

Shasta Creek Apartments

851 Mission De Oro | Redding, CA 96003
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Email:shastacreek@owmgt.com

HOUSE RULES ADDENDUM Your Guide to Successful Apartment Living

Residents, household members, and guests agree to comply with all laws and ordinances affecting the use of occupancy of the premises and with all the rules and regulations now and hereinafter adopted by Shasta Creek Apartments for the safety, comfort, peace and welfare of all. Shasta Creek Apartments may adopt new policies and rules or amendments to this document upon giving 30 days' notice in writing to the Resident(s).

If you have guests in your apartment, you are responsible for your guest's behavior. Guests who stay more than 10 (ten) days in a 1 (one) month period may be required to go through the application process and, if approved, sign the Rental Agreement.

Important Contact Information...

If you have any questions, needs or concerns we are happy to hear from you, and we offer several options for you to contact us:

- Call the office number at **530-221-4662**.
- Visit the office during our regular business hours of **8am to 5pm Mon-Fri**,
- Send an email to shastacreek@owmgt.com.
- Leave a note in our drop box accessible 24/7.

For after-hours Maintenance Emergencies Only:

- Call **530-941-5686** and the On-call Maintenance Technician will assess the problem and respond as soon as possible.
- Maintenance emergencies are those concerns that cannot wait until the next business day and must be addressed immediately.
- For all other maintenance needs please contact the office during normal business hours.

To report suspicious or unusual activity:

Non-Emergency Police Number:

Redding Police 530-225-4200

Elite Universal Security:

Patrol Services 530-242-8957

IF YOUR SAFETY, OR THE SAFETY OF OTHERS, IS IN DANGER, DIAL 911 FOR POLICE, FIRE OR AMBULANCE

General rules:

Be a good neighbor and follow the "Golden Rule" — *Treat others as you would like to be treated yourself.*

- **Observe quiet hours — 10pm to 7am.** Observe these rules while moving in or out as well.
- Please do not ride recreational equipment on sidewalks and walkways or in the grass or landscape beds, and do not use lawns or landscape beds as activity areas
- Do not let any items sit in walkways, stairwells, or any traffic areas.
- Follow posted restrictions in all traffic areas and do not block any fire lanes.
- Do not make or allow any excessive noise or permit any actions that will interfere with the comforts, rights, or convenience of other persons.
- Keep your televisions, game devices, stereos, radios, musical instruments and other devices at a volume that will not disturb your neighbors. If you use exercise equipment in your home, please do so with consideration for your neighbors.
- Do not set off fireworks; fireworks are not allowed in our apartment community.
- Do not hang towels, rugs, clothes or other items over railings or deck walls, and do not place any items on top of the deck wall or railing, as they may fall and injure someone below.
- Window blinds are provided for your convenience; do not place window coverings of any kind between the blinds and the windows.
- Keep only patio furniture, exterior décor, barbecues, potted plants, and reasonable recreational equipment on your private deck or patio.
- Your rented space begins inside your front door. Balcony walkways, ground floor walkways and spaces below stairs are NOT part of your rented space and you may NOT use them for storage.



- Do not plant any shrubs, flowers, etc. in the landscaping.
- Do not attach any hangers, fasteners or other items anywhere on the exterior of the building, including the walls and roof of your patio or deck.
- Resident(s) shall keep all premises under his/her control clean, sanitary and free of accumulations of debris, filth, rubbish, garbage, rodents and vermin, and shall be required to discard garbage in sealed plastic garbage bags in order to ensure sanitary conditions.
- Do not dump items too large for the trash containers, and do not dispose of furniture, mattresses, combustibles or hazardous materials in the trash containers, or you will be charged for the cost of removal.
- Please break down all cardboard boxes and place in the specified area in trash container areas and please **recycle** whenever possible.
- Keep trash container lids and enclosure gates closed.
- You may not make improvements, alterations or painting to the unit without the consent of the Manager.
- You may not put holes in ANY doors, including with screws, nails or tacks.
- If you wish to install a satellite dish or antenna, please contact the Management Office to obtain approval before proceeding. Satellite dishes and antennae are only permitted within the confines of your deck or patio and are subject to restrictions on installation method.
- You must obtain written permission from the Management Office before installing any A/C units. Contact the office for more information on allowable size, placement and compliance standards, and to schedule an after-install inspection.

Grills and Barbeques...

- **No charcoal, wood or wood type fuel grills are allowed.**
- Only gas fueled barbeques or grills that use gas cylinders less than 5lb capacity are allowed. You agree to maintain and operate these barbeques and grills in a safe manner.
- Do not operate barbeques or grills near walls and siding, maintaining a safe distance of at least 5 feet.
- At no time are barbeques or grills to be operated indoors or in fully enclosed spaces.
- Make sure your barbeque or grill is operated and maintained per the manufacturer's specifications.
- Keep a fire extinguisher (ABC type) handy in case of fire and remember there is a fire extinguisher in the front of your building_for emergencies.
- Store your gas cylinders safely, per the manufacturer's directions.

Resident Privileges... Pool, Spa and Recreation Room:

- Heed all the posted warnings and follow all posted rules
- No pets of any kind are allowed.
- No smoking or vaping is allowed.
- Guests are not allowed unless accompanied by a resident.
- No running, screaming or horseplay allowed.
- No recreation equipment allowed.

Pool and Spa Rules...

- ***No lifeguard will be on duty. Persons using the pool and spa facilities do so at their own risk!***
- Pool and Spa Hours are limited from 10:00 A.M. to 8:00 P.M. daily.
- Any person under 14 years of age must be accompanied by a resident who is 18 years or older.
- No more than two guests should accompany a resident at one time without prior approval by the office.
- No food or glass containers allowed.

Recreation Room...

- You may reserve these facilities for your private parties by contacting the office; a refundable fee of \$125 is required. You are responsible for adhering to the agreed upon hours and for cleaning the facilities afterwards.
- Recreation room normal hours are from 8:00 A.M. to 8:00 P.M. daily.
- Any person under 14 years of age **must** be accompanied by a resident who is 18 years or older.

Safety and Security...

- Make sure your doors and windows are locked during your absence.
- Notify the Manager if your locks do not function properly.
- We recommend you keep your vehicle locked and not to leave valuables in your vehicle.
- Resident(s) shall take particular caution against fire hazards -
 - Do not store gasoline, combustible solvents, or hazardous materials in your unit, or on your patio or deck, as designated by the State Fire Marshal.



- Use extreme care with fire hazards such as candles and incense, never leave lit items burning while unattended, do not burn near combustibles and make sure candles and incense are dead-out.
- Do not place items close to, or block, the wall and baseboard heaters as this may cause a fire.
- Ensure your smoke alarm is working and check it regularly as per the Smoke Alarm Acceptance Addendum you signed at move-in.
- Report inoperable smoke alarms to the management office immediately.
- Clean your dryer lint trap regularly, as blockage may cause a dryer fire.
- Be sure to turn off all appliances before leaving the premises.

Shasta Creek Apartments assumes no responsibility or liability, unless otherwise provided by law, for Resident's and guest's safety and security, or for injury or damage caused by the acts criminal or otherwise of other persons, or for loss or damages to articles or property belonging to the Residents and guests.

Pets Policy...

- Shasta Creek Apartments does not allow dogs or cats as pets, and this includes Guest's pets.
- Service and/or companion animals are NOT considered pets.
- Please check with the Management Office if you desire to have other types of pets. Contained pets that would be kept in an aquarium, terrarium or a cage are allowed within limits.
- Venomous, poisonous, dangerous or unreasonable pets are not allowed.
- Aquariums over 10 gallons require renter's insurance. Please provide proof of renters' insurance to the manager if you have an aquarium exceeding 10 gallons

Maintenance Tips...

We are happy to assist with all your maintenance needs; however, we do ask that you observe the following:

- When replacing light bulbs, use bulbs with the same or lower wattage. If unable to reach or open the light fixture, please make a service request and we will be glad to change the bulb for you.
- Do not use tin foil to line stove drip pans, it causes receptacles to short and is a fire hazard.
- If your toilet becomes clogged, try to handle the problem yourself with a plunger before calling for maintenance.
- Do not use Lye based products such as Draino as this can cause chemical burns and damage to the pipes.
- Proper Operation of garbage disposal: clean drain of any items that may have slipped down there (ensure the disposal is off!) Run water, turn disposal on, (keep water running) place small portions of food slowly; continue running disposal for one minute; turn off disposal, let water run one minute. Do not dispose of hard rinds (orange, lemon, etc.), potato peels, pits, nuts or egg shells. If the garbage disposal won't run, try pushing the small red 'Reset' button located under the sink on the bottom of the disposal unit.
- Report any water leaks, no matter how minor. Major water leaks need to be reported immediately!
- Any interruption in utility service should be reported at once.
- Please place all service requests through the proper channels – you may submit service requests by either calling or emailing the management office, or by submitting your request through your on-line tenant portal (contact our office for details).

Locks and Keys...

- In the event you lose your keys, please contact the management office for replacement keys.
- If you lock yourself out during regular office hours, please contact the management office and we will be happy to assist. If the lock-out occurs after hours, please contact the Maintenance Emergency line for assistance.
- Anyone can experience an accidental lock-out; Please do not make it habit or we may require you obtain further assistance from a locksmith at your own expense.
- The management will furnish any duplicate keys required; Residents are not permitted to duplicate keys or to change locks, unless otherwise provided by law.
- When you vacate your apartment, ALL keys must be returned to the office or you will be charged \$10 per door key or \$45 for mailbox keys if keys are not returned.

Parking...

You have been assigned 1 (one) parking space for your UNIT. Shasta Creek Apartments does not guarantee a parking space for everyone, other than your 1 (one) assigned space. *Shasta Creek Apartments is not responsible for loss, theft or damage to any vehicles or contents thereof.*

- Only passenger vehicles, defined as cars, non-commercial trucks or vans, and motorcycles, are permitted to park on the property.
- Parking is for Residents and Resident's guests only; all other vehicles will be towed at owner's expense.
- Commercial trucks and/or vans are permitted only during loading or unloading*.
- Trailer homes, campers, boats and trailers are permitted only during loading or unloading.



- All vehicles must be parked in specified parking areas only.
- Only 1 (one) vehicle may be parked in each parking space, unless the vehicle is a motorcycle and 2 (two) can readily fit in the parking space.
- If you are a multiple vehicle residency, your UNIT is assigned ONLY 1 (one) parking space, use of this space to be decided amongst yourselves.
- Open spaces are limited, only 1 extra vehicle per residency may use the open spaces. All others must park on the street (if allowed in your neighborhood).
- Open spaces are on a first come, first serve basis.
- DO NOT park in another units' assigned parking space, even if it is empty.
- Vehicles transporting hazardous materials are not allowed parking privileges.

**Shasta Creek Apartments makes no warranties or guarantees of access to household goods transport vehicles to or from the parking lot. It is your responsibility to make sure your transport vehicle is able to negotiate the parking lot entrances.*

Roommates/ Sub-leasing...

- No Subleasing Allowed! We do not permit sub-leasing of any kind.
- Only persons listed on the Rental Agreement are considered Residents. Subleasing is a breach of the Rental Agreement.
- You may change or add roommates, if your unit will accommodate the number of occupants (occupancy guidelines apply). However, if you wish to add or change a roommate, you must obtain prior approval from the Manager and fill out the required forms. All new roommates must go through the application process and, if approved, must sign the Rental Agreement.

Neighborhood Watch...

Our community goal is to maintain a crime and drug-free living environment. Please do not hesitate to call the police if you see or hear anything that is not normal or suspicious.

Please feel free to contact the office for further clarification on any of these topics or if you have any other questions. Thank you for helping keep our community safe, healthy and happy and for choosing our apartment community to be your new home!

Tenant Date

Tenant Date

Tenant Date

Tenant Date

Tenant Date

Owner/Agent Date

