



ELKRIDGE ESTATES
— OF ROLAND PARK —

RESIDENT

HANDBOOK

ALLEN  ROCKS™
EST 1948

Dear Resident,

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

Allen & Rocks, Inc. is constantly striving to keep its communities in excellent repair. Should you notice something that needs attention, or you have a need for maintenance service in your apartment home, please contact the team at the management office and they will be happy to respond to your request.

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

If you have any questions or suggestions, please don't hesitate to call or stop by the management office. We will be happy to help you.

Welcome Home!!

Carla Hatten (Community Manager)
Elkridge Estates

Leasing Center Mailing Address, Phone, Fax and Email

Elkridge Estates

6025 Roland Avenue

Baltimore, MD 21210

Phone: (410) 377-9555, Gatehouse 410- 377-6300 Fax: (410) 377-6846

E-mail: elkridgeestates@rocksco.com

Office Hours:

Monday - Friday 9:00 a.m.- 5:00 p.m.

Saturday 9:00 a.m.- 5:00 p.m.

Sunday **CLOSED**

Additional Occupants

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

Alterations

Management must approve any alterations or improvements to your apartment which you wish to make. Wallpaper borders with a strippable backing are allowed.

Appliances

Your apartment is furnished with quality appliances for your use and enjoyment. Although we will repair broken appliances, please help us by following the guidelines listed below. Additional large appliances (e.g., freezers, etc.) **ARE PROHIBITED.**

Dishwasher: It is necessary to rinse your dishes before putting them through a washing cycle. This will insure a thorough cleaning. Be careful not to cover up the center drain at the base of the dishwasher, as it must be clear in order to operate properly. Use detergent specifically designed for dishwashers.

Garbage Disposal: Please do not put any bones, potato peels, or hard objects in your garbage disposal. Always run cold water when using the disposal. If your disposal is not functioning properly, try pressing the reset button under your disposal. If the problem continues, call the management office and place a maintenance service request.

Washing Machine: Please use proper soap levels, check the hoses on a regular basis to be sure they are secure, and do not overload the washing machine with clothing.

Dryer: Be sure to empty the dryer lint filter before each use of the dryer. Failure to empty the filter will cause an increase in drying time. Overloading the dryer will also increase the drying time.

Oven: Please follow the instructions provided to you for proper cleaning. Contact the management office if you have any questions. If you have a self cleaning oven, please do not use any oven cleaning products on the interior surface of the oven as this will destroy the self-cleaning properties of the surface.

Stove: The top of the stove lifts for cleaning purposes. The surface burners and grates should be removed and cleaned on a regular basis with appropriate cleaning products.

Awnings

Please raise and lower your awning weekly to prevent bird and squirrel nesting. Raise your awning prior to storms and lower awning after storms to release collected rain or snow. Call the management office to purchase awning cranks, if needed.

Bird Feeders

The only bird feeders that are permitted in the community are hummingbird feeders which do not contain seeds.

Exterminating Services

Pest Control service is free and available on the 2nd and 4th Wednesday of every month. If you experience a pest concern, please call the management office immediately to be put on the schedule for treatment. Please make sure to keep your dishes clean and remove your garbage daily, as these are preventative measures that will help to not attract pests. If you own items that contain wool, please keep them stored away in closed containers to help prevent moths. Please do not keep old newspapers and bags in your apartment as these items attract roaches, ants, etc.

If you have a pest infestation caused by poor housekeeping or neglecting to report a pest problem, you will be responsible for the costs to treat your apartment.

Heating and Air Conditioning

A/C

Turn fan to "AUTO"
Turn system to "COOL"
Turn dial to desired temperature,
but **not lower than 70 degrees**

HEAT

Turn fan to "AUTO"
Turn system to "HEAT"
Turn dial to desired temperature
but **not higher than 75 degrees**

****Please maintain a temperature of above 65 degrees in the apartment during the winter months.***

Outdoor Cooking

We encourage the enjoyment of our outdoor spaces. Outdoor cooking is only permitted at the grill located in the Elkridge Estates Park. This grill use is first come, first serve and users are expected to clean the area safely disposing of hot coals in the provided receptacle. Grills, fire pits and/or any other cooking equipment are not permitted on apartment balconies or terraces.

Parking / Towing / Guest Parking

All residents must register their vehicle with the management office and obtain the proper permits for parking. All vehicles parked at Elkrige Estates must be parked legally, properly tagged, and licensed. Residents must have the proper permits always displayed in their automobile. Vehicles must always be in operating condition. Any vehicle **NOT** complying with the aforementioned will be tagged for towing **at the owner's risk and expense**.

No washing of vehicles is permitted in the parking lots of our buildings. Please utilize the car wash area by the maintenance shop, below the clubhouse. Also no vehicle repairs, oil changes or inoperable cars are permitted throughout the community at any time.

Terraces and Balconies

The terrace or balcony are not storage areas. Management allows you to have a reasonable amount of patio furniture and potted plants. Plastic or inflatable pools are not allowed on the common grounds or on your terrace or balcony.

Flags or lighting are not permitted on balconies, unless it is during a holiday season. The leasing office will communicate permitted times for holiday décor.

Pets

Here at Elkrige Estates, we currently allow no more than (2) ordinary house pets as described in our Pet Policy. No dogs over 80 pounds are permitted, German Sheperd, Doberman Pincher, Rottweiler, American Staffordshire Terrier, and American Pitt Bull Terrier (Collectively Pit Bulls) or a mixed-breed Pit Bull are prohibited breeds. In the case of having (2) dogs their combined weight may not exceed 35 pounds.

Management must approve all pets, a refundable security deposit of \$350 must be paid per pet as well as a monthly pet rent in the amount of \$35. Pets are not allowed in the common areas, and they are not free to roam the community.

Receiving Packages/ Deliveries

The gatehouse and leasing office will only accept packages addressed to you during emergency circumstances and it must be approved by the community manager in advance. This courtesy is subject to the following guidelines:

1. We will only accept small to medium sized, NON-perishable packages.
2. We will notify you when packages arrive.
3. We are not responsible for the security or condition of packages that we accept on your behalf. We will make our best efforts to handle your packages carefully and to keep them secure until you pick them up, but we do not guarantee that they will be undamaged or completely safe from theft. We will not be liable for any theft, loss, or damage to any package or packages we accept on your behalf.
4. We will release a package only to the named addressee, unless previously approved by management. You may not pick up packages for anyone else. When picking up a package, you must present identification.
5. C.O.D. packages will not be accepted.

Renter's Insurance

Every resident must obtain the protection afforded by renter's insurance. Like homeowner's insurance policies, renter's insurance protects your personal belongings in the event of fire, flood, water damage, theft or other damaging events or acts of nature.

Please refer to the lease paragraph where you agreed to maintain renter's insurance. Your personal loss insurance amount is up to you; however, you agree to purchase liability insurance coverage with a limit of not less than \$100,000 per occurrence.

While we do not want to think about a fire or flood destroying our homes it is possible and can happen. So please be sure to secure renter's insurance for your personal belongings.

Satellite Dishes and Antennas Installation

Our community offers cable and internet service by Xfinity and Verizon Fios. The installation and use of antennas or satellite dishes without the consent of Management are subject to removal without notice. Please contact the office for specific information on the approval and installation requirements of satellite dishes.

Service Requests

As a resident you have the responsibility of maintaining your apartment and keeping your premises in clean and habitable condition. This includes a minimum of regular floor care, cleaning the kitchen cabinets, cleaning behind major appliances, vacuuming the carpets, cleaning the bathrooms, and cleaning fixtures, doors, windows, and floors on a regular basis.

Management is responsible for all-routine maintenance and repairs.

Please be aware that you as a resident will be responsible for repair costs for any of the following:

- Damage caused by unreported leaks
- Indelible stains on carpets caused by spills or pets
- Holes in walls caused by carelessness or through intent
- Plumbing fixtures clogged with non-flushable objects (includes garbage disposals)
- Broken windows, torn screens
- Damaged shades, vertical or mini blinds
- Damage caused by any leaseholder, occupant or guest
- Damage caused by improper or neglected cleaning

Requests for service can be made online at elkridgestates.net, or by telephoning the leasing office during the posted hours. **Please do not give your maintenance request to any member of our service team since all requests must be scheduled through the leasing office.**

We make every effort to respond to service requests within twenty-four hours. If there are many requests for service, priority will be given to the most serious request.

If you do not receive a satisfactory response to your request or if you wish to know what action was taken, please do not hesitate to let us know. Your comments, both positive and negative, are invaluable to us.

Waterbeds or Water-Filled Furniture

Waterbeds or water filled furniture are not allowed.

Emergency Maintenance

Should you have an emergency maintenance request after normal business office hours, please dial **the leasing office number 410-377-9555, listen to message, and choose option #1 for emergency service.**

The following are considered **EMERGENCY SITUATIONS**:

- A water leak in your apartment.
- No heat or air conditioning in your apartment.
- **Fire in your apartment or in another apartment: call 911 then, the gate house at 410-377-6300.**
- **If you smell gas during emergency hours, please contact BGE at 410-685-0123 to report a gas emergency, then the gate house at 410-377-6300.**

Lockouts

Go to the Leasing Office during regular business hours. If the Leasing Office is closed, please dial **410-377-9555** or contact Gatehouse at 410-377-6300. There is a charge of \$25.00 for lockouts after 5:00 p.m. daily, on weekends and holidays. Your resident account will be billed.

Please use the Gatehouse number **ONLY** when the Leasing Center is closed. Regular service calls should be reported to the office, and they will be taken care of as quickly as possible.

Smoke Detectors

For your safety, we strongly recommend that you test the smoke detector every two (2) months. If the detector starts beeping, it is signaling that the battery needs replacement. Please notify the leasing center, and we will replace the battery for you free of charge.

- ▣ Do not remove the battery.
- ▣ Do not cover or remove your smoke detector at any time.
- ▣ Management will provide detectors for the hearing impaired upon request.

Solicitors

- ▣ **SOLICITORS ARE NOT PERMITTED ON THE PROPERTY AT ANY TIME.**
- ▣ Identify the person at the door **BEFORE** you open the door.
- ▣ Do not hesitate to call the police if you see or hear anything suspicious. After contacting the police, notify the leasing center as soon as possible.

Storage

A storage locker is provided for you in each building. This excludes Terrace apartments, which have storage in their apartment's laundry room. Residents are responsible for securing their storage locker. The storage of combustible fluids, vehicle batteries, newspapers/magazines or other combustible materials presents a fire hazard and is prohibited.

Trash Removal

Elkridge Estates provides trash pickup from the trash rooms located in each building and from all terrace patios. Trash pick-up is on Monday and Friday. The recycling pick-up is on Wednesday. If you would like to dispose of used furniture or donate items to charity, please make arrangements to do so. Large cardboard boxes/moving boxes may be placed in the trash rooms. Please break down the boxes and then call the leasing office to have them removed.

We do not have a community dumpster for personal item disposal. The dumpster on the property is for the maintenance team's usage only unless approved in advance by the community manager. If you are caught utilizing the maintenance dumpster without approval, you will be fined accordingly.

Noise Ordinance

All residents are entitled to the enjoyment of their apartment homes.

Elkridge Estates follows the noise ordinance guidelines of Baltimore County, Maryland.

The noise ordinance is in effect from 11pm – 7am.

Baltimore County's noise ordinance prohibits any noise that unreasonably disturbs the peace, quiet, and comfort of neighbors at any time of day or night. The ordinance covers "domestic noise" and sets a standard of what is considered "unreasonable" noise, though specific "quiet hours".

For specific violations or noise complaints, please contact the leasing office at 410-377-9555.

Vacate Notices

Written notices to vacate must be completed and submitted at least 60 days prior to your moving date to the leasing office. If you are on a month-to-month rental agreement, written notice must be received 60 days prior to your moving date. **Should the written notice be improper, you will be financially responsible for all rent which may be due in accordance with your lease.** Once you submit your written notice, this is considered your permission for Management to rent your apartment and may not be rescinded or extended without the express written consent of management. You will receive a vacate acknowledgment letter or email that will explain what must be done prior to vacating the apartment. This notice will have a preliminary walk-through date that is pre-scheduled. It is expected that you adhere to the walk-through date. If accommodations need to be made, please contact the leasing office for rescheduling. Rescheduling should take place within a week of your original date. If you would like to be present for the final walk-through, please request an appointment with the leasing office.