



Tropicana Properties Welcomes You To Your New Apartment Home. This handbook provides a handy guide to the rules and regulations of the property. This handbook is considered part of the Lease Agreement as the Communities Policies and Rules. Please read this handbook carefully and feel free to contact us on any questions that you may have.

TROPICANA complies with the provisions of all applicable federal, state, and local laws prohibiting discrimination in housing on the grounds of race, color, creed, national origin, sex, age, disability, familial status or other basis.

Emergency numbers and important numbers to remember are located in the back.

You are leasing from Tropicana Properties and are part of a unique program that helps the hard working families of El Paso County afford their rent. The Housing Tax Credit Program is a federal program and in part mandates the rent schedule. In order to be eligible for this program your family income should be at or below 60% of the Area Median Income. The 811 Program is subject to the Extremely Low Income Limit. One hundred and twenty days prior to your renewal of your one-year lease you are required to submit documents to assist the property management staff in renewing your low-income status. The management staff will contact you by written notices, about your responsibility to provide information about changes in family income or composition necessary to properly complete an annual recertification. Schedule for notices is

Initial Notice: At initial lease signing and at every annual recertification thereafter;

First Reminder Notice: 120 days prior to the tenant's recertification;

Second Reminder Notice (If no response to First Notice): At least 90 days prior to the tenant's recertification;

Third Reminder Notice (If no response to Second Notice): At least 60 days prior to the tenant's recertification.

Failure to meet your obligations and submit the requested information will result in your lease not being renewed or termination of assistance for 811. Please help us with this process.

In addition, you will be required to allow us into your apartment for an 811 federal, annual, owner performed or state mandated physical inspection conducted by the Texas Department of Housing & Community Affairs. These inspections are annual and are explained in detail further in this handbook.

RENTS



Rents are due on the 1st of each month. All properties must mail their rents to the appropriate mailing address found in your lease agreement. If full payment of the rent is not received by the 5th a lease violation will be cited. A reminder notice will be sent to you prior to the 15th of each month detailing rent owed. If rent is not received by the 15th a Notice to vacate will be mailed to begin eviction for non-payment of rent. Please pay your rent on time, if you foresee that you will be late please call the management office, the number is located on the back.

Your rent may be paid by money order, cashier's check, or check made out to the property you reside at. No cash will be accepted unless you are paying late.

Repeated rent delinquency - Repeated rent delinquency exists when a tenant has not paid his/her rent and is delinquent from a prior month and/or has been referred to a Justice of the Peace for eviction proceedings. In such cases, on the second (2nd) offense within a twelve-month period Tropicana Properties may refuse to renew your lease agreement. If rent payment is late we may apply it at our discretion and without notice first to any unpaid obligations, then to current rent.

The diagram illustrates the correct and incorrect ways to postmark a rent payment envelope. On the left, it lists the required address information: Name of Tenant, Property Name and Unit #, and El Paso, Texas <ZIP>. Below this, it lists: NAME OF PROPERTY, PO BOX NUMBER, and CITY, STATE & ZIP CODE. On the right, it shows two examples of postmarks. The top example is an official postmark from EL PASO TX 799, dated 06 MAR 2014 PM 1 L. A red arrow points to this mark with the text: OFFICIAL POST MARK, Of when it leaves the Post Office, This is what the Management Co. looks for to determine if late. Envelope Must be Post Marked on or before the 3rd. A white box below this mark says: This example shows the rent is LATE!. The bottom example is an annex stamp from EL PASO TX, dated MAR 06 2014. A red arrow points to this mark with the text: POST MARK (ANNEX), Requested by Sender: Delivered at Window and stamped by Post Office (annex) Employee. This is NOT the post mark the management company looks for to determine if the rent was mailed on time. DOES NOT QUALIFY AS OFFICIAL POST-MARK.

(The envelope must be addressed to the property you live in as well as the money order)

All rents should be post marked by the **US POSTAL SERVICE NOT AN ANNEX** on/or before the 5th of each month otherwise the rent will be considered late. Please see example above on what Tropicana Properties considers as the Official Post Mark, delivery to postal annex is not considered an official post mark.

Prepayment of rent is allowed. Partial payments will not be accepted without imposition of a lease violation. The entire month's rent must be paid prior to the next collection date. Partial payment will not be allowed for consecutive months. Under no circumstances will a resident be allowed to "skip" a payment.

LOW INCOME FOR ONLY THE FIRST YEAR! (FOR THOSE IN TAX CREDIT UNITS)

Earn more income



This program is a Housing Tax Credit Program in which your rents are relative to your income. However, you do not need to remain low income after the first year! Yes, that is correct, if you earn more income your rent can not exceed the 60% income rent charged.

However, In order for Tropicana to allow continued residency we need to renew your lease. Approximately 120 days prior to your renewal date, management will request documents and information from you and your family to confirm your household family status has not changed.

Your lease will not be renewed if you do not comply with these requirements.

SERVICES

Playground



Your property also maintains a playground for your use. These facilities are for your enjoyment. However, persons under the age of 18 should be supervised at **ALL** times. Tropicana or its partners are not responsible for members of your household. Consumption of alcoholic beverages is prohibited in all common areas of the property. Any violations will be reported to management, which could result in a decision to terminate assistance or tenancy.

Persons under the age of 18 need supervision. They can add to the enjoyment of everyone who lives here, but they can also cause a remarkable amount of property damage and disturb the rights of other residents if unsupervised. So please supervise your young household members or guests. Please respect the hours of play Monday through Sunday 8:30 AM to 7:30 PM.

SOCIAL SERVICES



Tropicana Properties is committed in providing you the best living experience possible, to that end we offer many social services **FREE** to all our tenants. There is a variety of social services that you can utilize from GED, English as a second language to Homebuyer Counseling. All our services are designed to better the lives of our residents. Among the services we recommend are:

Homebuyer Counseling

Tropicana Properties and its partners are dedicated in providing you with safe, sound, and sanitary housing, whether it is in our properties or in a new home. For that reason, Tropicana is dedicated in providing you with homeownership opportunities. Tropicana Properties will offer on-site qualification workshops at least twice a year by qualified real estate professionals that could assist you in the purchase of a new home. Tenants will be notified at least two weeks in advance of the location, time, and who will be presenting. Remember our motto is “Let Tropicana Properties put you in a Tropicana Home.” We also offer **Credit Counseling and Financial Literacy. Please take advantage of these free classes and stop renting and get on the road to financial wealth through home equity.**

GED Preparation

Tropicana Properties through its owners has available Tutorials for Residents and Homework Assistance for students of any age. Children and Teens in school who need homework assistance are welcome. Any adult is welcome to take self-paced tutorials for ESL, GED and Computer Literacy. Please check with your property manager for availability.

English as a Second Language (ESL)

Tropicana Properties provides classes to tenants who want to learn English as a second language. Check with your property for days and times of when the classes are available to those tenants interested.

Special Needs Units



Tropicana Properties has available, to those who qualify, special need units. These units are specially equipped to make living for a person in a wheelchair more comfortable. Families who have a family member that qualifies under the definition of “individual with a disability”, Tropicana will assign a special needs unit. If the special needs unit is not ample in size Tropicana along with the owner will make every reasonable accommodation to the individual’s disability as long as the accommodation does not put a financial and/or administrative burden on the owner.

INSPECTIONS



Prior to occupancy of any unit by resident, mechanical equipment and appliances will be checked to insure that they are functioning properly. Resident and Staff, jointly, will inspect the unit unless the tenant declines. In addition, the prospective resident will be required to sign a move-in form ensuring that the unit, the appliances and the mechanical equipment are in normal functioning order. Also, important is to check and mark the condition of the unit. This condition form will be used to determine the final condition of the unit at Move-Out. The signed move-in form, retained in the resident's file will be used in assessing possible charges at move out. Please use this form to mark any items that need attention or you as a tenant do not want to be charged.

MOVE-IN INSPECTIONS - The tenant is responsible for completing the move-in conditions form and submitting it to the leasing office 48 hours from the date you took possession of the apartment. If the move-in conditions form was not turned in within 48 hours we **will** assume the apartment was left in perfect condition.

As a resident you could be subjected to monthly and annual inspections. As per the lease agreement you will allow staff to inspect your unit.

STATE/HUD INSPECTIONS (for those living in tax credit or Section 811 units)

- a. Maintenance and Housekeeping Inspections - Periodically the Property Manager will contact you to schedule a home inspection. The purpose of this inspection is to determine if repairs are needed, and also to assess the overall housekeeping condition of the unit.
- b. Staff from the Texas Department of Housing and Community Affairs or HUD may occasionally inspect the units. The property managers will advise you if your unit has been selected and when the inspection will take place.
- c. In both inspections if the maintenance and housekeeping team find any discrepancies in your apartment that are as a direct result of your actions and need to be corrected; you will be given the opportunity to advise your property manager and be given a set period of time to allow us to fix the items, free of charge prior to the inspection. Otherwise past that grace period you will be charged the items that are required to be fixed by our maintenance team.

Tropicana Properties prides itself in the working relationship we have with our tenants therefore, if your apartment is inspected and you have collaborated in the efforts to keep our apartments in compliance by following the state requirements checklist you may be eligible to receive a \$50 gift card: To be eligible see back page for details.

MOVE-OUT INSPECTIONS (all units)

It is the tenant's responsibility to schedule a move out inspection with one of our representatives for the move out inspections. Our representative has no authority to bind or limit us regarding deductions for repairs, damages, or charges. Any statements or estimates by us or our representative are subject to our correction, modification, or disapproval before final accounting or refunding.

GENERAL



Revision 09/29/2015



The following are general rules and regulations and general information to help you make your stay a pleasant one. Please direct any questions or concerns to your on-site Property Manager. If issues cannot be resolved with the on-site manager nor the Regional Manager then please write and direct your concerns to Tropicana Properties: PO BOX 159, El Paso, Texas 79942 or visit our website at www.tropicanaproperties.org; alternatively contact us via email tropicana cares@tropicanaproperties.org

1. Unauthorized pets/animals are NOT allowed in the development. An assistance animal is not considered a pet however; it is allowed to accompany a person who has a disability. Accommodations do not extend to any animal posing a direct threat to the health and safety of others.
2. Parking spaces will be provided, however, these are not assigned. Disabled cars or cars left unattended for more than one-week will be towed at the tenant's expense. ATV, flatbed, RV's, or enclosed trailers (including semi-trucks/18 wheelers) are not allowed to be stored at the property. Oil spills and other caustic dumping will not be allowed on the property. The owner/tenant of such vehicle that has caused damages will be monetarily responsible to repair or replace any surfaces including sidewalks, parking lots, or grass damages.
3. Lost keys: Charge for lost keys' being duplicated is \$1.00 per key. If you lose your apartment key after hours please do not call the office you will need to call a locksmith.
4. Garbage is to be kept in plastic garbage bags and inside containers with lids. You cannot leave garbage in your front walk, walkways or on the sidewalk. Trash should be discarded in trash receptacles found on site. Any trash left by you, your occupants, or guests near your unit will be considered a lease violation.
5. Do not use areas other than the kitchen for cooking or baking. This includes cooking outdoors. For your safety and the safety of others no outdoor cooking or grilling (with propane tank or charcoal) will be allowed. If you are found grilling outdoors (with propane tank or charcoal) you will receive a lease violation. Propane tanks, lighter fluid, charcoal containing lighter fluid, or any fire accelerant products are not allowed in or near units.
6. No alcoholic beverages will be allowed in common areas and are limited only to the inside of the units. Empty beer cans or other beverages left by you, your occupants, or guests found near your unit will be cause for a lease violation.
7. The management will do extermination of any bugs and mice regularly for the **exterior only**. Tenants are responsible for the interior of their apartment should you need extermination inside your unit.
8. If you, members of your family, or visitors break or damage the property, you must replace or pay for the repair at once. You are not responsible for normal wear and tear. You will have the option of having the damages fixed by a licensed professional at your expense; **otherwise you will be charged the items that are required to be fixed by our maintenance team**. Management must verify the certification of the licensed professional chosen by you.
9. 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 take care of, call the Property Manager or please call the police.
10. Parties: If you wish to have a party, talk to your neighbors about it beforehand. No excessive noise or disturbance of your neighbors will be allowed and could be subject to a lease violation.
11. Equipment malfunctions, chipping or peeling paint; water leaks from faulty plumbing, electrical failures, or defective roofs should be reported to the Property Manager.
12. Avoid putting grease or food objects down the kitchen drain; use a sink strainer.
13. Keep a plunger handy near your commode.

14. Keep drip pans under stove elements clean, please do not add foil (foil is not allowed).
15. Please do not store any pots, pans, or anything in the oven.
16. A smoke detector is installed in your home for the purpose of providing an early warning to 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 defective or none functioning smoke detector immediately to the property manager. Smoke Detectors must not be tampered with which includes removing batteries. If you disable the smoke alarm it is a lease violation and will be charged the cost to return it to working order.
17. Shower in units - Shower curtains should be purchased to avoid water leakage which may cause damage to both bathroom floor tiles and where applicable, the ceiling below. **YOU WILL BE CHARGED FOR REPAIRS CAUSED BY WATER DAMAGE.**
18. As a safety measure there should not be anything blocking doors or windows. There should always be an 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 yourself or your family.
19. Keep areas in front of water heater closet and breaker box clear for easy access. Do not use water heater closet as storage. The water heater closet is not a storage closet and if items are found you will be cited with a lease violation.
20. Vehicle maintenance or vehicle repairs are prohibited on community grounds.
21. Patios should be clear of items that block the entry. No patio furniture. Please remember that it is a safety hazard to have any item that could be a tripping hazard on your patios. You are allowed only small plants in attractive pots that will not block the entrance or the window of your patio.
22. Do not let any unsupervised persons under the age of 18 in playground, no bikes or skateboarding on sidewalks.
23. Air Conditioner Circulation Policy (or "white roof policy") - Your air conditioner unit on your roof works by forcing air into your apartment. They work extremely well if you open your apartment windows 1" to 2" to allow air flow. Doing so will prevent calcium deposits on the roof. If you do not crack your windows to allow this air flow and the calcification occurs you will be given a warning 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 let your property manager so they can send maintenance to install for you at no charge.

RULES FOR SATELLITE DISH OR ANTENNA

Under a Federal Communications Commission (FCC) order, you as our resident have a right to install a transmitting or receiving satellite dish or antenna on the leased premises, subject to FCC limitations. We as a rental housing owner are allowed to impose reasonable restrictions relating to such installation. You are required to comply with these restrictions as a condition of installing such equipment. This document contains the restrictions that you and we agree to follow.

Number and Size. You may install ____ Satellite dish(es) or antenna(s) on the leased premises. A satellite dish may not exceed one meter (3.3 feet) in diameter. Antennas that only transmit signals or that are not covered by 47 CFR § 1.4000 are prohibited.

Location. Your satellite dish or antenna must be location: (1) inside your dwelling; or (2) in an area outside your dwelling such as a balcony, patio, yard, etc. of which you have you have exclusive use under your lease. Installation is not permitted on any parking area, roof, exterior wall, window, window sill, fence or common area, or in an area that other residents are allowed to use. A satellite

dish or antenna may not protrude beyond the vertical and horizontal space that is leased to you for your exclusive use.

Safety and non-interference. Your installation: (1) must comply with all applicable ordinances and laws and all reasonable safety standards; (2) may not interfere with our cable, telephone or electrical systems or those of neighboring properties; (3) may not be connected to our telecommunication systems; and (4) may not be connected to our electrical system except by plugging into a 110-volt duplex receptacle. If the satellite dish or antenna is placed in a permitted outside area, it must be safely secured by one of three methods: (1) securely attaching it to a portable, heavy object such as a small slab of concrete; (2) clamping it to a part of the building's exterior that lies within your leased premises (such as a balcony or patio railing); or (3) any other method approved by us in writing. No other methods are allowed. We may require reasonable screening of the satellite dish or antenna by plants, etc., so long as it does not impair reception.

Signal transmission from exterior dish or antenna to interior of dwelling. Under the FCC order, you may not damage or alter the leased premises and may not drill holes through outside walls, door jams, window sills, etc. If your satellite dish or antenna is installed outside your dwelling (on a balcony, patio, etc.), the signals received by it may be transmitted to the interior of your dwelling only by the following methods: (1) running a "flat" cable under a door jam or window sill in a manner that does not physically alter the premises and does not interfere with proper operation of the door or window; (2) running a traditional or flat cable through a pre-existing hole in the wall (that will not need to be enlarged to accommodate the cable); (3) connecting cables "through a window pane," similar to how an external car antenna for a cellular phone can be connected to inside wiring by a device glued to either side of the window--without drilling a hole through the window; (4) wireless transmission of the signal from the satellite dish or antenna to a device inside the dwelling; or (5) any other method approved by us in writing.

Safety in installation. In order to assure safety, the strength and type of materials used for installation must be approved by us. Installation must be done by a qualified person or company approved by us. Our approval will not be unreasonably withheld. An installer provided by the seller of the satellite dish or antenna is presumed to be qualified. Maintenance. You will have the sole responsibility for maintaining your satellite dish, antenna and all related equipment.

Removal and damages. You must remove the satellite dish or antenna and all related equipment when you move out of the dwelling. Cost of repairs or repainting caused by negligence, carelessness, accident or abuse which may be reasonably necessary to restore the leased premises to its condition prior to the installation of your satellite dish, antenna or related equipment. You will not be responsible for normal wear.

Liability insurance and indemnity. You must take full responsibility for the satellite dish, antenna and related equipment. If the dish or antenna is installed at a height or in some other way that could result in injury to others if it becomes unattached and falls, you must provide us with evidence of liability insurance to protect us against claims of personal injury and property damage to others, related to your satellite dish, antenna and related equipment. The insurance coverage must be 100000.00, which is an amount reasonably determined by us to accomplish that purpose. Factors affecting the amount of insurance include height of installation above ground level, potential wind velocities, risk of the dish/antenna becoming unattached and falling on someone, etc. You agree to hold us harmless and indemnify us against any of the above claims by others.

When you may begin installation. You may start installation of your satellite dish, antenna or related equipment only after you have: (1) signed the lease; (2) provided us with written evidence of the liability insurance referred to in the previous paragraph of this document; (3) received our written approval, which may not be unreasonably withheld, of the installation materials and the person or company that will do the installation.

Miscellaneous. If additional satellite dishes or antennas are desired, steps 2 and 3 in the prior section must be repeated for each additional dish/antenna.

LEASE VIOLATIONS



Tropicana Properties is committed to offer you the best possible living conditions at an affordable rate. In order to do so we must strive to keep our properties orderly, nice, and a pleasant place to live. We must strive to keep our apartments affordable by keeping our insurance costs down by enforcing our no grilling policy (except in designated areas). In order to maintain this we will be modifying our lease violation policies to the following:

Residents will be notified in writing of any lease violations by the manager or inspector and given a prescribed number of days to correct the situation. Management could consider eviction proceedings after the third lease violation.

Please note that any late fees, violation fees, or any other outstanding fees are paid first out of your rent. If you owe these fees please understand that the balance owed is also assessing late fees each day it is not paid.

Tropicana Properties prides itself on providing you with the best living conditions at an affordable price.

Please read your manual for the obvious lease violations found on page 5, otherwise the following are also considered lease violations:

- No grilling is permitted (except in designated areas). **If you live at a property in which there are no assigned BBQ Areas and you are found grilling on the property you will be cited a lease violation. If you live in one of the properties without a BBQ grill area you signed an addendum to these rules that will be found with your lease when you moved in please refer to that addendum if you have any questions.**
- No mops, brooms, buckets, and or any other unsightly instruments are allowed outside the unit.
- No loud music is allowed at any time. No loud noises of any kind are allowed at any time.
- No drilling holes, or nails on the front door for the purposes of decorations because it leads to damage.
- No ashtrays, bottles, or any other item is allowed outside the unit for the disposal of cigarette butts.
- No trash bags are allowed outside the unit, they must be disposed of property in the trash bin.

TERMINATION OF LEASE AND EVICTION



The termination of residency for substantial violation or material non-compliance of 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/drug related activity will be grounds for immediate eviction).

The following are actions that could result in not renewing your lease or possible eviction:

1. **Violent Behavior** - Includes evidence of acts of violence or of any other conduct, which would constitute a danger or disruption to the peaceful occupancy of neighbors.
2. **Rape, Prostitution, or Sexual Deviation** - Include convictions for the offenses of rape, prostitution, indecent exposure, sodomy, carnal abuse, impairing the morals of a minor, or similar crimes indicating sexual deviation.
3. **Grossly Unsanitary or Hazardous Housekeeping** - Includes generally creating any health or safety hazard through acts or neglect and causing or permitting any damage or misuse of premises and equipment, if the family is responsible for such hazard, damage or misuse; causing or permitting infestation, foul welfare which causes non-enjoyment of the premises; depositing garbage improperly; failing to use in a responsible and proper manner all utilities, facilities, services, appliances, and equipment within a dwelling unit or failing to maintain them in a good and clean condition; or any other conduct or neglect which could result in health or safety problems or in damage to the premises.
4. **Records of Disturbance of Neighbors, Destruction of Property or Other Disruptive or Dangerous Behavior** - Includes behavior or conduct which adversely affects the safety or welfare of other persons by physical violence, gross negligence or irresponsibility; which damages the equipment or premises in which the family resides; which is disturbing or dangerous to neighbors or disrupt sound family and community life. Any resident or their guests found vandalizing the premises will be evicted immediately.
5. **Non-Compliance with Rental Agreements** - Includes evidence of any failure to comply with the terms of rental agreements, such as providing shelter to unauthorized persons, keeping of pets or other acts in violation of rules and regulation, and painting or decorating without permission of owner. Or failure to provide timely tax credit documentation requested by staff.
6. **Failure to submit Recertification or Renewal Documents** – Unwilling to submit recertification documents in a timely fashion as described in the item # 5 above and or upon failure to comply with the third and final request letter to submit such documentation shall be grounds for not renewing lease agreement.
7. **Medical Record** – A record of mental, emotional, or physical disability such that residence in an independent setting would be injurious to the health, safety, or welfare of the individual or the other tenants or their peaceful enjoyment of the premises.
8. **Tenancy or Credit Records** - A consistent history of delinquent rent payments that indicates the tenant is unable or would otherwise fail to pay when the rent is due for the apartment and other expenses relating to occupancy of the apartment.

9. **Misrepresentation** - Willful or serious misrepresentation in the application procedure for admission to the development.
10. **Consumption of Alcoholic Beverages** – Alcoholic Beverages shall not be consumed in any of the properties common areas. Consumption shall be contained to the tenants units. A tenant, household member of the tenant, or a guest of the household caught in this act will be subject to immediate eviction proceedings
11. **Evidence of Criminal Activity Including Drug Related Criminal Activity** - Drug related criminal activity means the illegal manufacture, sale, distribution, use or possession with intent to manufacture, sell, distribute, or use of a controlled substance (as defined in section 102 of the Controlled Substances Act (21 US C 802)).
 - a. The tenant or any member of the household will not engaged in any act intended to facilitate criminal activity, including drug-related criminal activity, on or near project premises.
 - b. The tenant or members of the household **permitted** the dwelling unit to be used for, or to facilitate, criminal activity, including drug-related criminal activity, regardless of whether the individual engaging in such activity is a member of the household or a guest.
 - c. The tenant or member of the household engaged in the **manufacture, sale, or distribution** of illegal drugs at any location, whether on or near project premises or otherwise.
 - d. The tenant or member of the tenant's household, or a guest or other person under the tenant's control engaged in **acts of violence** or threats of violence, including, but not limited to, the unlawful discharge of firearms, on or near project premises.

Any of the above acts are subject to immediate eviction proceedings.

INSURANCE



Tropicana Properties and its owners highly recommend you insure your apartment furnishings from theft, fire, and or damage. Tropicana is not responsible for your furnishings or any damage that might occur during your stay. So please insure your belongings. Because of the high insurance costs outdoor cooking is only allowed in the assigned areas if applicable to the property you reside in, otherwise it is NOT allowed.

INFORMATION



If you should 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 mail it to:

tropicanacares@tropicanaproperties.org

We hope you enjoy your stay and please assist us in our recertification process by providing us with all the information upon your renewal.

IMPORTANT NUMBERS

The following are phone numbers for your convenience.

Water and Sewer Services: El Paso Water Utilities
Electric Services: El Paso Electric
Gas: Texas Gas
Cable: Time Warner

915-594-5500
915-543-5970
915-680-7200
915-772-4422

Some properties have other service providers please see handout.

If a fire or a life threatening situation occurs, no matter how small, call #911.

In case of any emergency
please call your property
business hours. After normal
contact your property
if answering machine is on



related to the apartment
manager during normal
business hours please
manager on their cell phone,
please leave:

Your name
Property address
Phone number (where you
Brief nature of the problem.
If the nature of the problem

can be reached)

emergency and/or is a matter resulting from the tenant's fault, you will be charged a minimum service
fee plus expenses.

does not constitute an

We reserve the right to change or add to this handbook at any time upon written or verbal notice from the on-site property manager. This handbook is the Community Policies and Rules and is a part of the Lease Agreement.

**Remember to Drop us a line or two at
Tropicanacares@tropicalproperties.org**

EARN \$50 JUST BY DOING THE FOLLOWING:



This exhibit is to use as a guideline for tenants to keep your apartment safe and at the same time help keep the property in compliance when inspections come along. As mentioned in the "Inspections" section of this handbook, there is an incentive program to tenants that follow this short list of safety measures and **are selected** to get inspected and pass (no findings by inspector) the state inspection. **The reward is a \$50 gift card.**

Flammable Materials Improperly Stored- Any gasoline container in the apartment or flammable or combustible material in the oven or utility closet. **Examples of items:** *Pizza boxes, pots and pans stored in the oven, gasoline container stored by the water heater.* For your family's safety do not use these for storage.

Tripping Hazards- Wires across a doorway or hallway. **Examples are:** *Cable or phone line wires running through the bottom of the doors or on the floor which can cause a person to trip and fall.*

Access to the Electrical Panel- Access to the electrical panels is blocked by furniture or other items not easily removed. **Examples are:** *The electrical panels usually located in the hallway are blocked by large plants or furniture that blocks easy access to it.* Remember that there is electricity running through them and as a safety precaution for your family's safety you do not want to block it.

Blocked windows and/or doors- As a safety measure there should not be anything blocking doors or windows. **Examples are:** *Living room and Bedroom windows and/or doors blocked by furniture.* There should always be an 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 yourself or your family.

Smoke Detector & Other- All Provisions of your lease contract must be followed. Smoke Detectors must not be tampered with which includes removing batteries. If you disable the smoke alarm it will result in a lease violation and possible tenancy and assistance termination.

Inspection Checklist Items to look for	Fixed	Brief Comment
Flammable Materials Improperly Stored: Pots and Pans removed from oven Flammable material removed from oven (pizza boxes) Gasoline tanks removed from apartment (full or empty)	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Tripping Hazards: Are there any cables running through the floor that could trip someone and cause serious injury?	<input type="checkbox"/>	
Access to the Electrical Panel: Is the Electrical Panel easily accessed and not blocked by furniture or other objects?	<input type="checkbox"/>	
Blocked windows and/or doors: Are all windows and doors clear of objects blocking them?	<input type="checkbox"/>	
Smoke Detectors: Are all smoke detectors working properly?	<input type="checkbox"/>	

I certify that I have fixed the items mentioned on the checklist to keep my apartment safe and in compliance. I also confirm that I will continue to practice these life safety measures. I will be eligible for the \$50 gift card if my apartment is inspected and it passes (no findings by inspector). Please note if any future violations occur I may be issued a lease violation. **As per our Lease Agreement you are contractually obligated to give maintenance, inspectors, and management access to your apartment.**

Tenant Signature: _____ Property Manager Signature: _____

Date Signed: _____ Date Signed: _____