

welcome home!



Clarion | CROSSING
APARTMENT HOMES

Resident Handbook

1141 Crab Orchard Dr. | Raleigh, NC 27606

Call: (919) 710-8937 | clarioncrossing@prgrealestate.com

<https://www.clarioncrossingapartments-prg.com/>

Your T-Code:

flowpage.com/clarioncrossingresident



Frequently Asked Questions

1 of 3

What is the public wifi password?

The network is PRG Public Wifi. The password is PRGPub1ic!

Wifi can be accessed in the clubhouse/office, fitness center, mail area, and pool.

Does the office accept packages?

Packages may come to your front door, mailbox, or the office. If you wish to have the package delivered to the office, you need to have your first and last name, the office address, and your apartment number listed in order for us to accept the package.

Are any utilities included with rent?

Utilities are not included. Clarion Crossing will email your total balance, including water/sewer charges and any applicable fees (trash, pet rent, etc.) on the first of the month.

Water/sewer is conveniently sub-metered and managed by a company called ConService. You will receive your water usage statement by email from ConService monthly. This balance will be paid to Clarion Crossing directly with your rent (not to ConService).

Electricity will be set up by the resident. This will be paid directly to Duke Energy.

When is rent due?

Rent is due on the 1st of every month. Rent is considered late after the 5th of every month. Partial payments are not accepted after the first of the month. [Click here](#) to pay your rent.

What happens if my rent is late?

A late fee equal to 5% of the base rent will be charged at the close of business on the 5th of every month. Partial payments are not accepted after the first of the month.

Does maintenance change air filters?

Yes! We conduct preventative maintenance on a quarterly basis. We change filters and test smoke detectors inside every unit. We recommend changing your furnace filter once a month. You can email the leasing office at any time to request a new air filter.

May I get a pet after I move in?

Yes! We are a pet-friendly community. Before you get the pet, you must fill out a pet application with the office and pay the current pet fees (\$35 month/1 pet, \$50 month/2 pets & \$300- \$500 one-time fee). If a pet is found in your apartment without proper approval from the office and payment of the pet fees, you will be subject to a \$300 fine. Please see the pet policy for more details.

Frequently Asked Questions

2 of 3

Why do I need renter's insurance?

You must maintain an active renter's insurance policy with at least \$100,000 in personal liability. All leaseholders must be listed on the policy. Additionally, the following must be listed as "additional interest" on your policy:

Insurance Tracking
PO Box 100513
Florence, SC 29502

Renter's insurance not only covers the possibility of unexpected financial burdens for damage due to fire, smoke, or flood, but also covers your personal possessions for damages resulting from fire, theft, vandalism, or windstorm. Make sure to talk with your provider, since policy coverage may vary. Click [here](#) to add or update your policy with Assurant.

May I transfer to a different unit at Clarion Crossing?

Clarion Crossing wants to accommodate your changing lifestyle and we will gladly transfer you to another apartment. In order to qualify to transfer:

- You must be living at Clarion Crossing for a minimum of 6 months
- No late payments or NSF's within the last 6 months
- Proof of paychecks or income for the last 30 days
- A pre-move-out inspection of your current apartment
- Transfer Fee (\$500 non-refundable transfer fee due at time of request)
- \$150 cleaning deposit my apply
- New security deposit required ranging from \$350-full month's rent

May I have my locks changed?

Yes, we will be glad to change your locks and provide you with new keys if you request them in a work order. All leaseholders must agree in writing to have locks changed. However, per your lease, there is a \$35 charge for this service, and it can only be done during regular maintenance hours. We may ask for the payment upfront before the service is performed.

How much notice do I need to give if I want to decline to renew my lease?

Of course, we'd love for you to renew instead! A written notice 60 days prior to the end of your lease is required. Lack of notice period will result in the lease automatically rolling over to a month-to-month lease. A 30 day written notice is required for all month-to-month leases.

Frequently Asked Questions

3 of 3

May I add someone to my lease, such as a new roommate, friend, or family member?

Yes. The new tenant will be required:

- To apply
- Pay the application fee (\$50) and add roommate fee (\$200). Lease Change Fee is \$500.
- Pass our rental requirements the same as every other leaseholder.
- Once approved, we will create a new addendum to your lease which must be signed by all current leaseholders, the new leaseholder, and management.

May I sublease my apartment?

We do not allow subleasing. You can, however, have someone take over your lease directly through Clarion Crossing. The prospective new resident must apply and pass our rental requirements the same as every other leaseholder. Once the new resident is approved, we will create a new addendum to your lease which must be signed by all current leaseholders, the new leaseholder, and management. The new resident shall accept your apartment as-is, you will pay rent up until the day the new resident takes over the lease, and the security deposit will stay with the apartment and thus will transfer to the new resident's ownership. **Lease takeovers will not take place within 90 days of the renewal unless the lease has been renewed. A \$600 lease takeover fee is due at the time of request.**

What if I need to break my lease?

For any reason other than the fulfillment of the Military Personnel Clause of paragraph 22 in your lease agreement, you will need to submit a written notice, then pay a buy-out fee (ranging from one to three months' rent) or pay lost rent. Please contact the office for more details.

May I bring guests to the pool?

Yes, you may bring up to two guests with you to the pool. You are required to have your pool pass with you at all times. We ask that everyone adheres to the policies while visiting.

May I grill at Clarion Crossing?

A Raleigh Ordinance, prohibits the use of charcoal and gas grills on the balcony or patio of your home, as it is a fire hazard. We have gas grills that are located at our pool, along with a grilling area near our hammocks. Grills are not allowed to be used or stored at your apartment.

What Internet/cable provider do you recommend?

You can choose any provider you like and must set it up on your own.

ONLINE RESIDENT RESOURCES



- View Your Handbook
- See Community Updates
- Text the Office Staff
- Get Food Truck Menus
- Go To Resident Connect
- Find Answers to FAQs
- Review Policies
- Follow us on Social Media
- Review us on Google
- ... and more!

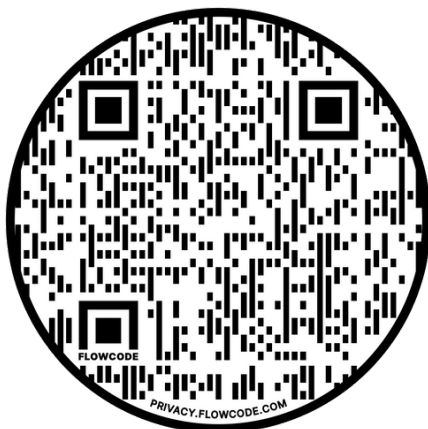
Scan code or visit in
your browser:

flowpage.com/clarioncrossingresident

Review

Like

Follow



Please leave us a Google Review, like us on Facebook, and follow our Instagram! Scan QR code or visit

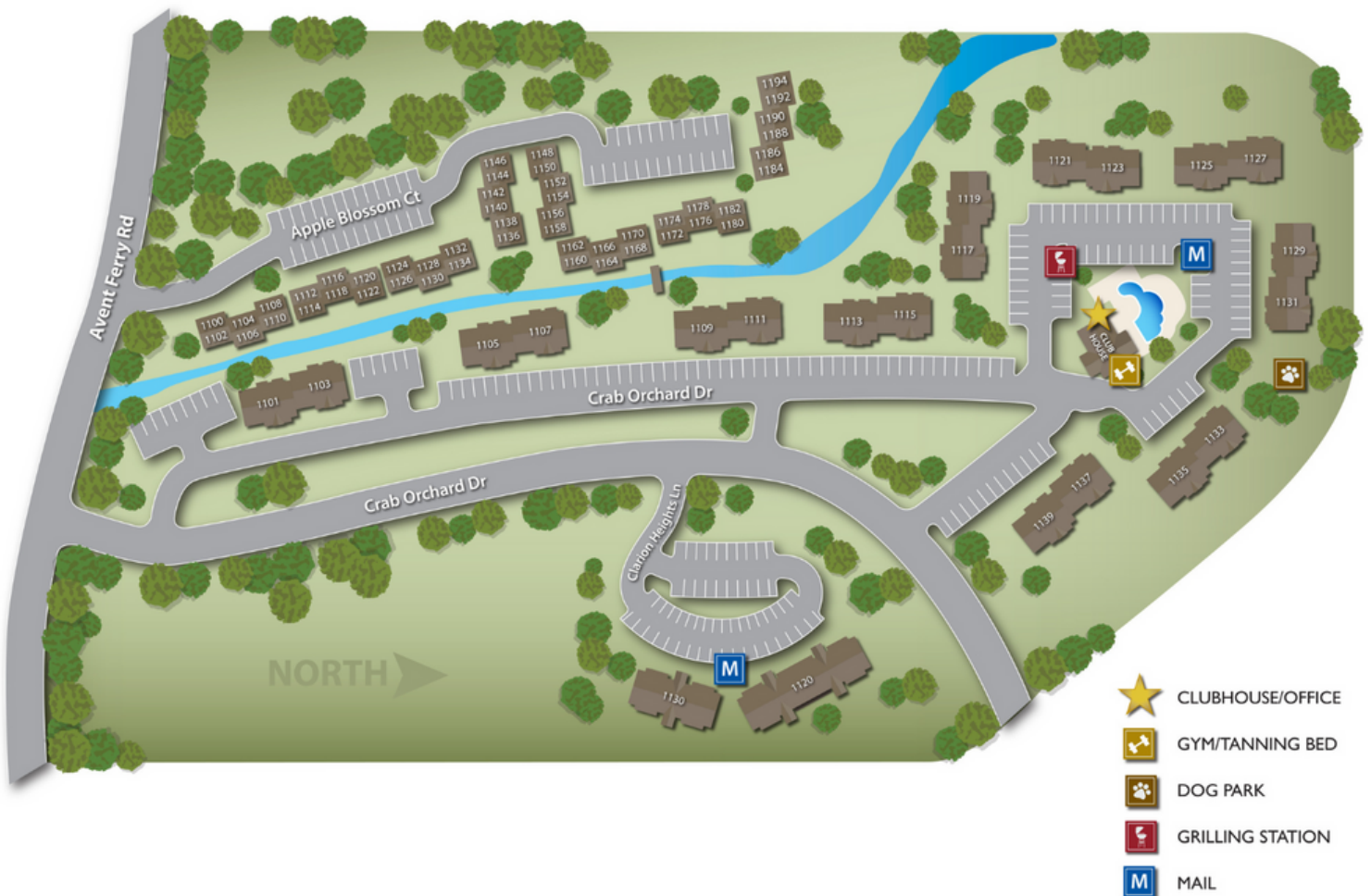
flowpage.com/clarioncrossingresident

KINGSLEY ASSOCIATES:



We take the utmost pride in our community and want to ensure your time at Clarion Crossing is nothing short of exceptional! To help us achieve this goal, we have implemented a survey system that gathers your feedback. You will receive occasional surveys via email from Kingsley inquiring about your experiences at Clarion Crossing. **We welcome your responses!**

Thank you!



APARTMENT AMENITIES:

- Additional Storage Available
- Stainless Steel Appliances
- Oak-Style Plank Flooring
- Elegant White Cabinetry
- Spacious Walk in Closets in Select Units
- Private Outdoor Terraces
- Washer/Dryer Included in Select Units
- Custom Accent Walls Paint Scheme
- En Suite Bathrooms in Select Units

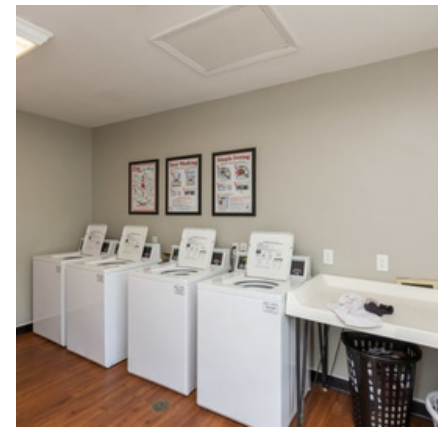
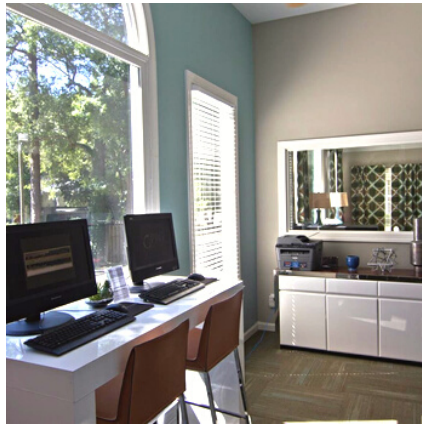
MOVE-IN FEES:

Application Fee: \$50 per applicant
 Reservation Fee: \$200
 Security Deposit: \$350 to 1 month's rent (refundable)



COMMUNITY AMENITIES

- Convenient Dog Parks
- Resident Cyber Café with Computers & Public Wifi
- Hammocks with Running Lights
- First Come First Serve Parking
- Close access to Lake Johnson, Cary Crossroads, & Downtown Raleigh
- Poolside Picnic Area with Gas Grills
- Community Events
- 24/7 Fitness Center with Public Wifi
- Laundry Facilities
- Pool with Lounge Chairs and Fire Pit

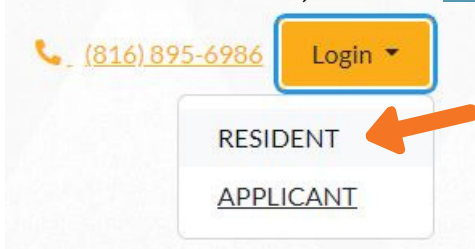




PRG RESIDENT CONNECT

Resident Connect is your handy online resident portal! From here, you can contact us, post on the residents' bulletin board, submit service requests, pay online, manage your notification settings, and more.

- 1) To register, go to **www.clarioncrossingapartments-prg.com/** and select **Login** in the top right-hand corner. Then, select **Resident**.



- 2) Choose **Click here to register**.

Welcome to Resident Services

If your username is not an email address, [click here to login](#).

- 3) Fill in the required information on the registration screen.

Your **registration code** is the t-code that management provided for you.

***Important: The email you use must match the one management has on file!**

Don't forget to **accept** the terms and conditions and press **Register** when you are finished!

Already a member? [Click here to login](#).

User Registration

* Denotes a Required Field

Personal Details

Account Information

User Verification

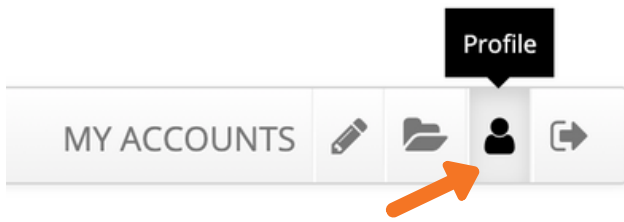
Register

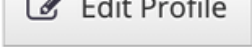
Voila! You are registered for Resident Connect! You may need to check your email to verify your account.

COMMUNICATION SETTINGS

Now that you are registered, it's time to modify your communication settings in Resident Connect. At Clarion Crossing, we send helpful and important information by email and sometimes by text message. **Make sure you opt-in as soon as possible!**

- 1) First, navigate to your [profile](#). Select this button near the top right-hand corner of your dashboard:



- 2) Press  near the top right corner (below "MY ACCOUNTS") to adjust your communication settings. Make sure you opt-in for emails and SMS (text) notifications!

My Profile

Email:

Office1:

Home:

FAX:

Allow Text (SMS) ☒
Notifications:

Mobile Phone for
Texts (SMS):

**See Disclosure.* Rates may apply.

Bulletin Board Display
Name

Bulletin Board Email
Notifications:

Weekly Digest



Allow personal
messages from
Bulletin Board



Subscribe to Voice
Calls



Subscribe to email
notifications



When you are finished, scroll all the way to the bottom and press [Update Profile](#) to save your settings!

Update Profile



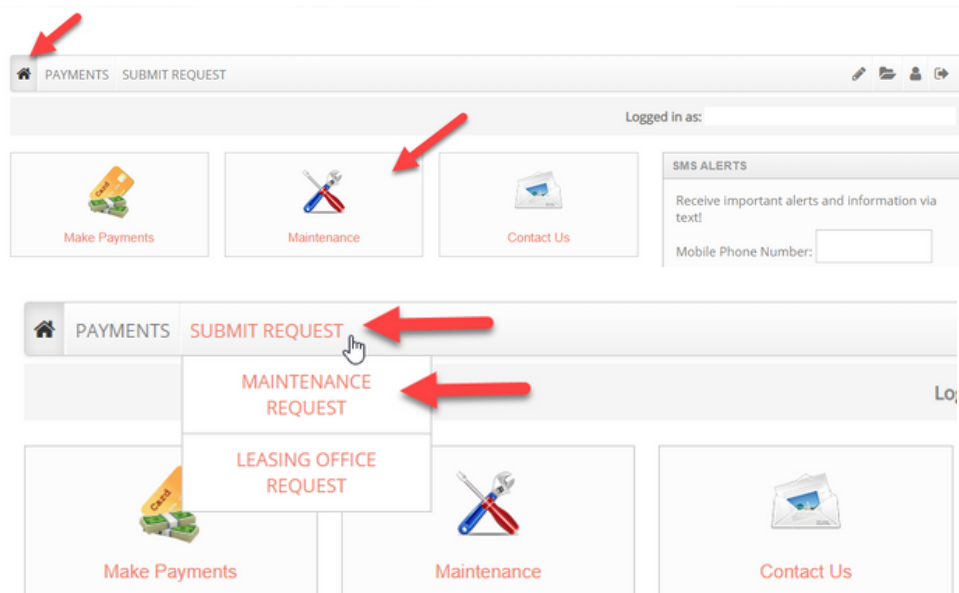
HAVE A SERVICE REQUEST?

LET US KNOW 24/7!

Service requests are completed in order of age in queue and priority. Please be aware that requests made online may not be seen until the following business day.

Option 1: Submit a Request Through Resident Connect:

We will be notified immediately when you submit! This is a great way to communicate requests in your own words. You can even upload pictures!



Option 2: Send us a Text or an Email:

Go to flow.page/clarioncrossing and select "Text Us,"
or email clarioncrossing@prgrealestate.com.

Make sure you include your name and address in the message.

Option 3: Call our 24/7 Resident Service Line:

You can call us at **(919) 647-9678** to notify us of your service request.
If the office is closed or we are unable to answer the phone, a member
of our Call Center team can notify us right away!



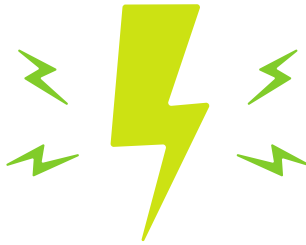
FOR MAINTENANCE EMERGENCIES, PLEASE CALL (984) 202-8415.
THE CALL CENTER IS AVAILABLE 24/7.
FOR A LIFE THREATENING EMERGENCY, CALL 911.

WHAT IS A MAINTENANCE EMERGENCY?

A maintenance emergency is something that, if it isn't repaired immediately, could cause injury, threaten your health, or cause serious property damage.

**If this occurs, please call
(984)-202-8415 immediately.**

If you have no power throughout your entire home we ask that you please check [Evergy](#) for any outages in the area. If no outage is found please contact emergency maintenance.



Toilet is not working and you only have one bathroom.



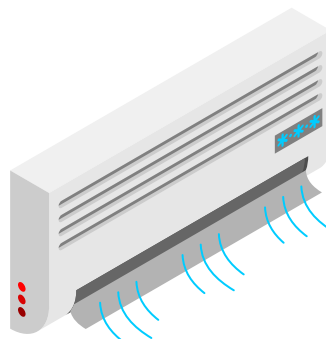
No water supply throughout the home.



Uncontrollable leaks with the exception of leaky faucets.



Sewer back up that has created a flood.



No running A/C or Heat

BATH AND PLUMBING CARE

DON'T:

Please do not use rubber suction cup bathtub mats. These damage the finishing.



Please **do not flush anything other than toilet paper and waste**. For example, do **not** flush feminine hygiene products, disposable wet wipes (even "flushable" ones), paper towels, etc.



DO:

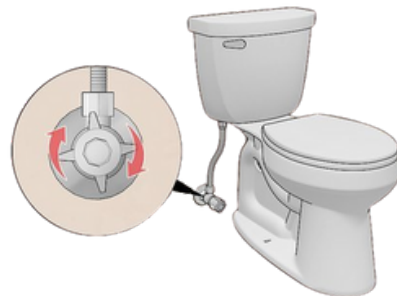
Use no-suction bathtub mats designed for refinished bathtubs.



Report leaks and rushing water sounds to the office immediately to avoid damage and high water bills.

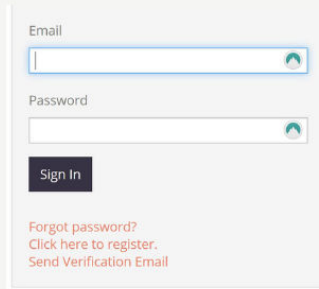


If your toilet is about to overflow, cut off the water supply by turning the knob at the base of the toilet near the wall.



ALL THE WAYS YOU CAN PAY

Many options available 24-7. Want to Pay in cash? Ask the office about Pay Near Me.



PRG Resident Connect Resident Service Portal

www.clarioncrossingapartments-prg.com



Rent Cafe App

Download the app to access PRG
Resident Connect anywhere



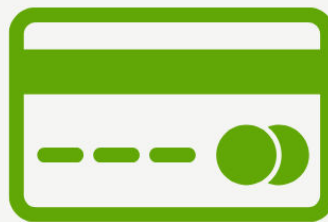
252-600-3090

Call office for payment
options or questions



ACH

- Set up monthly auto pay
- Make a one-time payment
- Free with checking or savings account



Card Payment

- Credit Card Processing Fee of 2.95%
- Debit Card Processing Fee
 - <\$1000: \$3.95
 - <\$2000: \$4.95
 - \$2000+: \$9.95



Certified Funds

- Money Order, Cashier's Check, Certified Check
- Drop these off at the leasing office

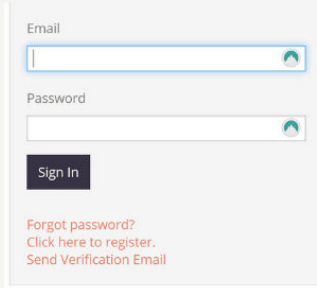


Text to Pay

Opt-in to SMS notifications
on your Resident portal
and then register on the
payments tab

TODAS LAS FORMAS QUE SE PUEDE PAGAR

Muchas opciones disponibles 24-7. ¿Quiere pagar en efectivo? Pregunte en la oficina sobre Paga Cerca de Mí.



PRG Resident Connect Portal de Servicio para Residentes

www.clarioncrossingapartments-prg.com



Aplicación de Rent Cafe

Descargue la aplicación para acceder PRG Resident Connect en cualquier lugar



252-600-3090

Llamar a la oficina para opciones de pago o preguntas.



ACH

- Crear pagos automáticos mensualmente
- Crear un pago único
- Gratis con una cuenta bancaria de cheques o ahorros



Card Payment

- Tarifa de procesamiento de 2.95% con tarjeta de crédito
- Tarifa de procesamiento con tarjeta de débito:
 - <\$1000: \$3.95
 - <\$2000: \$4.95
 - \$2000+: \$9.95



Fondos Certificados

- Giro postal, cheque de caja, cheque certificado
- Entrregar a la oficina de administración



Pagar por Mensaje

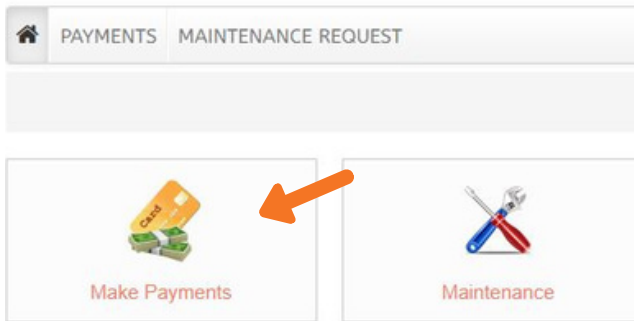
Opte por las notificaciones por SMS en su portal de Residente y regístrese en la sección de pagos

HOW TO PAY RENT ONLINE

There are a couple ways you can pay rent online.
You can do a manual payment each month or you can set up auto pay.

This is how you do a manual one-time payment.

- 1) First, log into your online account.
Select [Make Payments](#) option.



- 2) Press [Make a One-time Payment](#) in the corner of the gray box.
- 3) Enter your bank account or credit card information. All credit and debit cards are subject to a 2.5% service charge.

Account Name *

Routing Number (9 digits) *

Confirm Routing Number *

Account Number (3-17 digits) *

Confirm Account Number *

Account Type

Checking Account

- 4) The online portal will validate all new bank accounts added to the system. It will take approximately 24 hours to add a bank account to the system. Be on the lookout for a .01 deposit in your account. Once that has happened, you will press verify and enter the exact amount that was deposited in your account.

Bank Account Number	Account Type	Verify
*****5007	Savings	Verify

- Once your account has been verified, press the
- 5) drop down arrow. You will select the account you want to withdraw funds from. Press next.

Enter Payment Details

Select Payment Account

---Select Payment Account

Extra Payment Amount

0.00

Next

If you are paying before the 1st. You will enter your total amount in "extra payment account."
If you are paying on the 1st or after, you will leave the number that is listed.

- 6) Select, 'I have read and accept the Terms and Conditions.'

Payment Details

Payment Account	*****
Extra Payment Amount	\$1.00
Total Amount	\$1.00

PLEASE READ THIS ENTIRE AGREEMENT BEFORE PROCEEDING. BY CLICKING ON THE "SUBMIT PAYMENT" BUTTON BELOW, YOU ACCEPT THE TERMS AND CONDITIONS AND YOU AUTHORIZE TO HAVE THE ABOVE AMOUNT WITHDRAWN FROM THE SPECIFIED PAYMENT ACCOUNT. IF YOU DO NOT AUTHORIZE THIS PAYMENT OR ACCEPT THESE TERMS, DO NOT CLICK "SUBMIT PAYMENT" BELOW.

☐ I have read and accept the [Terms and Conditions](#)

- 7) Press 'Submit Payment' to finalize your payment.

[Back to Payment Details](#) [Submit Payment](#)

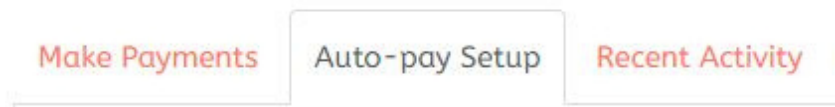
HOW TO SET UP AUTO PAY

There are a couple ways you can pay rent online.
You can do a manual payment each month or you can set up auto pay.

This is how to set up auto pay.

- 1) After you have set up your bank or credit card information. You will select the Auto-pay Set up Tab under payments.

Payments



- 2) You will select the payment account. The start date will be the date you would like the auto payment date to start. Pay on day will be the 3rd.

Payment Account	Start Date	Pay on Day	Percentage %
<div><div></div><div></div></div>	8/1/2021	3rd	100.00%

Next

- 3) **If you are a single payer, your percentage will be 100%.** If you have roommates, all roommates must elect to use auto pay. Payment percentages must equal 100%.



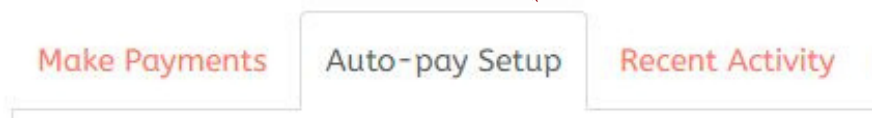
HOW TO SPLIT RENT PAYMENT

Splitting payment is easy.

All leaseholders must opt in to auto-pay.

- 1) After you have set up your bank or credit card information. You will select the Auto-pay Set up Tab under payments.

Payments



- 2) You will select the payment account. The start date will be the date you would like the auto payment date to start. Pay on day will be the 3rd.

Payment Account	Start Date	Pay on Day	Percentage %
<input type="text" value="*****"/>	<input type="text" value="8/1/2021"/>	<input type="text" value="3rd"/>	<input type="text" value="50.00%"/>
<input type="text" value="*****"/>	<input type="text" value="8/1/2021"/>	<input type="text" value="3rd"/>	<input type="text" value="50.00%"/>

- 3) All roommates must elect to use auto-pay. **Payment percentages must equal 100%.** For example 50/50, 60/40, 33/33/34

WWW.UTILITIESINFO.COM

Utilitiesinfo.com is Conservice's mobile-friendly account portal. With it you can:



- 1 Make payments and view balance
- 2 View, download, and print current & past bills
- 3 View current month utility usage
- 4 View account history
- 5 Adjust key settings
- 6 Monitor recent account activity

Getting Started

To log in for the first time, use the account number and web pin located in the top right-hand corner of your bill. For security reasons, you will be prompted to change your password during your initial log in. If you have trouble logging in, please call 1.866.947.7379.

CONSERVICE
The Utility Experts

24 Hour Automated Payment Line
Toll Free 1-877-238-4544

Customer Service
Toll Free 1-866-947-7379
www.conservice.com
www.utilitiesinfo.com

Service Problems with Utility
Billing Office 1-800-467-6255

Account #: 11111111

Account Name: Jane Doe

Past Due Date: 11/01/2018

Statement Date: 10/17/2018

Total Charges: \$26.50

Service Address: 123 ABC Street #105,
Dallas, TX 75003

Web Pin: 99999999

Store drinking water in the refrigerator rather than running the tap. This way, every drop goes into your tank and not the drain.

Conservice offers 0-Statements! Log onto our website or call 1-866-947-7379 for more info!

Utility Statement for Fort Bragg - Corridor

METER READS & USAGE

UTILITY	DATES	START READING	END READING	CONSUMPTION
Electricity	10/1/2018 - 11/1/2018	204185.00	205000.00	1705.00 kWh

CURRENT ELECTRIC

SERVICE TYPE	SERVICE PERIOD	TOTALS
Electricity	10/01/2018 - 11/01/2018	\$175.40
Electric Allowance	10/01/2018 - 11/01/2018	\$48.50
Current Electric Total		\$126.90
Utility Total		\$126.90
Prior Balance	Thank YOU for keeping your account current!	
Payments Received		\$0.00
Grand Total		\$126.90

Account # = username

Web Pin = password

Account #: 11111111

Account Name: Jane Doe

Past Due Date: 11/01/2018

Statement Date: 10/17/2018

Total Charges: \$26.50

Service Address: 123 ABC Street #105,
Dallas, TX 75003

Web Pin: 99999999

Store drinking water in the refrigerator rather than running the tap. This way, every drop goes into you

WHO TO CALL?



LEASING OFFICE

We are available during office hours to assist you with any of your needs. We also have a 24/7 call center to assist after hours.

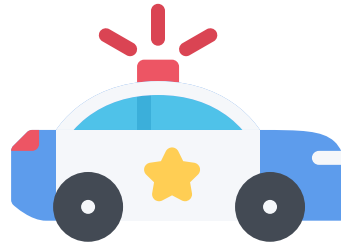
Please note:

If it is an emergency where there is a threat to life or property, please dial 911 immediately first.

POLICE NON EMERGENCY

Raleigh has created a non-emergency call center to assist with inquiries that are considered **NOT** an emergency. You will use this number in instances where you are safe and not in need of immediate assistance.

(919) 831-6311



Clarion Crossing Courtesy Officer

Clarion Crossing has a onsite courtesy officer who provides surveillance for our residents and community.

911!

Call 9-1-1 when there is an emergency-**an immediate threat to life or property that requires an immediate response.**

A few examples are:
A medical emergency
Crime in progress
Fire, or more.



DID YOU KNOW WE ARE SMOKE FREE?

We welcome all non-smokers and smokers alike, we have just placed a restriction on the *activity* of smoking in our community.



With a non-smoking community, you lessen your exposure to health complications and can enjoy the carefree lifestyle of breathing easy in a healthy environment.



Secondhand smoke can drift through buildings and enter common areas and units occupied by non-smokers through vents, doors, windows, hallways, electrical outlets, and through gaps around fixtures and walls.



Allowing smoking in your building can increase the risk of fire. An estimated 7,600 smoking-related fires occur in residential buildings each year in the US.



Becoming a non-smoking property reduces the improper disposal of cigarette butts, resulting in clean air **AND** a clean community.

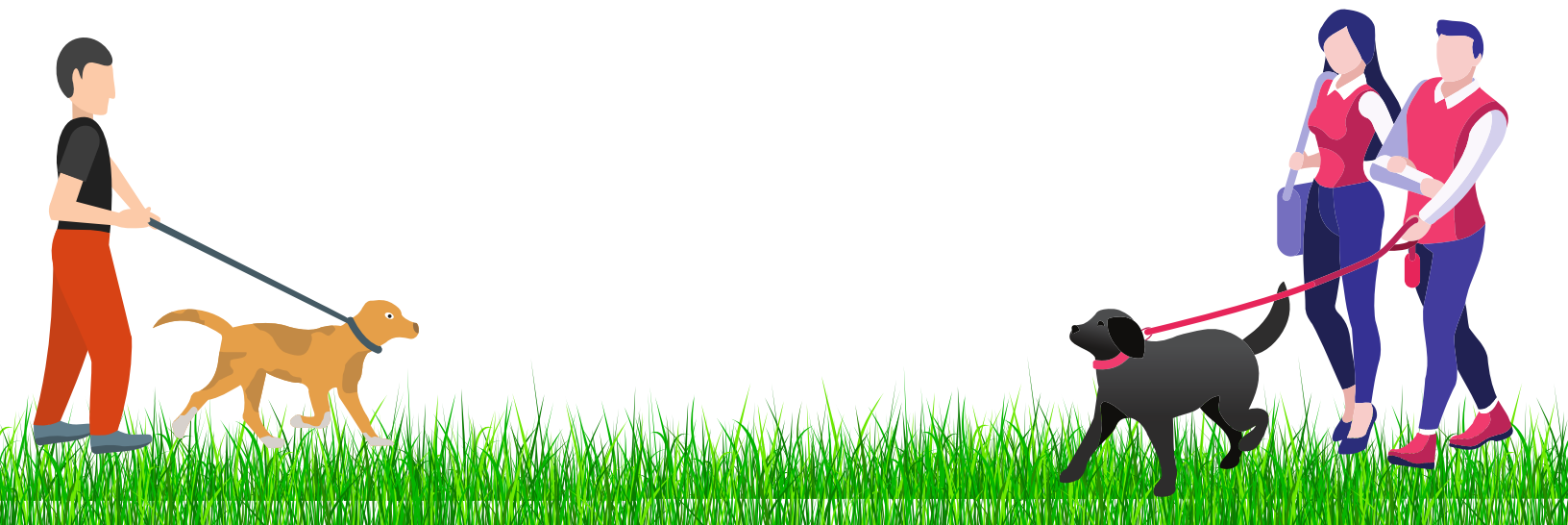
WE ARE PET FRIENDLY!

We are pet-friendly here at Clarion Crossing!
We have a bark park and are conveniently located close to Lake Johnson, which has multiple trails for long afternoon walks.

USE THE FOLLOWING AS
A PERSONAL CHECK-LIST:



- ☐ **Fill out a pet application**
- ☐ **Pay Pet Fees**
- ☐ **Provide proof of vaccination records**
- ☐ **Sign Pet Addendum**



PET POLICY

1 of 3

This policy establishes the rules and conditions under which a pet may be kept at Clarion Crossing. The primary purpose of these rules is to establish reasonable requirements for the keeping of common household pets in order to provide a decent, safe, and sanitary environment for all residents and to preserve the physical condition of the property. These rules do not apply to assistance animals, which are not considered pets, except as indicated below.

Registration

- 1) Residents must obtain prior approval before moving a pet into their apartment by completing an application form available in the office. A current photo of the pet must be attached to the application. If local law requires, the pet must have a current license.
- 2) Once approved, the resident must sign a pet addendum authorizing the pet for the apartment and paying a fee and the first month's pet rent.
- 3) At the time of lease renewal, updated license information must be provided if applicable.

Types and Number of Pets

- 4) Pet ownership shall be limited to common household pets, which shall be defined as follows:
 - a. Chargeable pets: Dogs, cats, and ferrets
 - b. Birds: Birds commonly kept as pets (no pigeons or birds of prey such as hawks, eagles, condors, etc.)
 - c. Aquarium pets such as tropical/gold fish, frogs, snakes, lizards, and turtles
 - d. Caged pets such as iguanas, guinea pigs, hamsters, and gerbils
 - e. No other species of animal or any exotic animal is permitted.
 - f. Prohibited animals: Livestock, poisonous reptiles/amphibians/fish, rodents (except as listed above), insects, and arachnids.
 - g. All pets must be approved by management; PRG reserves the right to approve or deny pet applications
 - h. Any animal deemed by Management to be potentially harmful to the health or safety of others, including attack or fight-trained dogs, will not be approved.
- 5) Number of pets:
 - a. A maximum of two (2) dogs or two (2) cats are allowed per apartment.
 - b. No single pet will be permitted which is expected to exceed one hundred (100) pounds in weight at maturity or a combined weight of one hundred (100) for two.
 - c. No resident shall have more than one aquarium, which shall not have a capacity of more than 20 gallons, unless renter's insurance is provided.

PET POLICY

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Pet Ownership Rules

- 6) For Chargeable pets: A non-refundable pet fee of \$ 300 for the 1st pet, \$200 for the 2nd pet will be charged. Monthly pet rent is \$35 per month for one pet, \$50 per month for two pets.
- 7) Renter's insurance is required for any aquarium in excess of twenty (20) gallons in size.
- 8) The Resident shall keep his/her pet inside the apartment at all times except for transporting on and off the property and daily walks/curbing for dogs. When outside the apartment, dogs must be controlled on a leash. Other pets shall be in suitable portable cages.
- 9) Pets must be quartered in the resident's apartment. No doghouses or tie-outs will be permitted.
- 10) The Resident shall keep the apartment and surrounding areas free of pet odors, insect infestation, waste and litter and maintain the apartment in sanitary condition at all times.
- 11) Dishes or containers for food and water must be located within the resident's apartment. Food and/or table scraps, shall not be deposited on the patio, balcony, or common areas.
- 12) Residents shall not feed or water stray or wild animals.
- 13) Pets are strictly prohibited from the swimming pool, recreational facilities, and laundry areas.
- 14) Every pet owner is responsible for proper disposal of fecal waste of his or her pet. Pet waste shall be bagged and disposed of in an appropriate trash receptacle. Pet waste or pet litter shall not be deposited in the toilet or in community trash receptacles.
- 15) Pets shall not be curbed on shrubbery, flowers, small trees, structures, vehicles, or property of other persons.
- 16) Pet owners who fail to remove and dispose of pet waste will be charged a \$25.00 pet waste removal fee per occurrence.
- 17) Residents will restrain and prevent the pet from gnawing, chewing, scratching, or otherwise defacing doors, walls, windows, and floor coverings and other fixtures of the resident's apartment and common areas. Pet owners are liable for all damage caused by their pet including the cost of exterminating for fleas or other pet-borne pests. The resident shall pay promptly, upon receipt of a bill, for the cost of all materials and/or labor for repair of any damage caused by their pet.
- 18) All approved birds must be caged at all times.
- 19) Residents will not allow pets to disturb the health, safety, rights, comfort or quiet enjoyment of other residents.
- 20) Pets must comply with all local ordinances including shots, licenses, and leash laws.
- 21) The presence of a pet may not interfere with the routine pest extermination of the apartment. The resident is responsible for removing or otherwise protecting pets every time extermination is scheduled.

PET POLICY

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Pet Ownership Rules (cont'd)

- 22) Any animal found on the grounds or in common areas without a proper license or tags, will be reported to the local animal control unit or other applicable authority for its removal.
- 23) No pet is to remain unattended, without proper care, for more than 24 hours. The resident shall designate one or more persons as an emergency contact that can tend to the pet if the resident is unable to do so. In instances where a pet appears to have been abandoned for more than 24 hours, and an emergency contact cannot be located, Management shall report the matter to the local authority for its removal. If necessary, Management will enter the apartment, as in an emergency, to rescue the animal.
- 24) Residents shall not alter their apartment, patio, balcony or other area to create an enclosure for a pet.
- 25) Visitors with pets will not be allowed on the premises, with the exception of Assistance Animals. Residents may not temporarily care for pets of friends or relatives in their apartments.
- 26) Residents shall allow Management to inspect their apartment as required to ensure compliance with these rules.
- 27) A copy of these rules shall be provided to every resident who registers a pet and additional copies will be available at the Management Office.

Enforcement

- 28) All violations of this pet policy shall be dealt with as a material violation of the lease and appropriate lease enforcement actions up to and including eviction shall be taken.
- 29) If Management determines, by its sole discretion, that the presence of a pet constitutes a risk of damage to property, creates a threat to health and safety of any person, including residents, household members, guests and/or employees, Management may require the removal of the resident's pet upon 48 hours written notice. Failure to comply with this notice shall be deemed a violation of the resident's lease obligations and grounds for eviction.
- 30) Any violation of the policy shall give rise to all appropriate remedies under the lease, including eviction proceedings.
- 31) In the case of a vicious dog, Management may make a complaint to the local animal control unit.

Unauthorized Pet

- 32) If a Resident is found to have an unauthorized pet, a letter of violation will be issued, a \$300 Pet Fee & \$300 penalty will be added to the account of the offender. This letter shall state that the resident must remove the pet immediately. The pet may not re-enter the apartment until proper application and approval for the pet have been received. If the pet isn't removed from the premises or the Resident fails to respond to the letter within seven (7) days, the resident will be issued a Notice to Quit.

PARKING POLICY

- Residents can park at a first come first serve basis
- Only 1 vehicle per licensed resident is allowed
- Cars that are towed will be charged at the owner's expense
- As stated in your Lease Agreement, any vehicles that are deemed to be illegally parked are subject to towing at any time without warning
- A vehicle is considered unauthorized or illegally parked if it (is):
 - Has a flat tire or is rendered inoperable
 - Is on a jack, blocks or has tires missing
 - Has no current license plate or no current inspection sticker
 - Takes up more than one space (Double Parked)
 - Belongs to a resident who has surrendered or abandoned the apartment
 - Is parked in a designated handicapped space without the legally required handicapped insignia
 - Blocks another vehicle from exiting
 - Is parked in a fire lane or other designated "Do Not Park" area
 - Is parked in the grass, sidewalk or patio
 - Blocks garbage trucks from access to a dumpster
 - Blocks mail areas

Please note that Clarion Crossing has no authority once your vehicle has been towed from the property. If you do find that your vehicle has been towed, please contact:

Ace Tow Service
1533 S Blount St. Raleigh, NC 27603
(919) 821-2121



Residents Insurance PAID WITH RENT

TOP **10** REASONS
Assurant
offers you
more



ASSURANT®

- 1 APPROVAL IS GUARANTEED.** No one is denied coverage!
- 2 NO CREDIT CHECKS.** Skip the credit check and get the coverage you need.
- 3 NO NEED TO MAKE AN ADDITIONAL MONTHLY PAYMENT.** Insurance charges will be conveniently included with your rent payment.
- 4 WE WON'T RAISE YOUR RATES FOR FILING A CLAIM.** We know bad things happen, so if you have to use your insurance, you won't be negatively affected.
- 5 YOUR BELONGINGS ARE PROTECTED** in the event of various covered perils like theft, up to \$10,000.
- 6 PERSONAL PROPERTY COVERAGE OUTSIDE YOUR RENTAL.** If you leave your home, you can feel at ease knowing your belongings are covered anywhere up to \$1,000.
- 7 LOW DEDUCTIBLE FOR YOUR BELONGINGS - \$250.** (No deductible for liability claims.)
- 8 EVERYONE ON YOUR LEASE IS COVERED** for property damage to your home as a result of fire, smoke, water or explosion. Other policies may exclude some of these perils and leave you responsible for them!
- 9 REPLACEMENT COST.** If you have a claim, you can buy brand new items to replace your damaged ones. Instead of only getting paid for what they were worth when they were damaged, you'll get the replacement value at the time of loss, without deduction for depreciation.
- 10 ADDITIONAL LIVING EXPENSES** if your home is uninhabitable due to a covered loss, up to \$2,000.

Ask your leasing agent how to opt in.

In all states, unless otherwise noted, Point of Lease Insurance is underwritten by American Bankers Insurance Company of Florida with its home office in Miami, Florida. In Minnesota, the underwriter is American Security Insurance Company. In Georgia, Residents Liability is underwritten by Voyager Indemnity Insurance Company.

This is a brief description of our program. Please see the policy for complete details, including costs, limitations and exclusions.