



RESIDENT HANDBOOK



ABBERLY

GROVE

Apartment Homes By HHHunt







WELCOME AND INTRODUCTION

Dear Resident,

We are delighted to welcome you to **Abberly Grove, an HHHunt community**, thoughtfully designed for your comfort, relaxation, and enjoyment.

To ensure a seamless and rewarding living experience, we've created this Resident Handbook, packed with essential information and community guidelines. These policies are built on our experience and practical wisdom to foster a warm, welcoming, and harmonious environment for all.

Inside, you'll find everything you need to navigate life at Abberly Grove, from community standards to helpful resources. Our goal is to provide you with the support you need and to build a lasting, positive relationship along the way.

We're excited for you to call Abberly Grove home and look forward to being part of your journey.

Welcome home!

Harry H. (Buck) Hunt, IV
President & CEO

Steve Fritz
Chief Operating Officer

WELCOME HOME

Welcome to our community! By signing your lease agreement, you have agreed to follow the policies outlined in this handbook, along with your family and guests. Should there be any updates to our policies, these will be communicated through email, newsletters or special notices delivered directly to your door. We appreciate your cooperation in maintaining a harmonious living environment and encourage you to let us know if you observe any neighbors not adhering to these guidelines.

Your apartment is designed for comfortable and reasonable residential use, built in accordance with the applicable building codes at the time of construction. These codes are based on typical residential activities. To ensure everyone's safety, please avoid any activities that could exceed the design limits, such as hosting very large gatherings, using heavy machinery, or placing excessively heavy furniture. We want to ensure your safety, as well as that of your guests and fellow residents. Thank you for being part of our community!

EQUAL HOUSING AND DISABLED RESIDENTS

HHHunt is committed to ensuring equal opportunity in housing and fully supports and expects all Team Members to uphold the Equal Housing Opportunity Statement:

"We are pledged to the spirit of U.S. policy for the achievement of equal housing opportunity throughout the nation. We encourage and support an affirmative advertising and marketing program in which there are no barriers to obtaining housing because of race, color, religion, sex, handicap, familial status, or national origin."

Individuals with disabilities who require accommodation to HHHunt or community policies, or a modification to their apartment, building, or common areas, may choose to complete a Reasonable Accommodation/Modification Request Form for approval. Verbal requests are also accepted.

All requests for accommodations or modifications will be forwarded to HHHunt's designated compliance manager for review. To determine if an accommodation is necessary, there must be a clear connection between the request and the individual's disability. In some cases, the compliance team may request additional information from a qualified third party to verify the need for the accommodation or modification.

WHY POLICIES?

Welcome to Abberly Grove!

What follows are the community policies designed to make your experience here enjoyable and worry-free. While the word "policies" might sound a bit formal, rest assured these guidelines have been thoughtfully developed based on experience. Their purpose is simple: to prevent unnecessary issues and to foster a comfortable, harmonious living environment for everyone.

By following these policies, you help us protect your comfort, privacy, and the rights of all residents, as well as maintain the quality of our community. This ensures Abberly Grove continues to provide an exceptional lifestyle for all who call it home.

To remain responsive to the needs of our residents and community, Management reserves the right to adjust, update, or add to these policies as situations arise. Rest assured, any changes are made with your happiness and satisfaction in mind.

We're committed to making your home at Abberly Grove everything you hoped for—and more!

WELCOME CENTER

Monday-Friday	9:00am - 6:00pm
Saturday	10:00am - 5:00pm
Sunday	CLOSED

We encourage you to contact us or visit during the week whenever possible, as this allows us to dedicate ample time to addressing your concerns or meeting with you. Please note that our weekend Management Office hours are typically very busy, and we may need to ask for your patience while we attend to your request or concern.

PERSONAL INFORMATION

Please ensure our team has your current home and business phone numbers, as well as an email address. Occasionally, we may need to contact you regarding emergencies or urgent matters. As your address and phone numbers are treated as confidential information by our team, we encourage you to notify your friends of your move, as we cannot provide them with this information. Also, please keep management updated with an emergency contact. In the event we are unable to contact the leaseholder, we may use the emergency contact as a secondary resource.

NEIGHBORHOOD INFORMATION

Leasing Management Office	919-217-9995
Service Requests (during Management Office hours)	919-217-9995 / Walk-in
Emergency Service Requests (after Management Office hours)	919-217-9995, Option 2
Rescue Squad	919-828-9014
Fire Department	919-250-2785
Police Department (Emergency)	919-996-3335 / 919-996-3334
Police Department (Non-emergency)	919-829-1911
Animal Control	919-212-7381
Voter Registration - Wake County, NC	919-814-0700
Hospital - Wake Med	919-235-1940
Hospital - Duke - Raleigh	919-954-3000
VET Hospital - Oak Heart Veterinary Hospital	984-222-0039
School - Rogers Lane Elementary School	919-694-8670
School - Riverbend Middle School	919-431-8010
School - Southeast Raleigh High School	919-856-2800
School Hotline	919-856-2800
Power - Duke Energy	919-508-5400
Cable/Internet - Spectrum	919-595-4892
Newspaper - The Carolinian	919-834-5558

MAINTENANCE & SERVICE

THINGS GO WRONG . . . MAINTENANCE SERVICE

At ABBERLY Grove, we offer 24-hour maintenance service, ensuring someone is always on call every day of the year. For emergencies, please call the appropriate number provided in the Neighborhood Information section of this handbook. If the emergency involves water, use the master water shut-off valve, typically located under the sink or behind the toilet, to help minimize damage. A member of our Service Team will respond as quickly as possible.

For your convenience, you may also submit service requests online 24 hours a day via the resident portal on our website at www.AbberlyGrove.com. If your request is an emergency, please call the emergency number. Requests submitted via the website are not received until the next business day.

During Office hours, you may also call for any service requests that you may have, whether they are emergency or non-emergency. Our Management Team can quickly dispatch the appropriate personnel to handle your problem. We suggest that when you call in a request, please find out to whom you are speaking and request that same person if the problem continues. This way we will be able to serve you more efficiently, and will get to know you better.

At ABBERLY Grove, we provide 24-hour maintenance service for emergencies. However, we kindly ask that you limit after-hours requests to issues that cannot wait until regular business hours. Thank you for helping us ensure prompt assistance for critical situations.

What Constitutes an Emergency: the below list and anything that is causing or has the potential to cause damage or harm.

- Instances that could cause slip, trip or fall hazards or otherwise cause injury.
- No hot water
- No electricity
- Gas leaks or no gas
- Major overflow from toilet, washing machine, dishwasher, or hot water heater, or any other significant water intrusion
- Sewer backups
- Clogged toilet(s) when plunging does not clear the clog and only one toilet is available
- Inoperable or beeping smoke detector
- Frozen pipes
- No air conditioning during hot temperatures
- No heat during cold temperatures
- No refrigeration
- Oven or Range is not working
- Security-related problems such as vandalism, broken window or malfunctioning door locks
- Wild animal (for example - squirrel, bat or snake) in the apartment

Our Service Team continuously strives to provide our residents with the best possible maintenance service. The Team has completed a program of training that will enable them to identify preventive maintenance opportunities in each apartment. Therefore, when maintenance is called to your apartment for a repair they will be performing preventive maintenance checks in addition to repairing the item requested. We believe this type of program will eliminate many emergency work requests and therefore provide better service for all our residents.

ENTRY BY OWNER / MANAGEMENT

HHHunt maintains the right to enter apartments at any reasonable time to inspect or maintain the apartment community. We will always give reasonable notice of the intent to enter an apartment home except in cases of emergency. Notice of entry will be provided for preventative maintenance to include filter changes via the community newsletter, visible signs at buildings, notice on apartment door or email.

Please be advised that a request for service or the return of a Move-in Inspection Form provides Management with permission to enter an apartment home to complete the requested service. No further notice will be required from Owner or Management.

Please rest assured that any time the Service or Management Office Team enter your apartment, the door will be locked when they leave and documentation of their visit will be left.

MOLD AND MILDEW

To maintain the apartment and to protect the health of residents, other occupants and guests, all residents must follow the guidelines below:

- Maintain appropriate climate control to reduce humidity levels by running the HVAC system at all times. Maintain temperature at or below 75° F.
- Clean and dust the apartment on a regular basis and remove visible moisture accumulation or condensation on windows, walls, and other surfaces as soon as it becomes apparent. Do not overfill closets and storage areas. See section titled Condensation for tips and answers about condensation.
- Avoid blocking or covering any of the heating, ventilation or air-conditioning ducts in the apartment. Keep furniture at least two (2) feet away from air intake vent and move away from walls and corners.
- Use fans to circulate air, including using bathroom and kitchen exhaust fans to vent excess moisture.
- Immediately report any of the following to the Management Office:
 - a. Evidence of water leaks or excessive moisture or standing water inside the apartment or in any common areas.
 - b. The presence of mold, mildew, or similar growth in the apartment, which cannot be removed by applying a common household cleaner, or any mold/mildew growth that re-appears.
 - c. Malfunction of any part of the heating, ventilation, air conditioning, plumbing, or laundry systems in the apartment.
 - d. Any inoperable doors or windows in the apartment.

Upon notifying the Management Office of the issue, you must fully cooperate with service and management team members by allowing them access to repair leaks, and properly remediate any affected area.

Please be aware that you will be solely responsible for damages caused to the apartment, to all personal property present and any injuries or adverse medical condition suffered resulting from a failure to comply with the guidelines outlined above.

CONDENSATION

What is this water on my windows?

Water or frost on windows is condensation. Condensation is formed when warm moist air comes in contact with cooler dry air just as a bathroom mirror will “steam up” after a hot shower. The inside or outside of your window can sweat or fog because of temperature differentials.

Are my windows to blame?

Faulty windows do not cause condensation. Glass is usually the place you first notice condensation because glass surfaces have the lowest temperature of any of the interior surfaces in the house.

Then what's the cause?

The moisture in the air causes condensation. The reason you may observe more condensation in your home is because of modern energy efficient homebuilding techniques and products.

The insulation and construction materials used today are designed to keep cold air outside. This is especially true of new windows. While energy efficient designs and weather stripping keep cold air outside, they also keep warm moist air inside. Older window designs were less efficient, and consequently allowed moisture to escape.

If you didn't have as much condensation before replacing your old windows, it's probably because they were drafty. Good windows and insulation all create barriers to the air exchange of a home. When combined with the additional water vapor (moisture) from showers, cooking, or from clothes dryers not vented to the outside, the result is excess moisture and a high relative indoor humidity level.

How can condensation be reduced?

The key lies in controlling the humidity inside your home. First, let's understand where the moisture comes from. During the hot humid summer, your house absorbs moisture. The same principle applies to a newly constructed or remodeled home, due to the abundance of moisture from the building materials used in construction. During the beginning of the winter when you start to heat your home, condensation occurs. After a few weeks, your home will begin to dry out and you'll see less condensation. Opening a window briefly is a quick temporary solution. The dryer cold air will enter the room while the moist air is allowed to escape. Other steps to take include:

- Cracking open a window or door daily to air out your house.
- Opening a window or running exhaust fans longer in the kitchen, bathroom and laundry room.
- Opening drapes and blinds, allowing air to circulate against windows.
- Turning off any humidifying devices in your home.
- Installing and using a dehumidifier.
- Keeping plants in a sunroom, or in rooms that are infrequently used during extreme cold weather.

When should I be concerned?

Window condensation should only occur during extreme temperature differences and should be of a fairly small amount. During the winter months, condensation will be seen on the inside of the window. Condensation will present itself on the outside of the window during the summer months. If you find condensation between the two layers of glass in an insulated window, the airtight seal has probably been broken and the glass will need to be replaced.

If there is too much moisture inside the home, you will find evidence during both the cold and warm seasons. Moisture spots on the ceiling or walls, peeling paint, rotting wood or delaminating plywood, moisture on exterior walls, fungus, mold or mildew growth are signs of a more serious moisture problem. Should you experience these symptoms, our management team should be contacted in order to solve your problem.

PEST CONTROL SERVICES

- Pest control visits weekly for routine treatments and resident requests.
- Flea and bed bug treatments are at the resident's expense.
- Increased pest activity may occur for 48 hours post-treatment.
- Report ongoing issues 10 days after service.
- Whole-building exterminations may be required.
- Failure to clear cabinets, clean areas, or remove clutter before deep treatment may result in a service fee.

FILTER CHANGES

To maintain HVAC efficiency, filters are changed at least three times per year, as scheduled in community notices. Ensure access by moving furniture, artwork, plants and any other items that may interfere with this service. Storing items in HVAC closets is a fire hazard. Inspections during filter changes may identify repairs, which will be scheduled separately.

HOUSEKEEPING & SERVICE REQUESTS

Residents must maintain their units and report repair needs promptly. Delayed reporting may result in repair charges. Management reserves the right to make repairs or alterations as needed. Damage beyond normal wear and tear will be repaired at the resident's expense.

ALTERATIONS & MODIFICATIONS

Residents must obtain written approval before making any modifications to the apartment. This includes painting, adding shelving, applying wallpaper, or installing additional outlets. Additionally, major appliances may not be added without management's written consent and must comply with community guidelines. Unless otherwise approved, all alterations must be reversed, and the apartment restored to its original condition upon move-out.

CARPETING & FLOOR CARE

- Regular cleaning is required.
- Vacuum weekly and clean spills immediately.
- Shampoo or steam clean carpets as needed.
- Carpet must be clean and stain-free at move-out.
- Pet urine and permanent stains are not considered normal wear.
- Charges apply for stain removal and repairs; replacement costs apply for irreparable damage.
- Clean plank and vinyl floors with non-abrasive cleaners or soap and water; avoid solvents as they can cause damage.

BLINDS AND WINDOW TREATMENTS

Blinds are provided in your apartment home and will be maintained by our Service Team. There will be a charge for damage that occurs due to carelessness or misuse.

To maintain a consistent exterior appearance, any additional window treatments (curtains, draperies, valances) must have a white backing. Hanging items such as blankets, paper, or other materials in windows is prohibited. If you experience difficulty operating the blinds or notice any issues with the blinds or rods, please contact the Management Office for assistance.

At move-out, blinds must be left clean, intact, and in place. Any blinds requiring extra cleaning, replacement, or repair due to damage will be your financial responsibility.

COUNTERTOPS & TUB SURROUNDINGS

Countertops and tub surroundings are fitted with Formica, granite, and/or fiberglass to facilitate easy cleaning. Avoid abrasive cleaners to maintain their finish. For tough stains, use a non-abrasive, all-purpose cleaner with a brush. Persistent stains should be reported to the Management Office for advice from service team. Keep surfaces dry to prevent warping or swelling caused by dripping dishes or wet sponges. Residents are responsible for notifying the office if caulking shows signs of cracking to arrange repairs.

ELECTRICAL EQUIPMENT & FIXTURES

Each apartment includes an electrical panel with circuit breakers for managing power overload. If you experience partial power loss, locate the panel and check if breakers are in the "ON" position; reset any tripped breakers by flipping them to "OFF" and then back to "ON". If issues persist, contact the Management Office for service request. In case of a general power failure, contact the power company (see Neighborhood Information for contact details). Prior approval from Management is required for installing chandeliers or permanent fixtures to ensure safety and prevent fire hazards from overloaded circuits or multiple outlet plugs.

PLUMBING FIXTURES

Use plumbing fixtures only for their intended purposes; avoid disposing of solid articles, disposable diapers, rags, rubbish, or feminine hygiene products in them. Use trash containers for such waste.

DISHWASHERS

Use only dishwashing soaps intended for dishwashers to prevent overflow and leakage caused by liquid dish soaps.

GARBAGE DISPOSAL

Avoid overloading the garbage disposal; feed garbage slowly and in small quantities to prevent motor overload. If the safety overload shuts off the unit, wait a few minutes for the motor to cool, then reset by pushing the red button located in the cabinet under the sink. Always run COLD water while using the disposal and for a few minutes afterward to clear the line. If the motor fails to start, reset the red button; if the problem persists, submit a service request.

Never insert your hand into the disposal. Avoid disposing of metal, glass, cigarettes, rocks, plastic, banana peels, dirt, grease, shells, paper, bones, corn husks, dish rags, tea bags, cat litter, rice, coffee grounds, or other non-food items in the disposal.

HEATING & AIR CONDITIONING GUIDELINES

Our apartment homes are equipped with smart thermostats, designed for ease of use.

- The **middle button** on the front of the device allows you to switch between heating and cooling modes.
- The **top button** increases the temperature, while the **bottom button** decreases it.
- When switching between heating and cooling, **wait at least five (5) minutes** after turning one mode off before turning the other on. This allows the system to reset and prevents potential damage to the unit.

Recommended Temperature Settings

For optimal comfort and energy efficiency, we recommend the following thermostat settings:

- **Winter:** Set your thermostat to **65°F** for normal operation.
- **Summer:** Set your thermostat to **75°F** for cooling efficiency.

During winter months, do not turn off your heat when away, as freezing temperatures can cause pipes to burst, leading to severe damage.

For optimal energy efficiency, many manufacturers recommend **keeping your HVAC system running 24/7** rather than turning it off and on.

If you have any questions or need assistance, please contact the leasing office.

COMMUNITY GUIDELINES

COMMUNITY CARE & CAUTION

Help us maintain a comfortable and enjoyable community for all residents. Please ensure that members of your household do not play, linger or loiter near construction sites, dumpsters, parking lots, or other potentially hazardous areas. They should also refrain from loitering or playing in hallways, stairwells, parking lots and roads. Extra caution should be taken when using sleds, skateboards, roller skates/blades, bicycles, and similar equipment to prevent accidents and disturbances.

LANDSCAPED AREAS & COMMON AREAS

Thank you for helping us keep our community beautiful and welcoming for everyone! To maintain the beauty of our shared spaces, please avoid walking, skateboarding, and riding bicycles or scooters through landscaped beds or lawn areas. Also, when walking pets, please avoid landscaped areas to protect our materials.

Residents may own and enjoy bicycles within the community; however, you may not store bicycles in the hallways, breezeways, lawn or any landscape area.

If you notice any bicycles, equipment or vehicles stored or parked inappropriately, please inform us.

Additionally, while our landscaping team works diligently, we are unable to guarantee a specific day for weekly maintenance.

Please be aware that failing to follow these guidelines may result in charges.

Your cooperation in maintaining the beauty of our community is greatly appreciated!

PARKING

Parking in our apartment community is available on a first-come, first-served basis for cars and motorcycles only. Trailers, boats, and RVs may be permitted; however, residents must contact the office to obtain a parking permit and pay any applicable fees. Inoperable vehicles, vehicles in need of repair, and vehicles without current tags are not allowed on the property. Parking directly in front of a garage is restricted to the resident leasing that garage. EV charging spaces are reserved exclusively for electric vehicles actively being charged. Violations of this policy may result in towing at the owner's expense.

1. To ensure adequate parking for residents, boats and trailers may only be parked in designated areas, if available.
2. If you have two vehicles, park one in a lesser-used section of the lot and direct guests to auxiliary parking when available.
3. Do not park in front of trash compactors, dumpsters, or garages (unless rented by you), on grass, in fire lanes, or any other marked no-parking areas. Improperly parked vehicles may be towed at the owner's expense.
4. Due to fire regulations, motorcycles and motorbikes cannot be parked in storage areas, balconies, patios, decks, or common hallways. When not in daily use, park them in an auxiliary lot. Always use a pavement protector under kickstands to prevent damage, as repair costs may apply.
5. All vehicles must be registered with the Management Office for notification purposes. In case of an accident or vandalism, contact the local Police Department.
6. To maintain a clean community, vehicle repairs and maintenance are not allowed on-site. Car washing and detailing may only be done in designated areas.
7. Report any loitering in parking areas to the Police and inform the Management Office to help ensure community safety.
8. Abandoned or unused vehicles are not allowed on the property and will be towed after the specified notice period following tagging.
9. All vehicles must be operable and have valid license plates. "Operable" means tires must be inflated, and all major components, including windows and the windshield, must be intact.
10. Vehicles covered in mud or excessive dirt are not permitted on the property.
11. We ask that all residents, visitors and guests observe these rules so that there will be adequate and convenient parking for everyone.

TRASH & RECYCLE

HHHunt provides a central compactor conveniently located within the community, and some communities also have recycling containers. Please follow these guidelines for proper trash and recycling disposal:

- If the trash compactor is full, place the trash in the compactor enclosure and contact the Management Office.
- Break down large boxes before placing them in the designated cardboard recycling center.
- Use appropriate recycle containers for recycling. Do not place garbage in recycling containers.
- Improperly disposed resident trash (e.g., left on landings, in entry halls, breezeways, or common area receptacles) may result in a fine per occurrence.
- Unwanted furniture (larger than 2 square feet) should not be placed in the compactor or enclosure. Take it to a waste center or donate it to a charity (e.g., Salvation Army, Goodwill).
- Packing materials (bubble wrap, paper, packing peanuts) should be bagged before being disposed of in the trash container.

RESIDENT RESPONSIBILITIES

LEASE OBLIGATION

Your lease is a legally binding agreement that outlines mutual expectations between you and ABBERLY Grove. By signing, you have agreed to rent an apartment home for a specific duration at an agreed-upon rental rate. The terms of the lease cannot be altered, including shortening the lease period or reducing the rent owed.

Please note that submitting a 60-day notice does not automatically release you from your lease obligations during the lease term. If proper notice is not given, or if a premature move occurs, we reserve the right to take legal action for damages and unpaid rent as specified in the lease.

If you find it necessary to move prior to your lease end date, contact our Management Office as soon as possible. Our team can explain your obligations and discuss potential alternatives.

Please remember that a 60-day notice is required if you plan to move out at the end of your lease term. Failure to provide this notice will result in being held responsible for payment equivalent to a 60-day notice period.

Simply vacating at the end of your lease without notice is not permitted.

RENTAL PAYMENT

In accordance with your lease, rent is due and payable on the first of each month. Rental payments should be made online using our Resident Portal, which may be accessed through our website at www.AbberlyGrove.com. You will receive a receipt within minutes.

Residents agree to pay late charges as per the lease agreement for rent received after the 5th day of the month, regardless of weekends and holidays. All late rental payments must be made in the form of certified funds. No exceptions will be made. Partial payments may not be accepted, and in cases where they are, the late fee will be charged accordingly. **Cash is not accepted.**

RETURNED PAYMENTS

It is our policy to require payment of rent with certified funds in the event that two (2) payments are returned.

RESTRICTION OF PRIVILEGES

As permitted by law, outstanding charges such as unpaid rent, late fees, damages, and overdue sub-metered utility bills could lead to the suspension of amenities and services access. Please note that repeated lease violations may also result in the suspension of these privileges. Access may be restricted without prior notice and will remain so until all outstanding payments are settled and lease violations are resolved to the satisfaction of management.

UTILITIES

Utilities as specified on your reservation form and the utilities addendum must be transferred into an account in your name on or before the lease commencement date and maintained in your name until your move-out date or termination of your financial obligation. An administrative fee may be applied in accordance with state and local regulations to all utility bills received by our Management Office after the beginning date of the lease or prior to termination of financial obligation. Failure to have utilities transferred into the resident's name may result in breach of lease.

In the event that a utility is disconnected, the resident will be responsible for payment of all damages resulting from the interruption of service, including but not limited to frozen pipes and loss of refrigeration.

We recommend that you maintain a room temperature of at least 60 degrees in your apartment to prevent pipes from freezing.

RENTERS INSURANCE

Please be advised that the community insurance policy does not cover damage to your personal property whether by fire, water, vandalism or any other cause. You are required to maintain renters insurance coverage while residing at the community. Proof of this policy will be required and updated annually.

South Carolina properties except Abberly Market Point are a part of the RLL program but still encouraged to maintain renters' insurance.

VISITORS & GUESTS

Residents are responsible for the conduct of their occupants, visitors, and guests and should ensure they are familiar with all relevant policies and regulations.

Please direct guests to park in less frequently used areas of the parking lot or designated auxiliary parking. If your community has designated visitor parking, please make sure your guests use those spaces; failure to do so could result in towing.

RULES & REGULATIONS

OCCUPANCY GUIDELINES

HHHunt conforms to the following policy unless state or local regulations dictate otherwise:

- 1 Bedroom:** Maximum of three (3) persons
- 1 Bedroom w/ Den:** Maximum of five (5) persons
- 2 Bedroom:** Maximum of five (5) persons
- 2 Bedroom w/ Den:** Maximum of seven (7) persons
- 3 Bedroom:** Maximum of seven (7) persons

UNAUTHORIZED OCCUPANTS

Only individuals listed on the lease agreement are authorized to occupy the apartment. Any non-registered person living in the apartment is considered an unauthorized occupant. Visitors are permitted for up to 14 days in any given month, unless prior approval of extension is granted by management.

Unauthorized occupants pose a risk, as neither the leaseholders nor the residents have legal recourse for damages or unpaid rent resulting from them. To safeguard both the resident and HHHunt, legal action will be pursued against violators. Management also reserves the right to enter the apartment at reasonable times to ensure compliance with lease terms.

STORAGE AND PLACEMENT OF PERSONAL PROPERTY

Residents may arrange personal belongings within their apartment at their discretion, provided they adhere to the following guidelines:

- 1. Emergency Access** – All windows and doors must remain fully operational and unobstructed, as they serve as emergency exits. Report any malfunctions to the Management Office immediately.
- 2. Flammable Materials** – Combustible or flammable items (e.g., aerosol cans, nail polish remover, paint, paper, plastics) must be kept away from heat sources such as HVAC units, water heaters, stoves, and electric heaters. Flammable fluids and gases (e.g., gasoline, propane, lighter fluid) are strictly prohibited inside apartments, balconies, patios, and buildings.
- 3. Fire Extinguishers** – Residents must ensure that any personal fire extinguishers are single-use and fully charged at all times.
- 4. Clearance from Heat Sources** – Maintain at least 36 inches of clearance around heating vents, return air vents, breaker panels, and appliances. The stove/oven must remain functional and free of stored items at all times.
- 5. Mechanical Closets** – Storage of any items inside the mechanical closet (housing the HVAC system and water heater) is prohibited. Management reserves the right to remove items at any time.
- 6. Ceiling and Sprinkler Clearance** – Items must not be stored within 18 inches of the ceiling or sprinkler heads, and nothing should be hung from sprinkler heads.
- 7. Stacking Limitations** – Loose or unsecured items (e.g., boxes, books, clothing) may not be stacked more than 3 feet high, as unstable stacks create fire and safety hazards.
- 8. Hallways and Walkways** – All hallways, walkways, and access points to doors, windows, and apartment equipment must remain clear of obstructions, including cords and debris. Blocked egress routes limit emergency response efforts.
- 9. Breezeway & Hallway Storage** – Personal items, including furniture, boxes, toys, bicycles, and scooters, may not be stored in breezeways or hallways. These pose fire and safety hazards and will be removed immediately without notice.
- 10. Waste Management** – Trash and recyclables must be stored in appropriate containers and regularly disposed of in designated areas.
- 11. Safety Hazards** – Items with sharp edges or items that present trip hazards must be stored safely to prevent injury.
- 12. Compliance & Violations** – Any storage practice deemed unsafe by management, inspectors, or safety personnel constitutes an emergency lease violation and must be corrected immediately upon notice.

SATELLITE DISHES

Satellite dishes are allowed in HHHunt communities with apartment homes that have a balcony or patio. Management approval is required for installation, and the dish must be on a patio or balcony facing southwest to receive the satellite signal. The following rules apply:

- The dish cannot exceed 1 meter in diameter.
- It must be installed within the apartment's balcony or patio area.
- Installation cannot involve drilling holes or placing the dish on poles or devices extending beyond the balcony rail.
- Dishes cannot be placed in common areas such as outside walls, windowsills, roofs, landscaping, or shared balconies/stairways.
- Residents installing a satellite dish must show proof of liability insurance specifically covering the dish for the entire lease term and any renewals.

SIGNS/NOTICES

Residents may not post signs or advertisements on windows, hallways, doors, mailboxes, or outside the building, except on designated bulletin boards.

Management may remove expired, offensive, or otherwise inappropriate notices.

Management newsletters, notices, and memos may be posted on apartment doors, entry halls, breezeways, or building entrances and will be removed promptly to maintain a neat community.

PACKAGES

If you are at a community that offers a package room or package service, please utilize it for retrieval of packages. The office will not accept packages in these cases.

For all other communities, packages will be accepted at the Management Office during normal business hours from all delivery services including U.S. Mail, DHL, UPS and/or Federal Express. The following restrictions will apply:

1. Package acceptance on behalf of our residents is a service provided as a convenience and resident agrees not to hold HHHunt responsible in the event a theft or loss occurs.
2. Packages must be picked up during normal business hours at the Management Office. Please observe holidays and scheduled closings to ensure prompt receipt of your package.
3. Packages not picked up within fourteen (14) days may be returned to sender.
4. Residents are responsible for notifying the delivery company of their delivery preference (i.e. leasing office, leave at door, etc.) when no one is home.
5. Packages must be addressed to a person listed on the lease.
6. The following types of packages may be refused and may not be stored in our leasing office:
 - Packages shipped prior to occupancy
 - Packages containing perishable items
 - Luggage and other moving items
 - Furniture, tires and other bulky items

ANIMAL POLICY

All animals must be registered with the Leasing Office before being brought into the community or apartment, regardless of whether a deposit/fee is required. Failure to register an animal is a lease violation and may result in a fine. This fine is non-refundable, does not apply toward registration fees, and will not be returned upon move-out, regardless of the apartment's condition.

All animals must be approved, and applicable pet rent and fees will be charged as required. Please contact the Leasing Office for details.

Residents are responsible for any repairs beyond normal wear and tear.

All Residents who have signed the Lease Contract and the Animal Addendum will be jointly and severally liable for any and all damages caused by the animal. This includes damage to another person's property or injury to another person, as well as, damage to the premises. Residents are responsible for the animal's actions at all times.

The following rules were established to ensure animals do not prevent any resident from enjoying the comforts of their apartment home and community. Failure to follow these regulations may result in Management revoking the Resident's right to have an animal on the premises and/or fines.

- a. A maximum of 3 animals are allowed in the apartment. Of the 3 animals allowed, no more than 2 dogs are allowed.
- b. Only the following animals are allowed on the premises; Dogs, cats, fish, pet mice, hermit crabs, gerbils, Guinea pigs, birds, ferrets, rabbits. Animal fees are required for dogs and cats. Dogs and cats must be housebroken prior to bringing them to the apartment. With the exception of dogs and cats, all other animals must be caged at all times.

- c. Dangerous, harmful or poisonous animals will not be allowed.
- d. Guest animals must be registered prior to bringing them to the community. Rent, deposits and/or fees may be required. Illegal animal fines will apply.
- e. All residents, regardless of whether they have an animal, must complete the Pet Screening process annually.
- f. For properties utilizing Poo Prints, all Canines are required to be registered with our Poo Print Swab Kit within 3 days of move in. Failure to register will result in a breach of lease and a fine.
- g. Animals may not be left in the apartment unattended for a period of time that is considered inhumane to the animal. Animals are not to be left on the patio, balcony, or in common areas of the building unattended.
- h. Dogs are only allowed to defecate or urinate in areas away from the apartment premises. THE RESIDENT IS RESPONSIBLE FOR CLEANING UP ANIMAL WASTE. FAILURE TO DO SO WILL RESULT IN A PENALTY. This will be charged to the resident's account and will be required to be paid in 30 days.
- i. Any damage to shrubbery or landscaped areas will be the sole responsibility of the resident.
- j. DOGS MUST BE KEPT ON A LEASH AT ALL TIMES, with the exception of fenced in Bark Parks.
- k. Cats must be spayed or neutered. Outdoor cats are prohibited. Cat urine is extremely difficult to remove from carpets, walls and other porous materials inside the premises. All cats must utilize a litter box, preferably with a "hood" to protect the walls and baseboards from the damage associated with cat urine.
- l. If, in the opinion of management (based on reasonable complaints), the animal becomes a nuisance or exhibits aggressive behavior, the animal must be removed immediately upon receipt of written request or legal action will be initiated.
- m. Management reserves the right to restrict fish tanks to a maximum weight of 20 gallons on upper levels and no more than 50 gallons on the ground level.
- n. No animals other than service animals will be allowed into the following areas: swimming pool areas (due to health codes, no animal is allowed to swim in the pool), laundry rooms, clubrooms and recreational facilities
- o. It is the resident's responsibility to secure pets in the apartment home during apartment home service. This will allow our Service Technicians to promptly and efficiently provide necessary service in your apartment home. This is also for your animal's safety. Residents may be charged for additional service time and/or damage resulting from delay of service due to unsecured animal(s).
- p. Management may add additional rules at any time and agrees to notify Resident(s) in writing. Additional rules at specific HHHunt communities may apply and will be listed in a separate addendum and/or lease contract.

NOISE POLICY & REPORTING PROCEDURES

Consideration for others is essential in apartment living, especially regarding noise.

If you are uncomfortable addressing a noise issue with your neighbor, you may contact the Management Office, and a team member will handle it on your behalf.

If the issue occurs after office hours or persists despite intervention, you may contact the local police. If your community has a courtesy officer, you can also inquire with the office about their assistance.

If you contact the police, please notify the Management Office on the next business day with the details, including the apartment number and nature of the complaint.

Repeated noise violations, verified by Management, may result in further action, including possible lease termination.

AUDIO EQUIPMENT & MUSICAL INSTRUMENTS

Pianos, musical instruments, audio equipment and home theater systems are permitted with Management's approval. To minimize noise disturbances, HHHunt reserves the right to determine the optimal placement of pianos, musical instruments, subwoofers, and speakers. For best noise reduction, speakers and subwoofers should be placed away from shared walls, elevated from the floor, and isolated with pads or stands to reduce vibrations.

If noise complaints persist despite these measures, Management may require the removal of the item from the property.

BALCONY OR PATIO

Private balconies and patios are designed to enhance your indoor-outdoor living experience. To maintain a pleasant community for everyone, we ask residents to observe the following guidelines:

- **Neat Appearance:** Balconies and patios should be kept tidy and orderly at management's discretion. Indoor furniture is not permitted. These areas are also not for storage.
- **Respect for Neighbors:** Please refrain from dumping ashtrays, emptying vacuum cleaners, or shaking rugs or mops from your balcony or patio.
- **Animals & Pets:** Animals/Pets should never be left unattended on a balcony or patio.
- **Planters:** Ensure planters have water reservoirs to prevent leaks or stains on flooring below.
- **Storm Preparation:** All accessories should be securely storm weighted.
- **Clotheslines and Hanging Items:** Clotheslines are not permitted, and no clothing, towels, flags, or other items may be hung on balcony rails, windowsills, siding, or eaves.
- **Wind Chimes and Other Items:** For neighborly consideration, wind chimes are not allowed. Items such as signs, doghouses, and cat litter boxes should not be kept on balconies or patios.
- **Cooking Devices:** No cooking devices are allowed to be operated on the patios due to fire hazard.
- **Flammable Items:** Do not store flammable items such as gas, kerosene, lighter fluid, or planters containing only potting soil or dead plants. Tiki torches are prohibited.
- **Seasonal lighting:** Seasonal lighting is allowed, but management reserves the right to request removal if deemed inappropriate or out of season.
- **Limits:** No more than 7 people allowed on a balcony at any one time.

BIRD FEEDERS

While bird feeders can provide delightful wildlife viewing, they may cause significant damage to our buildings. For this reason, bird feeders are not allowed on, attached to, or hung from any buildings or trees within the community.

PONDS AND LAGOONS

Our serene ponds and lagoons are for decorative purposes only. Swimming, wading, fishing, boating, and skating are strictly prohibited in these areas.

Thank you for helping us maintain a safe, clean, and enjoyable community!

COMMUNITY AMMENITIES

ADRENALINE CARDIO & STRENGTH STUDIO

We are delighted to provide our residents with a state-of-the-art fitness center that is easily accessible. Our facility boasts a wide range of equipment catering to diverse workout preferences, complete with cable television and radio access for added enjoyment.

Access to the fitness center is granted through an amenity access card, fob, or smart home access system. Please note that access is limited to residents only; however, residents are welcome to bring up to two guests to enjoy the facilities.

In the event of a lost fob or access card, a replacement fee will apply. Please contact the office for further details.

For your safety, kindly review the following guidelines before using the fitness center:

1. Consult with a physician before using the equipment.
2. Use the equipment at your own risk.
3. Guests must always be accompanied by a resident.
4. Report any issues to the Management Office.
5. Please keep the facilities clean and tidy.
6. HHHunt is not responsible for lost or stolen items.

CAR CARE CENTER

For your convenience, many of our communities feature a designated area for your car washing needs. Please observe the hours of operation posted at the car wash area. Car washes will be winterized as needed and unavailable during those times. To ensure an efficient and enjoyable experience for all, please follow the guidelines below:

- The carwash is for washing cars only
- No vehicle maintenance is permitted
- Please help us keep the carwash area clean by removing all trash and personal items
- Report any issues to the Management Office
- Please pull out of the bay when washing is complete so that others may utilize this amenity

CLUBHOUSE GUIDELINES

Welcome to the clubhouse, a space designed for relaxation, entertainment, and enjoyment. Whether you're watching TV, unwinding with the amenities, or seeking a peaceful retreat, we're glad to have you here. As a shared space, we kindly ask all residents to be considerate of others while using the clubhouse.

Access and Guests

- Entry may require your key fob.
- Residents are allowed up to two guests per household, and all guests must be accompanied by a resident.
- For security reasons, do not prop open doors or allow non-residents to enter.

House Rules

- **Service Animals Only:** Only service animals are permitted inside the clubhouse.
- **Furniture and Equipment:** Please do not rearrange furniture or remove items from the clubhouse.
- **Parties:** The clubhouse is not available for parties unless your community offers after-hours rentals, which must be reserved in advance.
- **Pool Table:** The pool table is open to all residents on a first-come, first-served basis and cannot be reserved. If others are waiting, please limit play to one game per turn.

Management Rights

Management reserves the right to close or limit access to the clubhouse without notice. The clubhouse is monitored by cameras, and activities are recorded at all times. Any actions violating the lease or community rules may result in fines, loss of privileges, or lease termination.

HHHunt is not responsible for injuries incurred while using clubhouse amenities.

Thank you for helping us keep the clubhouse enjoyable for everyone!

COFFEE BAR

Enjoy a fresh cup of complimentary coffee in our Internet Café area. Please be considerate when preparing your coffee and dispose of condiments properly. Remember, all beverages from the carafes are hot. For your safety, management advises caution and reminds you that they are not liable for injuries resulting from the proper or improper use of the carafes.

GRILLS

At Abberly Grove, we offer shared grilling stations for all residents to enjoy on a first-come, first-served basis. Please note that, in compliance with Fire Code regulations, grills of any type, charcoal or gas, are not allowed on patios or balconies. Personal grills are also prohibited anywhere on the property. Thank you for helping us maintain a safe and enjoyable community!

VIDEO SURVEILLANCE

Certain areas of the clubhouse and amenities are under video surveillance. Cameras are in place for monitoring purposes and should not be tampered with, moved, or disabled. Residents understand that surveillance does not guarantee safety, and therefore release HHHunt from any associated liability. Violations of community rules captured on video may result in fines, loss of privileges, or lease termination.

WI-FI ACCESS

Wi-Fi is available in the clubhouse and pool area for residents' use. Please note that this is an unsecured network, and any data transmitted may be visible to others. Residents use this service at their own risk.

POOL RULES & REGULATIONS

The following regulations are in place to ensure a careful and enjoyable pool experience for all residents. Additional rules may be provided at move-in, posted in the pool area, or communicated through updated correspondence. HHHunt is committed to maintaining a clean and secure pool facility, and we appreciate your cooperation.

Management strictly enforces these rules. Failure to comply may result in fines and will be considered a lease violation. Repeated violations could lead to lease termination.

POOL ACCESS

- A key fob or smart home access is required to enter the pool area.
- The pool may only be accessed and used during posted hours.

GENERAL POOL GUIDELINES

1. Use of the pool and sunbathing deck is at your own risk. HHHunt assumes no responsibility for accidents or injuries.
2. Remove all personal belongings when leaving the pool area. HHHunt is not responsible for lost, stolen, or damaged items.
3. Glass containers are strictly prohibited. Beverages must be in non-breakable plastic containers.
4. All swimmers must shower before entering the pool.
5. Guests must be accompanied by a resident at all times. Each apartment is limited to two guests unless prior approval is obtained from management.
6. To prevent discoloration of vinyl straps, please place a towel on lounge chairs before applying oils or lotions.
7. Residents must adhere to all posted local laws and regulations.
8. If a lifeguard is on duty, additional rules may apply.
9. Avoid loud or disruptive behavior, including running, horseplay, or excessive noise. Personal music is only permitted with earphones.
10. Only pool-related toys are permitted in the pool area; footballs and frisbees are not allowed.
11. Bicycles, scooters, skateboards, rollerblades, and other wheeled items are not allowed inside the pool enclosure.
12. Pets are not permitted inside the pool enclosure at any time.
13. Proper swim attire is required at all times.
14. Pool hours are posted at the entrance. In some regions, pools are open year-round; in others, the season runs from late spring to fall per Health Department guidelines. Opening and closing dates will be determined by management and will not change due to weather conditions.

Your cooperation in following these rules helps maintain an enjoyable pool environment for everyone. Thank you!

SAFETY GUIDELINES

SMOKE & CARBON MONOXIDE DETECTORS

The smoke and carbon monoxide detectors in your apartment are installed to provide early warning of potential hazards. These detectors contain sensors designed to detect smoke or carbon monoxide, triggering an alarm to alert residents of danger.

Detectors may be either hardwired into your apartment's electrical system with a battery backup or solely battery-operated. In hardwired units, brief alarm signals may occasionally occur due to voltage surges from electrical storms or a low backup battery.

If your alarm sounds and there is no smoke or carbon monoxide present, or if the detector beeps repeatedly, please contact the Management Office for service. If your detector is battery-operated, you may replace the battery yourself or request assistance from the Management Office.

Residents are legally required to maintain working smoke detectors in their units. Tampering with, disabling, or removing detectors is strictly prohibited.

Regardless of the type of detector, residents are responsible for ensuring proper maintenance in accordance with state and local laws and their lease agreement.

FIRE SAFETY TIPS

What you do in the first five minutes of a fire can make a difference. Your actions may save your life or the life of your family and neighbors. First, determine if everyone is out of the apartment. Next, pull the fire alarm pull station closest to your apartment (if provided) and call 9-1-1. Retreat to a safe distance and above all, DO NOT PANIC.

Fires rise and spread through open doors and stairways. If it is safe to do so, close all doors on the way out of your apartment. However, leave the door unlocked so that the Fire Department may enter to control the fire.

“An ounce of prevention is worth a pound of cure.” Remember, fire thrives on fuel and air. If you can safely remove one of these elements, you can help stop the fire.

Residents are not allowed to keep gasoline or other combustible materials in their apartment and are not permitted to do anything which would increase the possibility of a fire (i.e., keep motorized vehicles in building or on patios). Above all, you can prevent fires by taking these simple precautions:

1. Make sure matches and cigarettes are completely cold before they are discarded.
2. Matches should not be misused or played with.
3. Do not smoke in bed.
4. Never throw water on a grease fire occurring on the stove or in the oven. Only use baking soda or a fire extinguisher.

FIRE EXTINGUISHERS

Fire extinguishers are provided in each building for your protection. They work by smothering fires and should only be used in emergencies. Familiarize yourself with their locations upon move-in. If you use an extinguisher, notify the Management Office immediately for a recharge. Theft or misuse violates the lease, and any resulting damage is the resident's responsibility. Report misuse to Management; it could save lives.

SNOW REMOVAL

Snow removal is a shared effort. Our team clears parking lots, sidewalks, and stairways, but we recommend keeping a broom, shovel and ice scraper for personal use. Park at least 3 feet from the curb during snow forecasts to aid removal efforts. Report hazardous areas to the Management Office.

SOLICITING

Soliciting of any type is strictly prohibited. “No Soliciting” signs are posted and enforced. Report solicitors to the Management Office immediately.

GOING OUT OF TOWN?

If you're away, pause deliveries and notify the Management Office with emergency contact details. If you notice suspicious activity at a neighbor's unit, contact the Police or Management immediately.

MOVING GUIDELINES

MOVING DAY

Thank you for choosing Abberly Grove! We value your residency and appreciate your consideration for neighbors.

Move-In/Move-Out Hours

To minimize disturbances, please limit moving activities to 8:00 AM – 9:00 PM daily, including weekends. Noise carries, so please be mindful.

Trash & Unwanted Items

Dispose of all trash, boxes, and unwanted items properly. Do not store them in breezeways, patios, or balconies.

CONDITION REPORTS / INSPECTION FORMS

Please complete your Move-in Inspection Form within five (5) days after the commencement of your lease. This list will be used to correct any problems at the start of your lease and to prevent an incorrect charge for damages that were present when you accepted possession of your apartment. Please note that emergency issues will be resolved immediately. ABBERLY Grove' Service Team will address and resolve any non-emergency issues promptly. If the Move-in Inspection Form is not received within five (5) days after the lease commencement, ABBERLY Grove will consider the apartment to have no issues.

MILITARY TRANSFER

In the event that an HHHunt resident is in the U.S. Armed Forces and has received a permanent change of station or is deployed, the resident may terminate his or her contract with a thirty (30) day written notice. Please be advised that a copy of the Orders must be presented prior to vacating.

TERMINATION OF A LEASE

A lease may be terminated if there is a breach of the agreement or non-compliance with related policies. Termination notice can be issued after the first warning of a violation, in accordance with state and local Landlord-Tenant laws. Residents remain responsible for the full lease term rent unless the apartment is re-rented.

Abberly Grove reserves the right to issue a 60-day written notice prior to the lease expiration if renewal is not desired. Additionally, habitual late rent payments during the lease term may result in nonrenewal of lease at the property's discretion.

TRANSFERS

General Guidelines

Communities may offer a resident the ability to transfer within the community, to another phase of the property or to another HHHunt community. Proper move-in and move-out procedures must be followed. An inspection of existing apartment must occur prior to transfer being authorized. Residents will be denied the ability to transfer in the following situations:

- Damages to the premises exceed \$500.
- Documented lease violations
- Payment problems.
- Pest Control issues

Policies and Procedures

- Transfer fees may vary depending on whether the resident will transfer within an existing community, to another phase of the property or to another HHHunt community.
- The transfer fee must be paid to the property vacating. The transfer fee is nonrefundable.

- 120 days of the lease must be fulfilled before the transfer will be allowed.
- A new application must be completed for the file but will not be required to be run and application and administrative fees will not be required.
- Residents may be required to pay a new deposit or Surety Bond prior to the transfer in certain circumstances.
- Residents should provide management with a 30-day written notice (unless otherwise approved by Regional Property Manager) and follow all vacating procedures.
- Resident must sign a new lease agreement with the terms and rates available at time of transfer.

All transfers are subject to management’s approval.

Moving Out? Notify These Contacts (2-4 Weeks in Advance):

- **Post Office** (mail forwarding)
- **Utility Companies** (lease expiration date)
- **Banks & Insurance Providers**
- **DMV & Credit Card Companies**
- **Schools, Employers, Doctors, etc.**
- **Friends & Subscription Services**

Key Return & Final Inspection

All keys, fobs, access cards, and remotes must be returned at move-out. Failure to do so may result in additional charges. Apartment inspections occur only after full vacancy and key return. Residents may request to be present during the inspection.

Move-Out Cleaning & Responsibility Checklist

To ensure a smooth move-out process, please review the following items carefully. If any cleaning or repairs are not completed by move-out, charges may be assessed. Outstanding balances will be communicated after move-out. Unpaid charges beyond 10 days may be sent to collections.

For estimated costs, please inquire with the office.

1. Clean Apartment Thoroughly – The entire unit should be left in a clean condition.
2. Clean Stove – Remove all grease, including under burners. The oven should be free of burned-on grease and thoroughly cleaned inside and out, including racks.
3. Trash Removal – All trash should be removed from the apartment and properly disposed of.
4. Clean Refrigerator – All surfaces inside and out should be wiped down with mild detergent, including underneath vegetable bins.
5. Clean Dishwasher – Interior and exterior should be wiped down.
6. Wipe Down Countertops and Cabinets – All surfaces should be cleaned, and any contact paper or adhesive must be removed. Dry all counters and vanity surfaces to prevent staining.
7. Clean Bathroom – Remove all adhesive and any residue from surfaces.
8. Carpet Condition – Carpets should be returned to the same condition as move-in, excluding normal wear and tear. Any damage, including stains, pet damage, or bleach spots, will be assessed for repair or replacement costs.
9. Clean Patio/Balcony – All dirt and stains should be removed.
10. Clean Plantation Blinds – Blinds should be dust-free.
11. Clean Fireplace – The fireplace must be free of ash and debris.
12. Mop Floors – Floors should be thoroughly cleaned.
13. Wall and Ceiling Repairs – Remove all nails. Repair costs for excessive or large holes will be based on the cost to the owner.
14. Pest Control – If any signs of flea or other pest infestations are found, extermination will be required, and a fee will be applied.
15. Return All Keys & Access Items – All keys, fobs, guest parking passes, and gate openers must be returned to the rental office. Rent will continue to accrue until the keys are delivered.
16. Nicotine Remediation – If necessary, nicotine remediation fees may apply.

For any questions or to receive an estimate of potential charges, please contact the office.




HHHUNT
APARTMENT LIVING
Because it's how you live that matters®

