

NEW RESIDENT HANDBOOK



 **TROPICANA**
PROPERTIES

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Welcomes You to Your New Apartment Home!

Hello! We would like to welcome you to Tropicana Properties and thank you for making your home with us!

This handbook is a guide to the rules and regulations of the property. This handbook is considered part of your lease agreement as the Communities Policies and Rules. Please read this handbook carefully and feel free to contact us with any questions that you may have. Your lease agreement will govern any conflict between the terms thereof and the terms of this handbook. Tropicana Properties reserves the right to change or add to this handbook at any time upon written or verbal notice.

We want your stay at Tropicana Properties to be a long and happy one!

Tropicana Properties complies with all applicable federal, state, and local laws prohibiting housing discrimination. Emergency numbers and other important numbers are located on page 8 of this handbook.

WELCOME



RENT

Rents are due on or before the 1st day of each month without demand. Payment of each sum due is an independent covenant, which means payments are due regardless of our performance. All leaseholders must pay rent online via the Innago application or website (www.myinnago.com). Echecks, in comparison to debit/credit cards, are highly recommended and encouraged. If full payment of the rent is not paid on or before the 3rd day of the month, a late fee will be assessed with an additional amount added each day in accordance with your lease agreement (please reference your TAA lease agreement, page 1, paragraph G). If your account is past due, a reminder notice will be sent to you on or before the 10th day of each month, detailing amounts due and owing. If rent is not received by the due date of rent owed, a notice to vacate will be delivered to begin eviction proceedings for non-payment of rent. Please pay your rent on time. If you foresee late payment, please contact the management office immediately to make a reasonable payment arrangement as soon as possible.

When we receive money, **we may apply it at our discretion and without notice to any unpaid obligations first which includes accrued rent, and then to current rent.** These include, but are not limited to late fees (please reference your TAA lease agreement, page 1 paragraph G), and the remaining balance will be applied to rent. Rents may be prepaid in whole, or in part, at any time. Any prepayment of rent shall be applied toward the payment of rent as it becomes due unless after such prepayment and prior to the next date upon which rent is due and/or a breach of the lease occurs, in which case the prepayment shall be applied as provided above.

All residents utilizing the online payment platform, www.myinnago.com, understand they are utilizing a third-party company and will be held liable for any delays in processing the payment and/or technical difficulties. Residents will assume full responsibility for all fees associated and will use it at their discretion. The online payment platform does offer 24/7 customer service for timely assistance. Contact your Office Manager for further details.

Innago Customer Service:
Telephone: (513) 964-0172
Email: Support@innago.com



GENERAL

Tropicana Properties is committed to offering you the best possible living conditions at an affordable price, and in order to do so we strive to keep our properties well-kept and orderly to provide a pleasant place to live. The following are general rules, regulations, and information:

- Parking spaces are not assigned. Disabled vehicles will be towed at the owner's expense. The following are NOT permitted: ATVs, flatbed trailers, RVs, and enclosed trailers (including semi-trucks/18-wheelers) may not be stored at the property. Vehicle maintenance or vehicle repairs are prohibited on the property. Oil spills and other caustic dumping will not be allowed on the property; the lease holder of such vehicle that has caused damages will be monetarily responsible for costs associated in repairing surfaces, including sidewalks, parking lots, and/or grass.
- KEYS, LOCKS, AND LOCK-OUT PROCESS: At the time of leasing, residents are supplied with the necessary key(s). Upon surrendering possession of the dwelling, resident must return all keys to the leasing office. Residents are not permitted to alter any lock, install a new or additional lock, or other attachment on the door. Residents should be careful not to misplace their keys, and we highly recommend making a spare key. A locksmith must be called if locked out after work hours. The resident is responsible for any fees accrued by this service. If locked out during business hours, management will ask for proper identification of the lease holder(s). If proper identification is supplied, management will unlock the front door.
- Garbage is to be kept in plastic garbage bags, and inside containers with lids. You may not leave garbage or garbage bags in your front entry, walkways, balcony, or on the sidewalk. Trash must be discarded in trash receptacles found on site, and any trash left near your unit will constitute a lease violation.
- Consuming alcoholic beverages is not allowed in any common area.
- Tropicana Properties will conduct pest control for the exterior of buildings only. Residents are responsible for pest control within the interior of their unit.
- Noise: You have a right to expect that your neighbors' actions will not disturb your right to a quiet and orderly home. No one should be subjected to excessively loud noise at any time. If problems arise that you cannot resolve by talking with your neighbors, please call the Property Manager, or, if the excessive noise occurs outside work hours, or any day between 10 AM and 10 PM, please call the police.
- Equipment malfunctions, chipping or peeling paint, water leaks from faulty plumbing, electrical failures, or defective roofs must be reported to the Property Manager immediately.
- Avoid putting grease or food objects down the kitchen drain; use a sink strainer.
- Keep drip pans under stove elements clean; please do not use aluminum foil.
- Please do not store anything in the oven, including pots or pans.
- A smoke detector is installed in your home to provide an early warning to help save you and your family from disaster in the event of a fire. We will check the detectors from time to time, but feel free to check for yourself and report a smoke detector that is not functioning properly immediately to the property manager. If you damage or disable the smoke alarm or remove a battery without replacing it with a working battery, you may be liable to us under Texas Property Code sec.92.2611 for \$100 plus one month's rent, actual damages, and attorney's fees.
- Shower curtains should be purchased to avoid water spillage, which may cause damage to bathroom floor tiles and surrounding areas. **YOU WILL BE CHARGED FOR WATER DAMAGE REPAIRS.**
- As a safety measure, there may not be anything blocking doors or windows. There should always be easy access to a window or door to exit in case of an emergency. If the windows or doors are blocked, this can result in serious injury to occupants.

- Window-installed AC refrigerator units are not permitted and will be removed by management with 24-hour written notification.
- Keep areas in front of the water heater closet and breaker box clear for easy access. Do not use the water heater closet as storage. Doing so may result in a lease violation.
- Do not let any unsupervised persons under the age of 18 in the playground; no bikes or skateboards are permitted on the sidewalks.
- Your air conditioner unit on your roof works by forcing air into your apartment. The A/C works best when windows are opened 1" to 2" to allow airflow. This will help prevent calcium deposits on the roof. If you do not leave your windows slightly ajar to allow this airflow and the calcification occurs, you could be charged for the labor and replacement of shingles. A warning will be given for the first time. Upon a second violation, you will be charged the labor and replacement of the shingles on the roof. If you need window locks installed in your unit to allow you to follow this policy, please contact your property manager who will arrange to have such locks installed.
- No cooking or baking in areas other than your kitchen is permitted except for designated grilling areas. If you live at a property in which there are no assigned grilling areas, and you grill on the property, you will be fined \$100.
- Heater and Air Conditioner conversions occur during the late spring and late fall. Should the tenant request the conversion not be performed, or the technician is unable to enter your unit and perform services, a \$75 service fee will be assessed. A second service fee of \$75 will be charged upon the request to connect the service. We strongly recommend you first speak with your manager regarding the service fees before deciding whether to accept services.
- Do not flush wet wipes, q-tips, feminine products and/or any other misc. items down the toilets. Although these items can be easily flushed, they can cause extensive damage over time to the plumbing lines. This can eventually lead to consistently clogged toilets. If you are found in violation, a plumbing service fee of at least \$50.00 may be charged.
- You are not responsible for normal wear and tear.

UTILITY SERVICES

As a resident, you are responsible for directly managing your utility payments with the respective providers. Please find the contact details listed at the end of this document to schedule any appointments. After completing your appointment, kindly provide your account numbers to your property manager.

You may not allow any utilities (other than cable or Internet) to be cut off or switched for any reasons — including disconnection for not paying your bills— until the Lease term or renewal period ends. If a utility is individually metered it must be connected in your name and you must notify the provider of your move-out date so the meter can be timely read. If you delay getting it turned on in your name by the Lease's start date or cause it to be transferred back into our name before you surrender or abandon the apartment, you'll be liable for a \$50 charge, plus the actual or estimated cost of the utilities used while the utility should have been billed to you.

For properties with sub metered water services from third-party providers, please contact your property manager for additional details on setting up your services. Please note, if services are suspended due to non-payment, a \$50 reconnection fee applies during business hours, \$75 reconnection fee is applicable for after-hours service restoration.

LEASE VIOLATIONS

To cover the costs we confront from lease violations, Tropicana Properties has adopted the following policies:

At management's discretion, a warning may be given, but is not obligated. Residents notified in writing of any lease violations by the manager or inspector will be given a prescribed number of days to correct the deficiency and pay a lease violation fee, with the amount depending on the lease violation performed. If the violation(s) is not rectified within the time frame provided, then the tenant(s) will be charged a greater fee for each violation thereafter in the amounts set forth by management. Please note, per lease that any payments made are first applied to late fees, violation fees, or any other outstanding fees.

For example, if a tenant owes \$25 for a lease violation and \$50 for a late fee, and \$800 for rent, and they pay their \$800 rent the following month on the first day of the month—then the rent is late and is a partial payment because out of the \$800 payment, \$75 will be deducted for the lease violation and the late fee which means that the rent is \$75 short.

Lease also covers refrigerator, stove, microwave, washer and dryer, which are owned by the property.

SERVICES

SOCIAL SERVICES

Tropicana Properties is committed to providing you with the best living experience. Social services are offered through the majority of our communities and are free to all our tenants. Please contact management for a list of social services in your community and area. A list of some of the social services provided include:

- Annual Income Tax Preparation
- Annual Health Fair
- Twice Monthly Arts & Crafts
- Twice Monthly On-site Social Events
- Weekly Exercise Classes
- Weekly Home Chore Services
- Scholarship Program

LET TROPICANA PROPERTIES PUT YOU IN A TROPICANA HOME

Tropicana Properties prides itself with providing Homebuyer Counseling, Credit Counseling and Financial Literacy, helping you set up your path to owning your own Tropicana Home. We have countless success stories, and would love for you to be one of them too!

If you buy a Tropicana Home, you qualify for:

- No closing costs
- No early release fees
- Buyer incentives
- Interest rate buy down

LET
TROPICANA PROPERTIES
PUT YOU IN A
TROPICANA *Home*



AMENITIES

Select properties may provide a playground, basketball court, grills, or a gazebo. The hours are Monday through Sunday from 8:30 AM to 8:30 PM. These facilities are for your enjoyment. All persons under the age of 18 must be supervised at ALL times. It is prohibited to possess alcohol, drugs, and drug paraphernalia in all common areas of the property. Any violations and damages will be reported to authorities, which could result in a lease violation and eviction.

LOW-INCOME HOUSING TAX CREDIT

You are leasing from Tropicana Properties, part of a unique program that helps the hard-working families of El Paso afford their rent. The Low Income Housing Tax Credit program is a federal program that mandates the rent schedule. To be eligible for this program, your family income must be at or below 60% of the Area Median Income. One hundred and twenty days before the expiration of your one-year lease, you are required to submit documentation to assist Tropicana Properties with reviewing your income. To set up your renewal, please contact your property manager to schedule an appointment. For Tropicana Properties' Non-Renewal and Termination Policy, please reference your lease, Section 25 and 26.



INSPECTIONS

As a resident you could be subjected to monthly and annual inspections. Please reference your lease agreement, section 14, for details on entry to inspect your unit.

MOVE-IN INSPECTIONS

You are required to complete the Inventory and Condition form within 48 hours of move-in, to note and acknowledge any possible all defects, damage, or safety or pest-related concerns to return to a Tropicana representative. Otherwise, everything will be considered to be in a clean and in good working condition. This form will be used to determine what should be considered your responsibility upon move-out.

MAINTENANCE AND HOUSEKEEPING INSPECTIONS

Periodically, the property manager may contact you to schedule a home inspection. This inspection is intended to identify any repairs that may be needed, as well as assess the overall housekeeping condition of the unit.

STATE INSPECTIONS (for those living in tax credit units)

You may be required to permit our entry into your apartment from time to time for a state-mandated physical inspection conducted by the Texas Department of Housing & Community Affairs. We are under no obligation to enter only when you are present, and we may, but are under no obligation, to give prior notice or make appointments.

Staff from the Texas Department of Housing and Community Affairs and investors may occasionally inspect the units. The property manager will advise you if your unit has been selected and when the inspection will take place. During our inspections, should maintenance or a Tropicana Properties representative find any discrepancies or damages in your apartment that are a direct result of your actions, you will be charged for services rendered. **ANNUAL INCOME RECERTIFICATION**

This program is a Housing Tax Credit Program in which the rent is income restricted by household size. Submitting income-supporting documents at lease renewal is dependent on the property project type. Below are the two types of projects.

Mixed Income Projects - Every year, Tropicana Properties will recertify household income. If upon income recertification, the household's income exceeds the limit for their unit, then Tropicana Properties will increase rent accordingly and decrease the rent

of another unit; following the Wait List Policy. Doing so ensures Tropicana Properties maintains compliance with all state and federal mandates.

100% Low-Income Tax Credit Projects – For 100% Low-Income Tax Credit projects, Tropicana Properties will not recertify income on an annual basis. This means, that upon renewal, you are not required to remain on the same level after the first year. If you earn more income after your first year of tenancy, then your rent cannot exceed the 60% income rent charged.

UNIT TRANSFERS

Any current tenant who submits a request to transfer to another unit on the property may do so only upon the renewal or termination of their then-current lease, must pay an additional security deposit, and must meet all of the following conditions: (1) the lease holder must deliver to Tropicana Properties a timely move-out notice, (2) the rental account must be current and have no late rent fees or maintenance fees due when the then-current lease terminates or renews, (3) there must be no uncured lease violations at the time of the renewal or termination of the underlying lease, (4) if the transfer will result in a move to a different Tax Credit Project Building then all tenants must qualify under the Tenant Selection Criteria Income Limits, provided, however, that no request for a unit transfer shall be denied, conditioned or delayed based upon the retroactive applicability of the Tenant Selection Criteria, (5) all residents must completely vacate their unit and return all keys to the unit and their mailbox on or before the end of the then-current term of the lease, (6) the unit shall be undamaged (normal wear and tear excepted) and shall be broom clean, and (7) the security deposit shall be applied to any balance due after the termination or renewal of the then-current lease and if such deposit is insufficient to fulfill all of the Applicant(s)' monetary obligations, then all amounts due and owing shall be paid immediately; if there are any funds remaining of the security deposit, then such funds shall be returned to the Tenant. Notwithstanding anything herein to the contrary, a tenant who seeks a transfer will not be required to wait until the end of their lease or to submit a new security deposit if the transfer is due to a reasonable accommodation under the Fair Housing Act or an emergency transfer under the Violence Against Women Act. All requests for a unit transfer made as a request for reasonable accommodation shall be handled following the Reasonable Accommodations Policy.

WAIT LIST

Any Qualified Tenant (as defined below) may request to be added to the additional rent-restricted wait list by fully completing an application, submitting all documentation required by Tropicana Properties, paying all Application fees, and submitting the request. A "Qualified Tenant" is a tenant who meets the requirements of the policies set forth herein and is otherwise eligible under any program governing the unit for which the tenant has applied. By accepting an application and placing it on the wait list, Tropicana Properties makes no guarantee of any offer of housing.

Tenants on the wait list must contact Tropicana Properties and communicate their desire to remain on the wait list every six months to renew the application. An exception to this policy may be granted as an accommodation to afford a tenant with disabilities equal opportunity to apply for housing if such a request is submitted and approved in advance of the scheduled application renewal date. Tropicana Properties does not send out reminder notices or make phone calls to remind tenants of this six-month deadline. If a tenant fails to communicate their desire to remain on the wait list within six months of the date of the application on file, the application will be removed from the waiting list.

As units become available, Tenants on the wait list will be contacted in the order their application was received. Once a tenant has been contacted regarding an available unit, the tenant will have 48 hours to (1) indicate to Tropicana Properties whether such Tenant still desires to be evaluated to move into the property, (2) update any information in the Application or the submitted documentation that is outdated, and (3) submit payment for all application fees and deposits. Any Tenant who does not completely respond in a timely manner, as set forth above, shall be denied and removed from the wait list. If a unit becomes available more than 120 days after the application was submitted, all tenants on any application evaluated for removal shall resubmit all supporting documentation required Tropicana Properties along with an additional application fee so that such tenant(s) may be rescreened.

Tropicana Properties will close the wait list if there are ten other tenants already on the wait list for each type of unit on the property. Notwithstanding the foregoing, those who have demonstrated eligibility under any of the following programs will be prioritized: (A) Tenants who need accessible units per Title 24, Section 8.27 of the Code of Federal Regulations, and (B) Tenants who are covered under VAWA. Any tenant who is a current resident of any property managed by Tropicana Properties will be treated the same as all other tenants concerning this Wait List Policy. Tropicana Properties does not prioritize prospective applicants over existing tenants.

REASONABLE ACCOMMODATIONS

Any person with a current disability, or any person qualified to speak on behalf of a tenant with a disability, may request a reasonable accommodation by communicating a such request to the on-site manager. Tropicana Properties will respond to all such requests within fourteen days of the date it receives a request. Requests are not required to be made in writing and Tropicana Properties shall never require specific medical or disability information other than verification of disability to determine eligibility for a reasonable accommodation.

Tropicana Properties shall never (1) deny an application containing any person(s) with disabilities because an accessible unit is not available at the time of the application, or (2) require any person(s) with disabilities to rent a specific unit because the such unit has already been made accessible.

If a request is denied, the requesting party may appeal such determination by contacting the on-site property manager within fourteen days of the date of denial. The appeal will be conducted by an employee of Tropicana Properties who was not part of the initial denial.

SPECIAL NEEDS UNITS

Tropicana Properties has special needs units available, including fully accessible and/or audio and Visually accessible units. These units are equipped for a person with a mobility-related disability and/or audio-visual impairments. Tropicana Properties will always make reasonable accommodations for persons with disabilities.

VIOLENCE AGAINST WOMEN REAUTHORIZATION ACT OF 2013 (“VAWA”)

Please review Tropicana Properties’ Notice of Occupancy Rights under the Violence Against Women Act for information regarding the rights of Applicants and tenants under VAWA (the “VAWA Policy”).

Tropicana Properties will not assume that any act is a result of abuse covered by VAWA. To receive VAWA protections, a tenant must specify that they desire the benefit of such protections by contacting the on-site property manager and following the steps and guidelines outlined in the VAWA Policy. Once a request for VAWA protections has been made, the tenant shall assemble, complete, and deliver to Tropicana Properties all documentation required by the VAWA Policy (collectively, a “VAWA Request”). Tropicana Properties shall respond to all VAWA Requests, in writing, within ten days of its receipt thereof. Responses may include but are not limited to; approval of the VAWA Request, a denial of a VAWA Request, or a request for additional information. If a VAWA Request is denied, the person(s) who made the request may appeal within fourteen days of the date of the written denial. Such appeal will be adjudicated by an employee of Tropicana Properties selected thereby in its reasonable discretion.

MILITARY PERSONNEL

You may terminate the lease if you enlist, are drafted into, or are commissioned in the U.S. Armed Forces. The tenant may also terminate the lease if: (a) they are (1) a member of the U.S. Armed Forces or Reserves on active duty, or (2) a member of the National Guard called to active duty for more than 30 days in response to a national emergency declared by the President; and (b)(1) receive orders for a permanent change of station, (2) receive orders to deploy with a military unit or as an individual in support of a military operation for 90 days or more, or (3) are relieved or released from active duty. Additional guidance on terminating your lease in any of the above-stated instances may be provided by your on site manager. A 30-day notice is still required and will be effective after the date of your next rental payment is due.

RENEWAL AND EARLY TERMINATION

For tax credit units, your property manager will contact you approximately 120 days before the expiration of your lease so that we can confirm all information required by the Texas Department of Housing and Community Affairs. Failure to cooperate with this process shall result in the non-renewal of the lease. Moreover, tenants with any outstanding debt or default under their lease agreement must settle with Tropicana Properties, or their lease will not be renewed. Any tenant who has reached such a settlement agreement and is not in strict compliance shall not be permitted to renew their lease. Upon evaluating a request to renew a lease, Tropicana Properties shall search to determine whether any tenant is subject to a lifetime registration requirement under any sex offender registry program. Any tenant subject to such a requirement shall not be permitted to renew their lease. Leases shall be terminated only following (1) the terms of the lease agreement, (2) applicable law, and/or (3) the mutual agreement of all parties to the lease agreement.

Upon Tropicana Properties' determination not to renew or to terminate a lease before its stated termination date, Tropicana Properties shall provide written notice containing the specific reason for the non-renewal or termination within a reasonable time frame.

Any tenant subject to the non-renewal or termination of his or her lease agreement who is protected by the Violence Against Women Act ("VAWA") may benefit from certain protections thereunder. They are hereby advised to refer to the Notice of Occupancy Rights under the Violence Against Women Act and, if applicable, HUD form 5382 "Certification of Domestic Violence, Dating Violence, Sexual Assault, or Stalking and Alternate Documentation". Both of which were provided to you along with your rental application, and again when you signed your lease, and both of which are available upon request to the on site property manager.

Any tenant subject to the non-renewal or termination of their lease agreement who is protected by Section 504 of the Rehabilitation Act of 1973, and/or Title VIII of the Civil Rights Act of 1968 (the Fair Housing Act), may benefit from protections thereunder and is hereby advised to refer to the Tropicana Properties' Reasonable Accommodation Policy to request a reasonable accommodation concerning any notice of the non-renewal or termination of such tenant's lease agreement.

EVICTION

The termination of residency for substantial violation of, or material non-compliance with, the lease agreement (including the non-payment of rent) is handled after consultation with Management. Residents will be notified in writing of any violation by the Manager and given a prescribed number of days to correct the situation, before eviction proceeding will be instituted (except in circumstances that endanger the lives or property of others or any criminal activity).



WORK ORDER REQUEST

If either you or any occupant need to send a request—for example, for repairs, installations, services, ownership disclosure or security-related matters- it must be written and delivered to our designate representatives in writing at the leasing office, via text to the emergency number provided at move-in, and/or email. For all emergencies, please provide the following information:

- Your Full Name
- Property Address and Unit Number
- Call Back Number
- Brief Description of Emergency

Our written notes regarding your oral request do not constitute a written request from you. While we strive to accommodate appointment hours, our maintenance staff will prioritize requests based on urgency.

If access to your apartment is impeded due to factors such as a locked deadbolt, loose animal, unaccompanied minor, or any other situation deemed unsafe for our maintenance team, or in the event that we arrive for a scheduled appointment and find the resident unavailable or non-responsive, the following steps will be taken:

FIRST ATTEMPT:

Please contact your property manager to reschedule the appointment.

SECOND ATTEMPT:

Please contact your property manager to reschedule the appointment.

THIRD ATTEMPT:

This marks our third and final attempt. Please contact your property manager to resubmit your work order. A \$75 service fee will be added to your account.

EMERGENCIES

If it's after hours, please leave a voicemail and/or text message at the emergy number located in the Community Policies Addendum in Paragraph 4. For your convenience we provide 24-hour **emergency** maintenance. In the event of a fire or a life-threatening situation, please call 911 immediately! After you have called 911, please notify your Property Manager. Please note if the nature of the problem does not constitute as an emergency and/or is a matter resulting from the tenants' fault (negligence), a minimum service fee of \$50 and/or expenses may be assessed.

The following are considered emergencies:

- Large water leaks /Flooding
- Fire (Call 911 first)
- Broken Front door or lock that can't be secured.
Please note lock outs are not categorized as an emergency. Please contact a locksmith
- Clogged or overflowing toilet
Please note this is only for apartments that have only one bathroom in apartment
- Heater not working properly
*Please note daylight visibility and weather conditions may impact the ability to remedy *If the outside temperature is below 50 degrees.
- Air Conditioner not working properly
*Please note daylight visibility and weather conditions may impact the ability to remedy *If the outside temperature is above 90 degrees.
- Electrical Issues
*Please contact Electric Company for area outages prior to calling
- Refrigerator not functioning correctly
- Any other "life-safety" or "property protection" issues arising from inclement weather

SERVICE FEE POLICY

At Tropicana Properties, we are committed to providing a safe, sanitary, comfortable, and enjoyable living environment for all residents. In order to ensure the efficient allocation of our maintenance and management resources, we have established a policy regarding frivolous calls to our maintenance and emergency services.

1. DEFINITION OF FRIVOLOUS CALLS:

Frivolous calls are defined as maintenance or emergency service requests made for non-emergency situations, or for issues that are the result of resident negligence, inconsiderate behavior, or failure to comply with community guidelines and regulations.

2. SERVICE FEE:

Effective August 1, 2023, a service fee of \$100 will be assessed for each frivolous call made by a resident. This fee is designed to cover the costs associated with responding to unnecessary or preventable service requests and to encourage responsible use of our maintenance and emergency services.

3. APPLICABLE REASONS FOR FRIVOLOUS CALL SERVICE FEE:

The following are examples of situations that may result in a frivolous call service fee:

- a) **Animals not properly Restrained:** Residents are required to adhere to the pet policies outlined in the lease agreement and community guidelines. Failure to properly restrain animals such as kenneling dogs may lead to unnecessary service calls and potential safety hazards.
- b) **Unattended Minors in the Apartment:** For the safety and security of all residents, maintenance will not enter the unit if there aren't any adults physically present.
- c) **Inaccessible Apartment:** Residents are responsible for ensuring their apartments are accessible during scheduled and after-hours maintenance appointments. Locking safety latches or failing to provide access may result in a frivolous service call.

4. REPORTING AND FEE ASSESSMENT

If a maintenance or emergency service call is determined to be frivolous based on the criteria outlined above, the resident will be notified of the assessment of the \$100 service fee. The fee will be added to the resident's account and must be paid within 3 days of the notification. Failure to pay the fee within the specified time frame may result in additional late fees and/or further actions as outlined in the lease agreement.

5. DISPUTE RESOLUTION

If a resident believes that a service fee has been assessed in error, they may submit a written explanation and any supporting documentation to the property management office for review and copy TropicanaCares@tropicanaproperties.org. Management will assess the situation and, if deemed appropriate, may waive the service fee.

We believe this policy will help promote a more responsible and effective maintenance emergency response while ensuring that our maintenance and emergency services are available to address genuine and urgent situations. We appreciate your cooperation and understanding.



EXTERIOR POLICY

We strive to keep your home a pleasant place to live and enforce an exterior policy to ensure it is appealing to the eye. You are only permitted decorations within your porch area, that may not protrude beyond the porch area or block any entry. (The decorative rock area on the side of the porch is property common area and must be kept free of obstacles.) Decorations must not present a hazard to others and displays must be kept clear of walkways. No patio furniture is permitted. Please remember that it is a safety hazard to have any item that could be a tripping hazard on your patios. Any decorations that damage, destroy, or otherwise pose as an obstacle will be given a lease violation until that obstacle is removed. Lights, decorations, and other items that damage the exterior of the property will be assessed a property damage fee for the cost of the repair. Please keep in mind that:

- No mops, brooms, buckets, and/or any other unsightly instruments are allowed outside the unit.
- No drilling holes, or nails on the front door or the exterior walls.
- No ashtrays, bottles, or any other item are allowed outside the unit for the disposal of cigarette butts.
- No bicycles or toys left on the porch and sidewalk chalk drawings must be cleaned up immediately after play ends.
- You are allowed only small plants in pots that will not block any entry point your unit.
- Mesh and screen doors are not permitted
- Do not use nails, pins, screws, or any item that will cause damage to the stucco walls.
- If using tape, ensure you clean up the tape residue when you remove the decorations.
- Decorations must be tasteful and not overbearing or overwhelming.
- Decorative lights must have a safety inspection tag. Lights must be turned off during daylight hours.
- Decorative items must be well kept and in good order.

Holiday decoration time frames

Please display and remove decorations within the below specified dates

- Easter – Easter weekend
- 4th of July – May 25 to July 10
- Halloween – October 01 to November 05
- Thanksgiving – November 10 to December 01
- Christmas and New Years Day – December 01 to January 15

Residents are allowed to install one (1) video doorbell near the exterior door frame, one (1) exterior porch camera, and a reasonable number of interior window cameras.

- These installations are contingent upon adherence to the conditions outlined in the addendum and must be placed in the locations specified in the attached PDF.

Conditions for Installation, Maintenance, and Removal:

- Residents must comply with all applicable laws and safety standards.
- Residents must provide all recordings from cameras to the Owner upon request.
- All devices must be installed, maintained, and removed following the manufacturer's guidelines.
- Residents are responsible for all costs, damages, or claims related to the cameras.
- Upon termination of their lease, residents must remove all devices, repair any damages, and repaint if necessary to restore the premises to their original condition.

Security Deposit:

- A Camera Deposit of \$50 is required before installation and before executing the addendum with the property manager.
- The deposit covers any damages or expenses upon lease termination due to non-compliance with the addendum. Residents are liable for any additional costs incurred.

GUIDE TO VIDEO CAMERAS



ACCEPTABLE PLACEMENT OF CAMERAS:

● DOORBELL CAMERA

- Cameras replace doorbell
- Connected to Wi-Fi
- May require subscription
- Can run on batteries or be wired
- May provide two-way communication



◆ DOOR CAMERA

- Mounted on door through bracket
- Connected to Wi-Fi
- Battery Operated



PORCH CAMERA

- Mounted on exterior
- Connected to Wi-Fi
- Motion-activated
- Battery Operated



INDOOR CAMERA

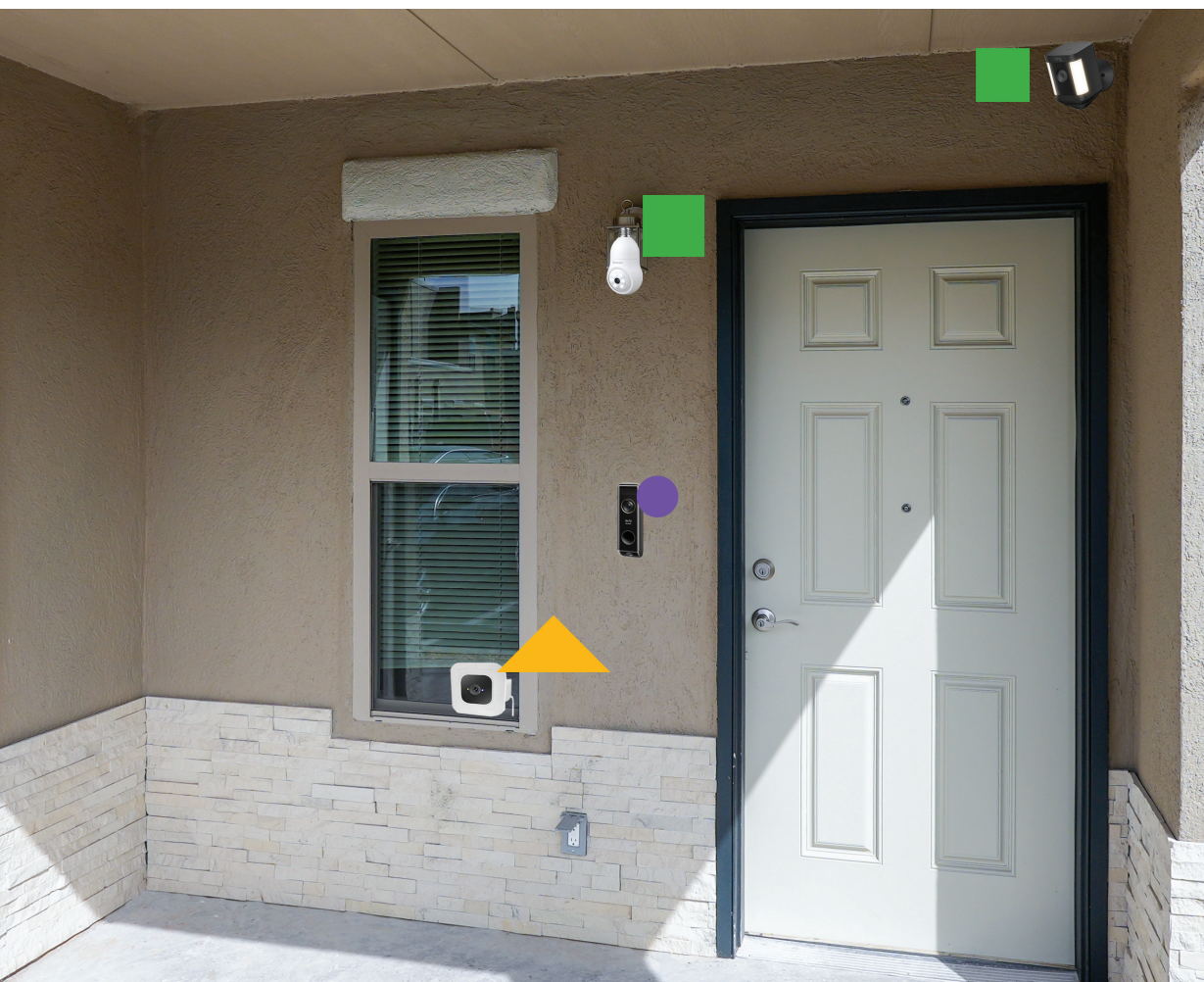
- Mounted inside the home
- Connected to Wi-Fi
- Don't require any exterior alterations

****All indoor are mounted inside the window or on the sill**





- ◆ Door Camera
- Doorbell Camera
- ▲ Indoor Camera
(All indoor cameras are mounted inside)
- Porch Camera



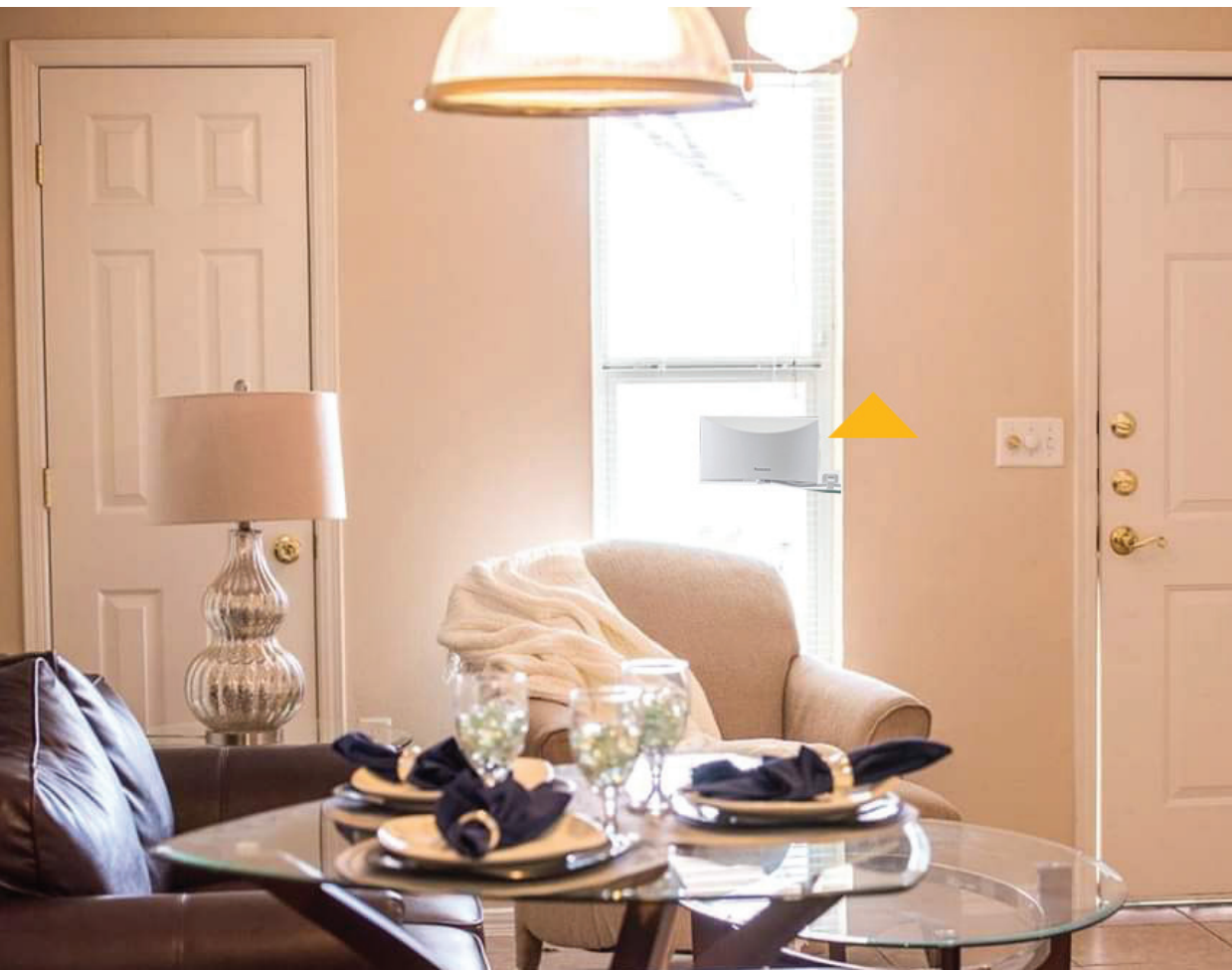
- ◆ Door Camera
- Doorbell Camera
- ▲ Indoor Camera
(All indoor cameras are mounted inside)
- Porch Camera



-  Door Camera
-  Doorbell Camera
-  Indoor Camera
(All indoor cameras are mounted inside)
-  Porch Camera



-  Indoor Camera
(All indoor cameras are mounted inside)



 **Indoor Camera**
(All indoor cameras
are mounted inside)



 **Indoor Camera**
(All indoor cameras
are mounted inside)



IMPORTANT PHONE NUMBERS

INFORMATION

If you need further information that is not part of this Handbook or your lease, or you wish to refer a friend, please contact your on-site property manager. Otherwise, if you wish to address other concerns please send us an email at tropicanacares@tropicalanaproperties.org.

Important Information for Former Military Service Members. Women and men who served in any branch of the United States Armed Forces, including the Army, Navy, Marines Cost Guard, Reserves, or National Guard, may be eligible for additional benefits and services. For more information, please visit the Texas Veterans Portal at <https://veterans.prtal.texas.gov>.

Water and Sewer Services: El Paso Water Utilities

915-594-5500

County Water: Lower Valley Water District

915-791-4480

Electric Services: El Paso Electric

915-543-5970

Gas: Texas Gas

915-562-2003

Cable: Spectrum

915-772-4422

Commercial Water & Energy

877-558-1110

Satellite Dishes are not allowed unless the resident, pays the deposit, secures insurance, and signs a satellite addendum.

If a fire or a life-threatening situation occurs, no matter how small, call 911. In case of any emergency related to the apartment, please call your property manager during our business hours.

Outside our business hours, please leave your property manager a voicemail or text with the following:

Your name

Property address

Phone number (where you can be reached)

Brief nature of the problem

If the nature of the problem does not constitute an emergency and/or is a matter resulting from the tenant's fault, you will be charged a minimum service fee plus expenses.