

Resident Guide



*7212 Carlton Arms Drive
New Port Richey, Florida 34653
727.845.5001
www.carltonarmsofmagnoliavalley.com*

WELCOME

We welcome you to your new apartment community. It is our wish that you enjoy every day of your residency here in your new home. This community is designed for your pleasure and convenience, with prompt and courteous service as our goal. We believe we have the finest apartment community in this area, both architecturally and in the quality of service afforded to our valued residents. We want to do everything possible to assure your complete comfort and individual enjoyment of your new home. Please do not hesitate to contact us if we can be of help in any way.

This may be your first experience in an apartment. As in any home, there are do's and don'ts. We are no different-just a lot bigger! There is, obviously, no possible reason for any policy to be made "against you", but simply for the benefit of all residents. We truly want you to be happy here. We want to give you privacy and enable you to enjoy all the benefits of apartment living. Carlton Arms can provide this environment, with the cooperation of all our residents.

This Resident Guide is arranged in alphabetical order.

If you ever have any questions regarding our policies, services or facilities, please contact 727.845.5001 or www.carltonarmsofmagnoliavalley.com

MANAGEMENT OFFICE HOURS

MONDAY THRU FRIDAY: 9:00 am to 6:00 pm

SATURDAY : 9:00 am to 5:00 pm

SUNDAY: 12:00 noon to 5:00 pm

www.carltonarmsofmagnoliavalley.com

1. ANIMALS

Pets and/or animals of any kind may not be on the premises unless prior written consent is obtained from the Management Office. Carlton Arms' pet policy requires that all pets weigh under 50 pounds at full maturity. Pet owners and their pets are subject to certain rules and regulations as specified in the pet addendum.

Temporary and/or visiting pets are not allowed. We accept only dogs, cats, birds and fish. No exotic pets, rodents, reptiles, etc. allowed. Two animal limit per apartment. Breed restrictions apply.

Service/therapy animals are allowed only after proper documentation is presented to Management to register the animal.

2. APARTMENT CARE

A. AIR CONDITIONING AND HEATING

- The fan should be set to the AUTO position for the most economical and even temperature results.
- Thermostat should be set on automatic and heat or cool, as desired.
- Do not block the supply registers or return air grills.
- Do not place anything on or around the A/C condensing unit on the patio or balcony; allow 12" clearance all around the unit.
- When turning on the heater for the first time at the beginning of cooler weather, you may detect a burning odor. This is caused by the build-up of dust on the coils. This odor will dissipate after a short time.
- We recommend that the A/C filter be washed monthly.

B. APPLIANCES

1. Dishwasher

- ALWAYS scrape dishes before loading into the machine. Use only automatic dishwashing soap.

2. Garbage Disposal

- Disposals should be used for wet garbage only.
- Do not place bones, rinds, metals, or coffee grounds, food, etc. down the disposal.
- Do not overload the unit.
- Keep COLD water running before, during, and after the operation of the unit.
- Do not use a drain cleaner down the disposal.
- If the unit jams, turn the operating switch On and Off several times in rapid succession.
- Should the disposal fail to start, press the RESET button located on the base of the disposal, under the sink.

3. Stove/Oven

- When cleaning the stove, do not use steel wool, abrasives, acids, or commercial oven cleaners on the metal, glass, or painted surfaces.
- Please use care when using your stove. Leaving a pot or pan *unattended* for even a very brief period of time can quickly result in a grease fire that can cause major damage.

C. BATHROOM FACILITIES

Clogged up drains and sewer back-ups can be prevented by carefully following the guidelines below:

- NEVER dispose of sanitary napkins, tampons or applicators, paper towels, diapers, Q-tips, chewing gum, cigarettes or cat litter, etc. in toilets.
- If the toilet does overflow, IMMEDIATELY turn off the water at the shut off valve located behind the fixture.
- If unable to clear the clog with the use of a plunger, call the office for assistance.

- Help us control unnecessary water loss by monitoring your plumbing fixtures for leaky faucets, faulty flappers and flush valves. If you notice a toilet running constantly or cycling on and off when not in use, please report it immediately so maintenance can make repairs.

D. CARPET CARE

Simple remedies and techniques for removing stains from carpeting include:

- Scrape, blot or absorb the excess immediately, using a spoon or the back of a knife for semi-solids or greasy substances. For liquids, blot with an absorbent cloth or paper towel.
- Prepare a solution of (3) parts lukewarm water to (1) part white vinegar and blot. Avoid excessive rubbing and wetting of the carpet.
- Do not place furniture on wet carpet.
- Do not place potted plants directly on the carpet without protection.
- To remove dirt, carpet should be vacuumed routinely. High traffic areas may require more frequent vacuuming.
- Never use bleach or products containing bleach to clean your carpet. These products will cause permanent damage for which you will be held responsible.

E. COUNTERTOPS

To protect the surface of the countertop, please do not use it as a cutting board. Do not place hot pots or containers directly on the countertop, as it will permanently mar the surface. Do not use bleach on the countertops.

F. ELECTRICAL SYSTEMS

- Circuit breakers are safety devices and should not be turned ON and OFF unless there is a problem.

- A circuit breaker controls each electrical circuit in your apartment.
- Should an appliance or lamp fail, unplug it from the electrical outlet. Check the breaker panel to determine whether a breaker switch has tripped to the OFF position. If so, flip the switch to the ON position. If this procedure does not restore the power or the breaker trips again, please call the office.
- Light fixtures in your apartment have a maximum UL rating of 60 watts. When replacing bulbs, do not exceed the 60-watts.

G. FIRE EXTINGUISHERS

- Every apartment is to be supplied with a fire extinguisher.
- Immediately upon move-in, please make yourself familiar with the location, keeping it quickly accessible should it be needed in an emergency.
- Notify the office immediately, if your extinguisher is missing. To operate, pull out the locking pin, aim at the base of the flames, squeeze the handle and sweep from side to side until the flames have been extinguished.
- When moving out, leave the fire extinguisher in the apartment; do not bring it to the office.

H. FLOORING: TILE, VINYL & PLANK

- With normal household use, floors may be washed with a solution of warm water and vinegar or a multi-surface cleaner and a sponge mop.
- Never use highly abrasive scrubbers or steel wool. Scuff marks can be removed using some WD-40 lubricant. Clean thoroughly with a vinegar and water solution to remove any traces of lubrication.
- Do not use detergents, abrasive cleaning or ammonia-based cleaning solutions or any harsh chemicals or waxes containing these solvents.
- Do not apply varnish, lacquer or shellac to the flooring.

3. BALCONIES AND PATIOS

- Balconies and patios are designed for your fun and relaxation. Using them for unsightly storage or work space is not only annoying to your neighbors, but also detracts from the overall appearance of the community.
- Residents are responsible for maintaining their patio/balcony area in a neat and tidy condition. We encourage the planting of small low-growing shrubs, plants and flowers in the patio soil. Planting of trees is prohibited as their root systems create problems for patio foundations and sidewalks. CAMV residents are responsible for weeding and cleaning their own patios.
- Planting outside the patio fences or around the buildings is prohibited. These areas maintained by CAMV grounds maintenance staff.
- CAMV grounds maintenance will trim, weed, or mulch your patio for a nominal fee. Please contact the office to make arrangements..
- Clotheslines, dryer racks, or hanging of clothing, (laundry) towels, rugs, on/over balcony railings, or fencing is prohibited. Prior written consent is required if you desire to mount a shade screen or awning on your patio or balcony.
- Due to safety concerns, the use of all outdoor fireplaces/pits is prohibited on all patios and balconies.
- No motorcycles, motor scooters, boat motors, appliance (including hot tubs), indoor furniture, or gas containers of any kind may be stored on the balcony/patio.

NO PROPANE OR CHARCOAL BBQ GRILLS ARE ALLOWED ON THE BALCONIES AT ANY TIME.

4. CAR CARE

To preserve the environment of our conservation areas and lakes, all vehicle repairs and washing are prohibited.

5. CARPORTS / RV Lot

- Carports are available on a monthly rental basis. Please contact the office for current availability and rates.
- All vehicles, motorcycles or parked in a carport/RV Lot must have current registration and tags and must fit within the space and. not encroach on the next carport.
- Boats cannot exceed 21 feet in length including the trailer.
- No other items may be stored in the carport/RV Lot areas without written permission from CAMV Management.

6. CLUBHOUSES

- The Clubhouses are available for socializing, cards, TV viewing, etc. for residents and their guests. **ALL GUESTS MUST BE IN THE COMPANY OF A RESIDENT.**
- The Clubhouses may be reserved by a resident for a private party upon receipt and approval of a Clubhouse reservation agreement. There is no charge for the use of the Clubhouse. However, a deposit of \$300.00 (check preferred) is required with the reservation agreement.
- Reservations for wedding receptions must be approved by CAMV management. The bride/groom or parents must be residents of CAMV. This deposit will be returned if, upon inspection, the Clubhouse is found to be in good, clean condition.
- Residents must be in attendance at all times. Functions will be monitored by CAMV Management.
- CAMV reserves the right to close any function that is determined to be disruptive or in violation of the reservation agreement.
- Private use of the Clubhouse is subject to certain terms as specified in the Clubhouse reservation agreement.
- **NO POOL PARTIES ARE PERMITTED.**
- No BBQ grills are allowed in the pool area.
- Anyone under the age of 16 years must be under adult supervision to utilize the Clubhouse facilities, including the fitness room. No one under the age of 16 years old is allowed to use the fitness room.

7. COMMON USAGE AREAS

- Lawns, sidewalks, entrances, hallways and stairways must not be obstructed or used for any purpose other than entry and exit.
- These areas must be kept clear of lawn furniture, bicycles, strollers, etc. These items must be kept inside the apartment or patio/balcony.
- Common entryway closets are not to be used for any type of personal storage.
- Please help keep our community clean. Do not discard beverage cans, bottles, or refuse of any type on lawns, streets or other common areas.

8. CONSIDERATION OF NEIGHBORS

- Sound carries easily in an apartment setting, especially in common areas, such as hallways.
- Please conduct your activities in and around the buildings in a manner so as not to interfere with the rights, comforts, or convenience of other residents.
- Musical instruments, televisions, stereos, power tools, etc. should not be operated in a manner that is disturbing or annoying to other residents.

9. DECORATING

- Window Treatments
 - In order to maintain a uniform appearance of our community, standard blinds and verticals are provided in all apartments.
 - Standard window treatments are required on all windows and sliding glass doors. The use of sheets, towels, blankets, flags, aluminum foil, etc. is not acceptable.
 - If a resident would like a window tint installed on the sliding glass door, it is at their own expense. Smoky gray is the only tint allowed. There may be a charge incurred upon vacating the apartment for the removal of damaged film.

- Paint/Wallpaper
 - Painting or hanging wallpaper or borders must be PRE-APPROVED by Management.

10. EXTERMINATING

- All apartments are treated on a scheduled basis. Please check with the office for any problems requiring additional treatment. Good housekeeping practices are the best defense against bugs.

11. FITNESS CENTER

Hours: 6am-11pm

- Attendants are not provided.
- Persons aged 16 years and younger are not allowed to use the Fitness equipment at any time and may not be present in the gym unless accompanied by an adult.
- Pets are not allowed.
- No wet clothing in the Fitness Center.
- Keep body clear of weights and other moving parts when using fitness equipment.
- Do not make repairs on fitness equipment. Report needed repairs immediately to management.
- Do not use, adjust or operate fitness equipment beyond your physical limitations.
- Please report vandalism and unauthorized users.
- Do not remove equipment from the Fitness Center.
- Do not leave personal items in the Fitness Center.
- Respect others by keeping noise to a minimum and by disposing of trash properly.
- We recommend exercising with a partner.
- Please wipe down the fitness equipment with a clean towel once you are done.
- No smoking or alcoholic beverages are allowed in the Fitness Center.
- **USE AT YOUR OWN RISK – WE ARE NOT LIABLE FOR INJURY**
- Please consult your physician prior to using this fitness center.

12. GRILLS

- **State Fire Codes strictly prohibit charcoal and propane gas grills on balconies at any time.**
- No gas or gas tanks, of any kind, may be stored on balconies or inside apartments.
- Grilling on downstairs patios should be done in the open area of the patio away from the building structure, fencing, and windows.
- **Fire pits are prohibited at any time.**

13. GUEST ACCOMMODATIONS

- CAMV has guest accommodations available for visiting family members, friends, or guests of residents.
- Reservations are on a first-come, first-serve basis.
- These accommodations are completely furnished including TV, linens, kitchen utensils and all utilities.
- Maid service and telephone are not included.
- These accommodations are smoke-free.
- Inquire at the leasing office for rental rates, deposits, availability, and other specific details.

14. INSURANCE

We encourage all residents to obtain a “Renter’s Policy”. There are a variety of these programs available at a nominal cost that provide coverage for Liability as well as Personal Property. CAMV Management’s insurance does not cover loss of or damage to *your* personal property. Please consult your insurance agent.

15. KEYS

- Residents may not alter or install a new lock on any door on the premise without prior consent from Management.
- Lock changes must be approved through the office and may incur a nominal charge.
- Additional keys are available, for a small charge, through the office.

16. LAKES & WILDLIFE

- Do not feed the wildlife or stray animals, birds, ducks, and raccoons.
- Feeding of alligators is prohibited by Florida Fish & Wildlife.
- No swimming or wading allowed in any of the CAMV lakes or ponds.
- No boats, sailboats, canoes, kayaks and paddleboards are allowed on any of the lakes.
- Fishing is permitted only from the banks; no fishing allowed from the footbridge. Catch & release only.

17. LAUNDRY CENTERS

Hours: 6:00am – 11:00pm

- Air-conditioned and smoke-free, located at both pool areas.
- FREE WIFI available, please contact the rental office for information.
- Please remove your laundry promptly.
- No use of dyes is permitted in the machines.
- Management is not responsible for damages or lost or stolen items.
- Please stay with your laundry at all times.
- Washers and/or dryers of any type are not permitted in your apartment.

18. LOCK OUTS

During Office Hours

- Residents on the lease may obtain a key. Valid ID will be required.

After Office Hours

- Contact the Resident Services Staff at the entrance pavilion. After occupancy records have been verified and valid ID presented, Resident Services Staff will unlock your apartment door.

19. MAINTENANCE REQUESTS

- During office hours, contact the office for maintenance work requests.
- You may call the office or submit your request online.
- Do not make requests directly to maintenance personnel. Service requests are made through the office and performed in the order in which they are received, except emergencies.
- After-hours maintenance on-call staff will be contacted for emergencies only.
- If you wish to be present while the repairs are performed, please call in the service request only when you can be home and wait for service.
- There is no charge for routine maintenance, however there may be a charge incurred to repair/replace damage caused by residents or their guests.
- Miscellaneous service requests, such as hanging pictures, ceiling fans, etc. may be available through the maintenance staff at additional charges. Check with the office for more information.

20. PARKING

- All CAMV residents' vehicles MUST display a CAMV parking decal issued by the Management Office. This decal must be exhibited on the driver's side of the windshield. Anyone entering the community without a CAMV parking decal is requested to stop at the entry pavilion and questioned as to whom they are visiting.
- Disabled parking spaces require specific documentation and permits. Inquire at the office for requirements.
- Vehicles are not permitted on the grass areas, sidewalks, or other common usage areas other than the designated parking areas.
- Any vehicle parked in a prohibited area will be removed from the premises at the vehicle owner's expense.
- Carports and RV Lots may be leased through the rental office.

- All vehicles are to be parked by pulling straight in, hood first, between the markers or in carports. Cars are not to be backed into the curb or carport, nor are they to be parked diagonally. **Only currently licensed and operable vehicles may be parked in the community.**
- Motorcycles are required to park in a carport. Please check with the office for rental information.
- Large Vans, commercial trucks, campers, boats/or trailers and other recreational vehicles may not be parked in front of the apartments
- Prior written consent by Management must be obtained before any vehicles in these categories can be parked in the assigned parking areas.
- CAMV is not responsible or liable for any damages that may occur while vehicles, motorcycles, boats, trailers or recreational vehicles are parked on the premises.
- Apartments designated as efficiency, studio and 1 bedroom are allowed 2 cars per unit. All 2 bedrooms and Town house apartments are allowed up to 4 vehicles per unit. All 3rd and 4th vehicles must rent a carport. Campers, boats and/or trailers are permitted on the premises only with prior written permission from the Management Office and must rent RV Lots.

21. PLAYGROUND

Hours: 8am – Dusk

Ages: 2-10

- Adult supervision required at all times.
- No rough playing or yelling.
- No jumping off equipment.
- No glass or bottles permitted in playground area.
- No pets allowed.
- Use at own risk.

22. RENTAL PAYMENTS

- Rent is due on or before the FIRST of each month. It is considered late on the 2nd. We do not send statements for rent obligations.

- Payments should be made online or by ACH, personal check, cashier's check or money order for the exact amount due.
- Drop boxes/slots are available at the office for payment before or after office hours. No cash payments permitted in drop box.
- Late rent payments require payment in guaranteed funds: cashier's check or money order after the 10th of the month.
- CAMV prefers not to accept cash payments.
- CAMV cannot cash checks or accept checks for more than the amount of the rent to be paid.

23. RESIDENT BUSINESS SERVICES

- Residents may send/receive faxes at 813.929.9208 during office hours.
- Computer and printer are available in the clubhouse during office hours.
- Change is available for the laundry machines.

24. RESIDENT SERVICES STAFF

Carlton Arms of Magnolia Valley is a single-entry apartment community. Located at the entry to the community is an Entrance Pavilion normally staffed by an attendant who is a member of our Resident Services Staff (RSS). Attendants' duties are to attempt to log in all non-resident vehicles entering the community grounds, give directions to visitors and guide emergency responders. After normal business hours and on holidays, the attendant responds to residents' questions and complaints and notifies emergency maintenance personnel in the event a resident has an emergency maintenance problem.

In addition to the attendant at the entrance pavilion, there are also members of the Resident Services Staff who periodically circulate throughout the property to, among other duties, assure that the facilities are being properly

utilized, report any rule violations, direct traffic, respond to residents' nuisance calls, inspect and flag non-functioning exterior lights, deliver notices from management to residents, guide and assist delivery trucks and moving vans, and give access to and accompany authorized contractors and inspectors to residents' dwellings.

Members of the Resident Services Staff are NOT Security Officers. In the event of an emergency other than a maintenance problem, call 911 or Pasco County Sheriff's Office.

25. SAFETY

- Get to know your neighbors.
- Follow basic safety practices that will help you protect yourself, your apartment, and the overall community.
- Lock deadbolts at all times. Close and lock all doors and windows when you leave or retire for the night.
- Do not rely on auxiliary locks that leave window/doors partially open.
- Do not leave your patio door or screen door unlocked when you are not at home.
- Do not open the door without knowing who is at the door and what they want.
- Leave your patio/balcony light "ON" at night.
- Keep your patio/balcony free of clutter.
- Keep your vehicle locked and do not leave items of value in plain sight. These items will be more secure when locked in your truck.
- Burglar bars or special locks requiring a tool or key to open from inside are prohibited.
- No one is authorized to solicit at CAMV without written permission from the Management Office. If someone is soliciting without CAMV permission, please call and report it immediately.
- ***YOU ARE RESPONSIBLE FOR YOUR OWN SAFETY***
- Should you experience a crime problem, call the police **first** and the office/Residence Services Staff afterwards.

26. SKATEBOARDS, ROLLER BLADES, ROLLER SKATES, SCOOTERS, HOVERBOARDS

Out of concern for the safety of all residents, the use of skateboards, roller blades, roller skates, scooters and hoverboards is not permitted anywhere on the property. This includes electric or gas-powered scooters.

27. SPEED LIMITS

- **The posted speed limit on the property is 15mph.**
- Vehicles should be operated with care within the community.
- Traffic signs and speed limits are for your safety and the safety of others.
- Speed limit is governed by street conditions, never to exceed 15mph.

28. SPORTS COURTS

Open 8am-Dusk

- Play is limited to residents and 2 guests.
- Guests must be accompanied by a Resident.
- Tennis/basketball shoes only are permitted on the courts.
- To ensure all residents have a chance to play: singles playing time is limited to 30 minutes; doubles playing time to 45 minutes.
- No profanity, alcohol, drugs, gambling or fighting will be tolerated.
- Keep music at a low volume.
- No hanging on basketball rims.
- Pitch & catch baseball is allowed.
- No football or golf allowed on the property.
- Lights are operational until 10 pm.

29. SWIMMING POOLS

Hours Open: Dawn till Dusk

- The pools are for the pleasure and enjoyment of CAMV residents.
- Residents may not, without prior consent from the Management Office, bring more than two (2) guests to the pool and patio areas.
- **GUESTS MUST BE ACCOMPANIED BY A RESIDENT.** To ensure the enjoyment of the pools by our CAMV residents, it may be necessary to further limit guest privileges. We request residents use discretion when bringing guests whenever the pool is crowded.
- We reserve the right to deny pool privileges to any resident or guest for violation of the policies, or to close the pools at any time for maintenance.
- Anyone under the age of 14 must be accompanied by and under the supervision of an adult at all times in the pool and pool area.
- Management is not responsible for accidents.
- Swim at your own risk. There is no lifeguard on duty.
- No glass containers allowed in the swimming pools and or pool areas.
- Floats or rubber balls are not allowed in the swimming pool.
- Pets are never allowed in the pool, patio, clubhouse, fitness center, laundry rooms or office areas.
- Do not remove any furniture from the pools or patio areas.
- Place all refuse in the trash containers provided at the pools and patio areas.
- Proper swimming apparel **ONLY** is allowed in the pool areas; no street clothes or offensive attire is permitted.
- All babies/small children must wear swim diapers to help prevent accidents.
- Reasonable conduct is required at the pool and pool areas.

- Behavior, which disturbs the enjoyment of other residents or guests, will not be tolerated. No running, pushing, fighting, profanity, loud music or verbal assaults. Those in violation will be asked to vacate the area.
- Bicycles are not permitted in the pool areas.

30. TRASH COLLECTION

- Management provides containers for the deposit of **bagged** trash. **BAG ALL OF YOUR TRASH** to prevent an abundance of insects.
- For disposal of large items, such as furniture, TVs etc., please contact the office and request a Furniture Pick Up form which has a list of places that will pick for low or no cost to you.
- Trash is picked up twice weekly on Mondays and Thursdays.
- All trash, refuse, and newspapers are to be placed in these containers at the rear of the apartments.
- Keep the lids on these containers securely fastened at all times.
- Large boxes must be broken down and placed in the trash alcove area.
- Each trash alcove must be kept clean and tidy by the individual resident.
- Garbage areas are not to be used for storage. Any bicycles, grills, etc. found in the trash areas will be considered abandoned and will be removed.

31. TV ANTENNAS

Radio antennas, satellite and/or TV antennas cannot be erected on any part of the premises without prior consent.

32. VIDEO SURVEILLANCE

Non-monitored video surveillance equipment has been situated at the entrance, as well as other common areas.

33. VISITORS

- Only those individuals listed on the approved Application for Lease are permitted to occupy the apartment.
- Residents must inform Management of any visitor(s) staying an extended period of time, and also must notify Management if any persons occupy the apartment during their absence.
- All residents are responsible for the actions of their guests and invitees.
- All invitees including guests, delivery or repair persons should stop at the Front Entrance Pavilion, when attended, to provide information about their destination before proceeding.

IMPORTANT PHONE NUMBERS

Emergency-Sheriff, Fire & Poison Control	911
Pasco Sheriff-Information	727-844-8102
Carlton Arms of Magnolia Valley	727-845-5001
Carlton Arms Fax	813-929-9208
Duke Energy	800-700-8744
Spectrum	833-697-7328
Frontier	877-346-7693

SCHOOLS

Calusa Elementary (K-5)	727-774-3700
Chasco Middle (6-8)	727-774-1300
Gulf High (9-12)	727-774-3300
Pasco Hernando State College	727-847-2727

HOSPITALS

Morton Plant North Bay Hospital	727-842-8468
Medical Center of Trinity Hospital	727-834-4000
V.A. New Port Richey Clinic	727-869-4100
Regional Medical Center Bayonet Point	727-819-2929
Pasco Pinellas Cancer Center	727-849-6690
Florida Cancer Institute	727-842-8411



We are an equal housing opportunity provider. We do not discriminate on the basis of race, color, sex, national origin, religion, disability, or familial status (having children under age 18).