battery operated and over time, the battery will die. Should the lock flash any color other than green when opening, please contact the office as soon as possible, as this may indicate the battery is nearing the end of the life cycle and could abruptly prevent access to the apartment. If not addressed, the door lock will not function, resulting in becoming locked out. The Hub will periodically prevent door lock maintenance to replace batteries, but it is the responsibility of the resident to notify The Hub if there are any light warnings in the interim.

Specific Time Requests - Service requests are completed in the order they are received. We will make every effort to accommodate a specific time request by specifying a preferred morning or afternoon timeframe. We are unable to book exact appointment times. If you allow access when you are not home, a member of our maintenance team will enter your apartment after knocking and then correct the requested issue. Please ensure aggressive, unattended pets are secured to a crate or a closed bedroom.

Parking & Speed Limit

- ❖ **One (1) parking permit issued per leaseholder –up to two (2) vehicles/leaseholders per apartment -- One (1) additional parking permit available for monthly fee -- temporary guest passes available upon request.**
- ❖ Garages are available for parking for a monthly fee. Contact the Leasing Office for fees and availability. Garages are intended for vehicle parking and are not to be used solely as storage rental. Should you need a garage for storage purposes and not vehicles, there are many nearby options in the area.
- ❖ Vehicles should be parked only in the designated parking areas. Any vehicles parked illegally in front of garages, handicapped spaces, on lawn areas, or in no-parking zones will be towed at the owner's expense.
- ❖ All vehicles must have a current valid motor vehicle registration. Commercial vehicles including semis, buses, vans, work-trucks, limousines, boats, trailers, and recreational vehicles are not permitted.
- ❖ Auto repair work is not permitted in the community.

- ❖ Vehicles with expired plates, flat tires, or vehicles that are abandoned, unsightly, or deemed inoperable by management are not permitted and may be towed at the owner's expense.
- ❖ Parking or driving on grass is not permitted.
- ❖ Motorcycles are to be treated as vehicles and only parked in designated parking areas. Driving on sidewalks and parking in the breezeways is not permitted.
- ❖ The speed limit throughout the community is **15 mph**. Please use extreme caution when driving in the property.
- ❖ Double parking is not permitted.
- ❖ Advertising vehicles for sale is not permitted.

Pool Rules and Regulations

- ❖ Pool Hours are 10:00 AM – 9:00 PM daily, during season
- ❖ Swim at your own risk; there is no lifeguard on duty
- ❖ Patrons must present a photo ID and must be a resident of The Hub. Please sign in with pool attendant on duty.
- ❖ Guests of residents must be with the resident of which they are a guest. Guests must be checked in with Hub staff with approved guest pass. Guests will not be permitted without resident. The Hub reserves the right to limit the number of guests during peak times.
- ❖ Pool Restrooms are located poolside in the Bistro building. Please avoid using clubhouse restrooms when visiting the pool. Please dry off before entering the restrooms.
- ❖ Glass containers and other breakable items are not permitted in or around the pool area. Broken glass will result in extended pool closures.
- ❖ Per local health department regulations, animals and pets are not permitted in the pool or anywhere within the gated/fenced area of the pool.
- ❖ Smoking, vaping, and tobacco products are prohibited within the fenced pool area.
- ❖ Noise, such as audio equipment and/or voice levels must be maintained at a minimal and reasonable volume. Please be considerate of other pool guests.
- ❖ Private parties are not permitted in or around the pool area.
- ❖ Pool guests who exhibit signs of inebriation will be removed from the pool area.
- ❖ Proper swimming attire, intended for the purpose of swimming, must be worn at all times.
- ❖ Children under the age of 17 are not permitted to visit the pool without an adult resident over the age of 18 in attendance.
- ❖ Diving, jumping, pushing, shoving, and excessive splashing is not permitted.

- ❖ Boisterous behavior, shouting/screaming, and feats of daring exhibition that could jeopardize your personal safety and the safety of others are not permitted.
- ❖ Spitting, spouting water from the mouth or blowing of the nose in pool is prohibited.
- ❖ Any person with exposed cuts or sores may not to use the pool.
- ❖ Swimming is prohibited after stated pool hours.
- ❖ Pool will be closed after adding heavy doses of chemicals to the water.
- ❖ Trash is to be placed in designated receptacles.
- ❖ Personal items may not be left at the pool and management is not responsible for loss of personal property. Items left will be disposed of nightly.
- ❖ Toy and Sporting equipment not intended for water use are not permitted within the pool area. This includes, but not limited to, bicycles, skates, skateboards, footballs, etc.
- ❖ Hub Management reserves the right to refuse entrance to any person(s) who, in their judgment, is/are in violation of the rules and regulations.
- ❖ Every precaution is taken to ensure your safety. If, for any reason, the pool and patio are deemed unsafe for use, the facility will be closed immediately and will remain closed until the city, state and/or management deem the area safe for use.
- ❖ Safety equipment is for the emergency use only. Please do not tamper or allow children to play with this equipment.
- ❖ If a resident or their guest fails to comply with the rules and regulations, pool privileges can be suspended.
- ❖ Pool Security – Signal Security – (402) 682-7656

Hub Recreational Amenities and Equipment

Equipment for The Hub recreational amenities such as bocce ball, pickleball, and shuffleboard is available for residents to checkout in the leasing office during office hours: Monday – Friday: 9am – 6pm and Saturday: 9am- 3pm. Residents may also purchase their own equipment for personal use.

Fitness Center Rules and Regulations

The Fitness Centers are open 24 hours a day, 7 days a week for Hub Residents. Residents may gain access to the Fitness Centers with their apartment key. Persons under the age of 18 must be accompanied by an adult. Please report any mechanical issues in the Fitness Center to the office staff.

Pet Policies

The Hub is pet friendly to dogs and cats. All homes with pets are required to pay monthly pet rent of \$50 per month, per pet and a one-time non-refundable pet fee of \$300. Pet fees and Pet Rent will not be used to cover damages caused by pet. There is a limit of two (2) pets per apartment and aggressive dogs and weight restrictions may apply. These breeds include, but are not limited to: Pit Bull, Bull Mastiff, Rottweiler, Doberman Pincher, Akita, Wolf Hybrid, Great Danes, & excessively large breeds. Owners of dogs with known aggressive behaviors may not be approved. Added insurance liability protection may be required. Please ask our leasing staff for details.

It is of utmost importance that residents who own pets pick up the waste of their pets. Failure to clean up after your dog will result in lease termination. Pet waste stations, including baggies and receptacles, are conveniently located throughout the community.

For the safety of your pet and others, dogs are to be kept on a leash when outdoors, unless when inside the community dog parks.

It is not permitted to leave pets on the patio while unattended or while away from home. **Violation of rules on the Pet Agreement form will result in a fine of \$250 per offense and/or possible lease termination.**

Moving Out Before the Lease Expires/ Early Termination

Leases may be terminated prior to the end the original lease term if all of the following occur:

- ❖ Written notice of early termination is provided at least 60 days prior to your move-out date
- ❖ A lease cancellation fee equal to one month of rent is paid at the time notice is given
- ❖ Any concessions received when signing the Lease Contract or upon Lease Renewal are reimbursed to The Hub and paid on or before the specified move-out date
- ❖ All balances are paid in full
- ❖ Deposit is forfeited

Military personnel may terminate a lease without penalty with a 60-day written notice. Verifiable travel orders more than 35 miles of The Hub and a supporting letter of transfer by the commanding officer will need to be turned into the management office.

If renewal of the lease is not intended, a written notification to the leasing office is required 60 days prior to the lease expiration. If renewal is intended, simply fill out the renewal offer letter furnished by the leasing office.

If the office is not notified of plans by signing a Renewal Form or Intent to Vacate Form, the lease will be renewed on a 60-day basis and subject to a short-term lease premium.

Hub Community Outdoor Living Standards

We hope you love your home at The Hub. Our goal is to create and maintain the cleanest and highest standard of apartment living possible. Residents of The Hub share in this responsibility, as well. We have created outdoor living policies summarized below to ensure our community is uniform and aesthetically pleasing at all times.

Patio, Balcony, Breezeway, Doorway Policies – Exterior areas are to be kept clean and free of trash at all times. Only furniture intended for permanent, outdoor use is permitted (i.e. no folding/camping/lawn chairs). Exterior areas may not be used for storage. Please see list of exterior “don’ts” below:

Items Not Permitted:

- Portable Chairs/Camping/Lawn Chairs
- Toys, Exercise Equipment, Bicycles, Strollers, Scooters, Kayaks
- Wind Chimes or any item creating noise
- Grills of any kind – per local fire ordinance (Cottages may have propane only)
- Fire pits (Cottages may have propane – no wood-burning permitted)
- Plants/Planters with dead/dying plants
- Excessive furniture, décor or plants as determined by management
- Seasonal/Holiday Décor no longer in season
- Unattended Pets, Pet Supplies, Pet Gates/Fencing, Puppy Training Pads
- Bagged pet waste or pet waste of any kind
- Coolers, Freezers, Mini-Fridges, Appliances

- Laundry/items hanging over railings
- Draperies and String lights allowed with restrictions – cords and wires must match/blend with building exterior – multi-colored lights may be used during Christmas/holiday season only.
- Customized exterior objects such as screen doors, exterior landscape lighting, fences, landscaping or exterior décor that goes outside of patio space
- Signs, advertisements, security company signs or stickers
- Trash, trash cans, boxes, recyclables – must be taken to compactor for immediate disposal – please be aware that trash bags can cause leaking and unsightly stains difficult to clean. Please avoid disposing of liquids in trash bags. It is recommended to utilize garbage disposals and drains for liquid disposal.

According to the Bowling Green Fire Department Uniform Fire Code:

No hibachi, grill, or other similar devices used for cooking, heating, or any other purpose shall be used or kindled on any balcony, under any overhanging portion, or within 10 ft. (3m) of any structure.

No hibachi, grill, or other similar device used for cooking shall be stored on a balcony

Combustible material shall not be stored beneath a building or structure unless specifically constructed or protected for this purpose.

Any person who violates any provision of this Section or any of the provisions of the standards of safety or any other above listed code herein adopted by reference, shall be guilty of a misdemeanor and shall be fined not less than ten (\$10.00) dollars nor more than five hundred (\$500.00) dollars or confined for not more than sixty (60) days or both. Each day such violation exists shall, in the discretion of the court, be considered a separate offense; provided, however, if a more severe penalty for the same violation is provided by KRS Chapter 227 or any other statute, then the penalty shall be imposed.

Failure to comply with the above regulations, may result in the above listed civil fines and incarceration by the city of Bowling Green, but may also lead to lease termination and fines no less than \$50 per day of violation. Outdoor cooking devices left in balconies, patios, breezeways, under staircases, and other common areas will be hauled away at owner's expense.

Keys & Lockouts

One key per authorized occupant is issued upon move in. All keys must be returned to management upon move out. Keys not returned will result in a fee or deducted from your deposit. Replacement keys are \$75.

Should you become locked out of your home after business hours, Hub maintenance will provide this service for a \$200 fee and will only respond before the hours of 9pm or after 8am. The Hub does not provide lockout service during overnight hours. Please call the after-hours maintenance and leave a message with your name, apartment number, time & date,

and phone number. Lockout service will only be provided with proper identification and will only be provided to a lease holder or authorized occupant to gain access.

Noise

A reasonable amount of noise is expected within all homes, regardless of where you live. Noise is part of life, but is also subjective, so not all persons are equally sensitive to the same levels of noise. With that in mind, we ask you to be aware and respectful of your neighbors and consider the noise that you may be producing. Neither resident, nor resident's guests or invitees, shall make or permit any disturbing noises in the building or in the community, nor do or permit anything to be done that will interfere with the rights, comforts, or conveniences of other residents. No resident or guest of resident may play any musical instrument, television set, or radio in such a manner that is disruptive or annoying to neighbors. Should a noise issue arise, we suggest the following tips to mitigate the issue as easily as possible:

- ❖ Purchase soft home accent items for your home that will help absorb noise such as area rugs and padding, throw pillows and curtains. Noise bounces off of hard surfaces, so keep this in mind when decorating your home.
- ❖ Refrain from using TV and stereos with sub-woofers and surround sound. Should theater-level sound quality be your jam, apartment life might not be recommended.
- ❖ It is suggested and encouraged to plan household cleaning particularly vacuuming and laundry during typical "awake" hours of the day between 7am and 9pm.
- ❖ Should you or any of your family members such as pets or children tend to be hyper or overly energetic, please discourage running, jumping, bouncing, shouting and barking in the building when possible. Our community is loaded with great park areas and amenities for all these fun activities and is also located next to one of the largest city parks in Bowling Green.
- ❖ Getting to know your neighbors and building a rapport with them is a great way to be aware of one another and makes it easy to talk to them should a noise concern arise.
- ❖ **Signal Security of Bowling Green patrols The Hub property daily and is available 24/7, should you wish to contact them for any noise or security concerns. Their phone number is (402) 682-7656.**

Window Coverings

To assure a uniform exterior appearance throughout the community, blinds furnished in the apartment may not be removed. Curtains and draperies may be used. Window coverings must be in good repair at all times. Under no circumstance may a window be covered by any item not designed as window covering (i.e. bed linens, towels, aluminum foil, reflective film, flags, paper products, etc.). No signs, illumination, advertisement, or any lettering or item may be displayed on windows with the exception of intrusion alarm stickers.

Candles & Cigarettes

Use Caution: Candle burning and cigarette smoking is damaging to the walls, blinds, carpet, and other furnishings. Charges may apply for replacement of these items upon move out. If you choose to use candles, please follow instructions for use. Trim wick to 1/4" before use. Do not burn for more than 3 hours at a time. Do not use near a draft. Keep out of reach of children and pets. Do not burn candles unsupervised.

It is highly advised to avoid smoking inside the apartment. Smoking inside an apartment will lead to replacing carpet, complete re-paint, blind replacement, outlet cover replacement, and in some cases, appliances. Charges will apply for replacement of these items, if necessary. In some cases, excessive smoking inside the apartment can cause discomfort to your neighbors. When this is the case, you may be asked to ventilate your apartment, smoke outside or possibly vacate the apartment if a remedy cannot be achieved.

Pest Control

Routine & general maintenance pest control are conducted quarterly and included at no charge for seasonal pests; such as the occasional ant, beetle, or spider. Residents may request additional pest control on an as-needed basis by contacting The Hub's pest control provider, Lookout Pest Control at (270) 842-8586. The pest control company will need your address, description of the pests, and the location in your home that you are seeing them. Pest treatment costs may be billed to the resident for any pests that are deemed by the pest control company to have been present due to resident neglect. Pests that are brought into your home; e.g. fleas, roaches, bedbugs, are not covered under this contract and must be remedied by the tenant. Infestations are not covered by this contract and will be the tenant's responsibility to remedy. Failure to notify office or remedy any infestation can lead to lease termination and move out charges.

Renter's Insurance

Hub Apartments advises all Residents to obtain renter's insurance for their personal property, personal injuries occurring in their apartment, and/or other damages that may occur. According to the terms of the Lease Agreement, The Hub is in no way responsible for the damage to resident's personal property, and our insurance does not cover the personal belongings of Residents.

Renter's insurance provides you with coverage for loss, damage, or destruction of your property. It also provides coverage for additional living expenses you may incur if the apartment becomes uninhabitable. Such insurance can also protect you from any liability claims resulting from your own activities. For example, if your negligence causes a fire, you may be held responsible for the damage of the property of others, including The Hub. Similarly, if a guest were to have an accident in your apartment, you could be personally responsible for the guest's injuries.

We strongly encourage all residents to purchase this form of protection. Consult with an insurance agent to review your personal needs.

Management Rights

These rules and regulations may be added to, amended or replaced by the manager upon thirty days prior written notice unless an emergency requires immediate implementation.

THESE RULES AND REGULATIONS HAVE BEEN ESTABLISHED BY THE AGENT/MANAGER AND ARE HEREBY MADE PART OF THE LEASE AGREEMENT.

Defined terms used herein shall have the same meaning as given in the lease agreement. Failure to comply with the rules and regulations may, at the discretion of the agent, be deemed a breach of the lease agreement and subject you to eviction.

You are responsible for seeing that guests, with your expressed or implied consent, comply with these rules and regulations as well as with the lease agreement.

I hereby acknowledge and agree to the rules and regulations established in the Hub Resident Handbook.

I understand that the policies shall have the same force and effect as the covenants of my Lease Agreement, and that my family and guests will observe all such rules and regulations. In addition, I understand that Hub Apartments reserves the right to alter, amend, or modify such rules and regulations as deemed necessary, and I agree to abide by any such modifications.

It is further understood that signature of this acknowledgement will be authorization to make provisions specified within the Resident Handbook a permanent part of my Lease Agreement.

Resident

Date

Resident

Date

Resident

Date

Management

Date